












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

EDF Energy

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
21.95	1,012	21.5	1,129

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 13.28 	Billing 11.80 	Billing £56 	disputed gas or electricity usage Disputed account balance Clarity of Bill
Smart Meters 3.73 	Smart Meters 4.08 	Smart Meters £32 	
Customer Service 1.69 	Customer Service 1.84 	Customer Service £40 	
Other 3.25 	Other 3.78 		

£ Financial	 Non-Financial	£  Both	X No Action
0.37	0.98	9.05	0

91%
of awards with a financial element