

At a glance complaints data Q4, October - December 2019

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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17.65	891	16.38	827
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Complaints Accepted (Top Complaint Types)

Complaints Resolved (Top Complaint Types)

Average Award (Top Complaint Types)

Top Three Billing Complaints

Billing	3.9
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Billing	8.91
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Billing	£63
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1. disputed gas or electricity usage

Smart Meters	1.39
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Smart Meters	2.87
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Smart Meters	£44
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2. Disputed account balance

Payments	0.57
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Payments	1.09
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Payments	£44
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3. Disputed responsibility for bill or part of the bill

Other	11.79
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Other	3.51
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£ Financial	Non-Financial	£ Both	X No Action
0.67	1.17	7.17	3.31

87%
of awards with a financial element