












# At a glance complaints data Q3, July - September 2022

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 *
34.35	1,902	20.03	1,542

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
<b>Billing</b> 17.41 	<b>Billing</b> 10.77 	<b>Billing</b> £64 	disputed gas or electricity usage
<b>Smart Meters</b> 8.69 	<b>Smart Meters</b> 4.16 	<b>Smart Meters</b> £50 	Disputed account balance
<b>Customer Service</b> 3.09 	<b>Customer Service</b> 1.80 	<b>Customer Service</b> £56 	Estimated billing/readings
<b>Other</b> 5.17 	<b>Other</b> 3.30 		

Financial	Non-Financial	Both	No Action
0.58	1.82	16	0

**90%**  
of awards with a financial element