

At a glance complaints data Q1, January - March 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 *
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36.04	1,368	34.9	1,325
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Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 13.99 	Billing 17.73 	Billing £80 	1. Disputed account balance 2. Disputed gas or electricity usage 3. Billing Delays
Standard Meters 1.98 	Standard Meters 2.19 	Standard Meters £96 	
Transfers 1.71 	Transfers 2.03 	Transfers £63 	
Other 18.36 	Other 12.95 		

£ Financial	Non-Financial	£ Both	X No Action
0.47	1.63	23.13	1.63

94%
of awards with a financial element