












At a glance complaints data Q2, April - June 2021

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

* These are actual complaint figures

E.ON UK

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
33.17	2,696	30.13	3,478

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 20.82 	Billing 17.73 	Billing £64 	disputed gas or electricity usage
Payments 2.05 	Payments 3.42 	Payments £59 	Disputed account balance
Customer Service 2.76 	Customer Service 3.15 	Customer Service £90 	Estimated billing/readings
Other 7.54 	Other 5.83 		

£ Financial	 Non-Financial	£  Both	X No Action
0.17	0.73	12.33	0

94%
of awards with a financial element