












At a glance complaints data Q1, January - March 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 *
28.86	1,602	20.07	1,300

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 16.25 	Billing 10.03 	Billing £54 	disputed gas or electricity usage
Smart Meters 5.42 	Smart Meters 3.98 	Smart Meters £50 	Disputed account balance
Customer Service 2.63 	Customer Service 2.18 	Customer Service £56 	Incorrect opening/closing meter readings
Other 4.56 	Other 3.88 		

£ Financial	 Non-Financial	£  Both	X No Action
0.97	1.28	13.01	0

92%
of awards with a financial element