












# At a glance complaints data Q3, July - September 2018

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 *
22.26	1,343	21.25	1,282

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
<b>Billing</b> 14.68 	<b>Billing</b> 13.99 	<b>Billing</b> £82 	1. Disputed account balance  2. Disputed gas or electricity usage  3. Billing Delays
<b>Payments</b> 1.97 	<b>Standard Meters</b> 1.99 	<b>Standard Meters</b> £88 	
<b>Standard Meters</b> 1.92 	<b>Payments</b> 1.76 	<b>Payments</b> £58 	
<b>Other</b> 3.69 	<b>Other</b> 3.51 		

£ Financial	Non-Financial	£ Both	X No Action
0.5	2.24	16.47	1.76

88%  
of awards with a financial element