

At a glance complaints data Q2, April - June 2020

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

* These are actual complaint figures

EDF Energy

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
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16.72

843

20.94

1056

Complaints Accepted (Top Complaint Types)

Complaints Resolved (Top Complaint Types)

Average Award (Top Complaint Types)

Top Three Billing Complaints

Billing	3.95
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Billing	11.5
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Billing	£61
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1. disputed gas or electricity usage

Smart Meters	0.77
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Smart Meters	3.51
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Smart Meters	£60
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2. Disputed account balance

Transfers	0.5
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Transfers	1.49
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Transfers	£94
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3. Billing Delays

Other	11.5
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Other	4.44
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£ Financial	Non-Financial	£ Both	X No Action
0.58	1.67	11.4	3.45

88%
of awards with a financial element