


At a glance complaints data Q2, April - June 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 *
21.18	658	21.4	665

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 3.54	Billing 11.1	Billing £153	1. disputed gas or electricity usage 2. Disputed account balance 3. Billed to incorrect meter
Payments 0.61	Customer Service 1.51	Customer Service £104	
Customer Service 0.55	Payments 1.48	Payments £69	
Other 16.48	Other 7.31		

£ Financial	 Non-Financial	£  Both	X No Action
0.23	1.06	12.62	1.16

92%
of awards with a financial element