












At a glance complaints data Q4, October - December 2021

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 *
20.23	1,123	21.85	1,393

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 10.94 	Billing 12.43 	Billing £53 	disputed gas or electricity usage
Smart Meters 3.95 	Smart Meters 3.75 	Smart Meters £47 	Disputed account balance
Customer Service 1.91 	Customer Service 1.87 	Customer Service £45 	Incorrect opening/closing meter readings
Other 3.44 	Other 3.80 		

£ Financial	Non-Financial	£ Both	X No Action
0.92	1.59	12.38	0

89%
of awards with a financial element