

At a glance complaints data Q3, July - September 2019

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 *
34.96	1,968	37.41	2,106

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 13.82	Billing 17.21	Billing £101	1. Disputed gas or electricity usage 2. Disputed account balance 3. Billing Delays
Customer Service 1.99	Customer Service 2.24	Customer Service £84	
Smart Meters 1.4	Transfers 1.83	Transfers £103	
Other 17.75	Other 16.13		

£ Financial	Non-Financial	£ Both	X No Action
0.23	1.03	17.37	0.69

94%
of awards with a financial element