

At a glance complaints data Q3, July - September 2019

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 * |
|---------------------|-----------------------------|---------------------|-----------------------------|
| 16.62 | 818 | 14.71 | 724 |

| Complaints Accepted (Top Complaint Types) | Complaints Resolved (Top Complaint Types) | Average Award (Top Complaint Types) | Top Three Billing Complaints |
|---|---|---------------------------------------|---|
| Billing 7.66 | Billing 7.39 | Billing £81 | 1. Disputed gas or electricity usage 2. Disputed account balance 3. Disputed responsibility for bill or part of the bill |
| Smart Meters 2.34 | Smart Meters 1.4 | Smart Meters £59 | |
| Customer Service 1.1 | Customer Service 0.95 | Customer Service £55 | |
| Other 5.52 | Other 4.97 | | |

| £ Financial | Non-Financial | £ Both | X No Action |
|-------------|---------------|--------|-------------|
| 0.35 | 1.06 | 6.18 | 1.08 |

86%
of awards with a financial element