

At a glance complaints data Q1, January - March 2020

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

* These are actual complaint figures

E.On

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
34.95	2,015	29.3	1,689

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 6.47	Billing 13.86	Billing £92	1. disputed gas or electricity usage 2. Disputed account balance 3. Billing Delays
Smart Meters 0.82	Customer Service 1.82	Customer Service £78	
Customer Service 0.78	Smart Meters 1.56	Smart Meters £71	
Other 26.88	Other 12.06		

£ Financial	Non-Financial	£ Both	X No Action
0.21	1.35	15.02	1.75

92%
of awards with a financial element