

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

npower

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
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28.95	1,180	28.88	1,177
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Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 18.2 	Billing 18.4 	Billing £79 	<ol style="list-style-type: none"> Disputed account balance Disputed gas or electricity usage Billing Delays
Payments 3.83 	Payments 3.83 	Payments £59 	
Standard Meters 2.43 	Standard Meters 2.21 	Standard Meters £88 	
Other 4.49 	Other 4.44 		

£ Financial	 Non-Financial	£  Both	X No Action
0.12	3.95	21.86	2.38

85%
of awards with a financial element