

At a glance complaints data Q1, January - March 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 *
40.77	3,165	18.13	2,833

Complaints Accepted (Top Complaint Types)

Billing	25.24	
Payments	4.21	
Customer Service	3.94	
Other	7.38	

Complaints Resolved (Top Complaint Types)

Billing	10.34	
Payments	1.76	
Customer Service	1.67	
Other	4.35	

Average Award (Top Complaint Types)

Billing	£35	
Payments	£19	
Customer Service	£23	

Top Three Billing Complaints

disputed gas or electricity usage
Disputed account balance
Billing Delays

£ Financial	 Non-Financial	£  Both	X No Action
0.06	9.56	7.07	0.01

43%
of awards with a financial element