

At a glance complaints data Q1, January - March 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 *
27.31	1355	19.47	966

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 5.46	Billing 9.47	Billing £57	1. disputed gas or electricity usage 2. Disputed account balance 3. Disputed responsibility for bill or part of the bill
Smart Meters 2.5	Smart Meters 3.81	Smart Meters £43	
Customer Service 0.85	Customer Service 1.47	Customer Service £47	
Other 18.5	Other 4.72		

£ Financial	Non-Financial	£ Both	X No Action
0.42	1.65	10.6	3.49

87%
of awards with a financial element