

At a glance complaints data Q1, October - December 2018





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 *
12.57	619	12.04	593




Complaints Accepted (Top Complaint Types)

Billing	7.03	
Smart Meters	1.18	
Transfers	0.75	
Other	3.61	

Complaints Resolved (Top Complaint Types)



Billing	6.62	
Smart Meters	1.02	
Standard Meters	0.89	
Other	3.51	

Average Award (Top Complaint Types)

Billing	£51	
Smart Meters	£38	
Standard Meters	£72	

Top Three Billing Complaints

1. Disputed gas or electricity usage
2. Disputed account balance
3. Disputed responsibility for bill or part of the bill

£ Financial	 Non-Financial	£  Both	X No Action
0.16	1.14	4.14	0.69

79%
of awards with a financial element