












# 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

## EDF Energy

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
12.31	613	13.55	675

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
<b>Billing</b> 5.58 	<b>Billing</b> 7.17 	<b>Billing</b> £97 	1. Disputed gas or electricity usage  2. Disputed account balance  3. Incorrect opening/closing meter readings
<b>Smart Meters</b> 1.04 	<b>Smart Meters</b> 1.43 	<b>Smart Meters</b> £37 	
<b>Customer Service</b> 0.58 	<b>Customer Service</b> 0.84 	<b>Customer Service</b> £64 	
<b>Other</b> 5.11 	<b>Other</b> 4.11 		

£ Financial	Non-Financial	£ Both	X No Action
0.32	0.94	5.9	0.74

87%  
of awards with a financial element