












At a glance complaints data Q2, April - June 2022



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

* These are actual complaint figures

E.ON UK

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
3.68	313	5.56	601

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	2.29 	Billing	3.41 	Billing	£52 	disputed gas or electricity usage
Payments	0.68 	Payments	0.85 	Payments	£32 	Disputed account balance
Customer Service	0.27 	Customer Service	0.55 	Customer Service	£46 	Disputed responsibility for bill or part of the bill
Other	0.43 	Other	0.75 			

£ Financial	 Non-Financial	£  Both	X No Action
0.01	0.16	2.47	0

94%
of awards with a financial element