












At a glance complaints data Q4, October - December 2021

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

* These are actual complaint figures

E.ON UK

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
20.95	1,781	22.97	2,570

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 13.61 	Billing 14.54 	Billing £97 	disputed gas or electricity usage Disputed account balance Billed to incorrect meter
Payments 2.71 	Payments 2.78 	Payments £60 	
Customer Service 1.51 	Customer Service 2.13 	Customer Service £78 	
Other 3.13 	Other 3.53 		

£ Financial	 Non-Financial	£  Both	X No Action
0.28	0.76	15.91	0

96%
of awards with a financial element