












At a glance complaints data Q4, October - December 2020

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

* These are actual complaint figures

EDF Energy

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
19.7	953	16.41	1,033

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	11.31 	Billing	9.53 	Billing	£34 	disputed gas or electricity usage
Smart Meters	3.45 	Smart Meters	2.27 	Smart Meters	£20 	Disputed account balance
Payments	1.45 	Payments	1.34 	Payments	£44 	Estimated billing/readings
Other	3.49 	Other	3.26 			

£ Financial	 Non-Financial	£  Both	X No Action
0.06	7.21	8.58	0.02

55%
of awards with a financial element