












# At a glance complaints data Q1, October - December 2018

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

\* These are actual complaint figures

## E.On

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
22.36	1,349	21.43	1,293

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	13.11 	Billing	13.71 	Billing	£79 	1. Disputed account balance
Standard Meters	1.69 	Payments	1.97 	Payments	£58 	2. Disputed gas or electricity usage
Customer Service	1.49 	Standard Meters	1.87 	Standard Meters	£94 	3. Billing Delays
Other	6.07 	Other	3.88 			

£ Financial	 Non-Financial	£  Both	X No Action
0.41	2.22	16.92	1.77

**89%**  
of awards with a financial element