

# At a glance complaints data Q3, July - September 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 *
21.23	1037	17.05	833

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
<b>Billing</b> 8.29	<b>Billing</b> 10.11	<b>Billing</b> £67	1. disputed gas or electricity usage  2. Disputed account balance  3. Incorrect opening/closing meter readings
<b>Smart Meters</b> 2.09	<b>Smart Meters</b> 2.01	<b>Smart Meters</b> £37	
<b>Payments</b> 0.84	<b>Transfers</b> 1.27	<b>Transfers</b> £57	
<b>Other</b> 10.01	<b>Other</b> 3.66		

£ Financial	Non-Financial	£ Both	X No Action
0.63	1.76	10.32	3.17

86%  
of awards with a financial element