

At a glance complaints data Q1, January - March 2020

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 *
---------------------	-----------------------------	---------------------	-----------------------------

28.89 **924** **28.36** **907**

Complaints Accepted (Top Complaint Types)

Complaints Resolved (Top Complaint Types)

Average Award (Top Complaint Types)

Top Three Billing Complaints

Billing	5.94
---------	-------------

Billing	14.1
---------	-------------

Billing	£136
---------	-------------

1. disputed gas or electricity usage

Smart Meters	1.22
--------------	-------------

Payments	2.41
----------	-------------

Payments	£75
----------	------------

2. Disputed account balance

Payments	1.09
----------	-------------

Smart Meters	1.81
--------------	-------------

Smart Meters	£113
--------------	-------------

3. Billed to incorrect meter

Other	20.64
-------	--------------

Other	10.04
-------	--------------



£ Financial	Non-Financial	£ Both	X No Action
-------------	---------------	--------	-------------

0.59 **0.97** **15.73** **1.84**

94%

of awards with a financial element