

At a glance complaints data Q2, April - June 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 *
30.18	1,106	32.77	1,201




Complaints Accepted (Top Complaint Types)

Billing	12.23	
Customer Service	1.58	
Standard Meters	1.39	
Other	14.98	

Complaints Resolved (Top Complaint Types)

Billing	14.11	
Standard Meters	1.96	
Transfers	1.75	
Other	14.95	

Average Award (Top Complaint Types)

Billing	£86	
Standard Meters	£90	
Transfers	£79	

Top Three Billing Complaints

1. Disputed gas or electricity usage
2. Disputed account balance
3. Billing Delays

£ Financial	 Non-Financial	£  Both	X No Action
0.65	1.56	20.14	1.94

93%
of awards with a financial element