


At a glance complaints data Q4, October - December 2019

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

* These are actual complaint figures

npower

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
28.12	927	30.54	1,007

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 6.73	Billing 16.41	Billing £105	1. disputed gas or electricity usage 2. Disputed account balance 3. Billed to incorrect meter
Payments 1.43	Payments 3.18	Payments £71	
Smart Meters 0.94	Customer Service 1.79	Customer Service £86	
Other 19.02	Other 9.16		

£ Financial	Non-Financial	£ Both	X No Action
0.52	0.85	17.2	1.91

95%
of awards with a financial element