












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

EDF Energy

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
21.55	1,026	16.32	994

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	11.81 	Billing	8.61 	Billing	£28 	disputed gas or electricity usage
Smart Meters	4.01 	Smart Meters	3.00 	Smart Meters	£21 	Disputed account balance
Customer Service	1.72 	Payments	1.32 	Payments	£36 	Estimated billing/readings
Other	4.01 	Other	3.38 			

£ Financial	Non-Financial	£ Both	X No Action
0.06	6.85	8.38	0.04

55%
of awards with a financial element