












At a glance complaints data Q1, January - March 2021



Figures shown are number of complaints per 100,000 customer accounts

* These are actual complaint figures

npower Ltd (residential)

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
72.46	392	81.71	521

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	43.63 	Billing	46.95 	Billing	£58 	disputed gas or electricity usage
Payments	8.69 	Payments	9.06 	Payments	£24 	Disputed account balance
Customer Service	7.76 	Customer Service	9.80 	Customer Service	£61 	Billing Delays
Other	12.38 	Other	15.90 			

£ Financial	 Non-Financial	£  Both	X No Action
0	18.67	53.05	0.18

74%
of awards with a financial element