

At a glance complaints data Q3, July - September 2019


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


* These are actual complaint figures


npower


Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
30.22	1,043	30.6	1,056

Complaints Accepted (Top Complaint Types)

Billing	12.61	
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Customer Service	1.97	
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Standard Meters	1.13	
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Other	14.51	
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Complaints Resolved (Top Complaint Types)

Billing	12.98	
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Customer Service	1.8	
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Standard Meters	1.28	
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Other	14.54	
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Average Award (Top Complaint Types)

Billing	£107	
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Customer Service	£98	
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Standard Meters	£145	
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Top Three Billing Complaints

1. Disputed gas or electricity usage
2. Disputed account balance
3. Disputed responsibility for bill or part of the bill

£ Financial	 Non-Financial	£  Both	X No Action
0.29	0.61	14	0.49

96%
of awards with a financial element