












At a glance complaints data Q4, October - December 2020



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 *
36.01	2,614	19.18	2,639

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	23.39 	Billing	10.61 	Billing	£35 	disputed gas or electricity usage
Payments	3.18 	Payments	2.00 	Payments	£18 	Disputed account balance
Customer Service	2.85 	Customer Service	1.60 	Customer Service	£19 	Billing Delays
Other	6.58 	Other	4.98 			

£ Financial	 Non-Financial	£  Both	X No Action
0.06	10.44	6.96	0.04

40%
of awards with a financial element