



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

Extra Energy

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *		
#N/A	1	#N/A	0		
Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints		
#N/A	#N/A	#N/A			
#N/A	#N/A	£0	1. Failure to issue refund/credit		
#N/A	#N/A	£0	2. Failure to refund credit balance from closed account		
#N/A	#N/A	£0	3. Final bill not received		
Other	Other				
#N/A	#N/A				
£ Financial	 Non-Financial	£  Both	X	No Action	
#N/A	#N/A	#N/A	#N/A	#N/A	
				#N/A of awards with a financial element	