

At a glance complaints data Q2, April - June 2021

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

* These are actual complaint figures

npower Ltd (residential)

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
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1243.22

55

4837.25

223

Complaints Accepted (Top Complaint Types)

Billing

700.72



Payments

22.60



Customer Service

135.62



Other

384.27



Complaints Resolved (Top Complaint Types)

Billing

3096.75



Payments

723.33



Customer Service

542.50



Other

474.68



Average Award (Top Complaint Types)

Billing

£51



Payments

£49



Customer Service

£74



Top Three Billing Complaints

disputed gas or electricity usage

Disputed account balance

Incorrect opening/closing meter readings

£ Financial	Non-Financial	£ Both	X No Action
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45.21

90.42

2011.75

0

96%

of awards with a financial element