












At a glance complaints data Q3, July - September 2021

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

* These are actual complaint figures

E.ON UK

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
32.17	2,596	19.86	2,416

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 20.70 	Billing 11.86 	Billing £49 	disputed gas or electricity usage Disputed account balance Estimated billing/readings
Payments 1.99 	Payments 2.45 	Payments £38 	
Customer Service 2.30 	Customer Service 1.75 	Customer Service £45 	
Other 7.17 	Other 3.80 		

£ Financial	Non-Financial	£ Both	X No Action
0.37	0.87	12.3	0

94%
of awards with a financial element