

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

EDF Energy

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
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16.86 830 15.6 768


Complaints Accepted (Top Complaint Types)

Complaints Resolved (Top Complaint Types)

Average Award (Top Complaint Types)

Top Three Billing Complaints

Billing	
9.22	

Billing	
8.35	

Billing	
£45	

1. Disputed gas or electricity usage

Smart Meters	
1.46	

Standard Meters	
1.48	

Standard Meters	
£41	

2. Disputed account balance

Standard Meters	
1.26	

Smart Meters	
1.24	

Smart Meters	
£26	

3. Disputed responsibility for bill or part of the bill

Other	
4.92	

Other	
4.53	

£ Financial	 Non-Financial	£  Both	X No Action
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0.12 5.26 6.6 1.77

56%

of awards with a financial element