












At a glance complaints data Q3, July - September 2018

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

* These are actual complaint figures

Extra Energy

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
92.38	190	128.36	264

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 66.61 	Billing 89.46 	Billing £127 	1. Disputed account balance
Payments 10.7 	Payments 13.13 	Payments £122 	2. Billing Delays
Transfers 5.83 	Customer Service 9.72 	Customer Service £72 	3. I have received a bill charging me for more than I expected
Other 9.24 	Other 16.05 		

£ Financial	Non-Financial	£ Both	X No Action
1.94	6.81	106.48	1.94

94%
of awards with a financial element