












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

npower

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
28.02	1,142	29.44	1,200

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	17.25 	Billing	17.81 	Billing	£80 	1. Disputed account balance
Payments	3.21 	Payments	3.8 	Payments	£67 	2. Disputed gas or electricity usage
Standard Meters	2.28 	Standard Meters	2.85 	Standard Meters	£97 	3. Billed to incorrect meter
Other	5.28 	Other	4.98 			

£ Financial	 Non-Financial	£  Both	X No Action
0.17	2.97	22.67	1.77

88%
of awards with a financial element