

At a glance complaints data Q4, October - December 2019

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

* These are actual complaint figures

E.On

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
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34.11	1,935	35.49	2,013
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Complaints Accepted (Top Complaint Types)

Complaints Resolved (Top Complaint Types)

Average Award (Top Complaint Types)

Top Three Billing Complaints

Billing	6.14
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Billing	15.83
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Billing	£95
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1. disputed gas or electricity usage

Payments	0.69
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Customer Service	1.8
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Customer Service	£80
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2. Disputed account balance

Smart Meters	0.63
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Payments	1.71
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Payments	£48
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3. Billing Delays

Other	26.65
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Other	16.15
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£ Financial	Non-Financial	£ Both	X No Action
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0.3	1.82	14.37	2.19
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89%

of awards with a financial element