












At a glance complaints data Q1, January - March 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 *
30.28	1,734	32.55	1,864

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 12.52 	Billing 16.33 	Billing £80 	1. Disputed gas or electricity usage 2. Disputed account balance 3. Billing Delays
Transfers 1.87 	Transfers 1.96 	Transfers £151 	
Customer Service 1.47 	Customer Service 1.83 	Customer Service £124 	
Other 14.42 	Other 12.43 		

£ Financial	Non-Financial	£ Both	X No Action
0.44	1.94	19.66	1.14

91%
of awards with a financial element