












At a glance complaints data Q3, July - September 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 *
22.7	1,170	14.59	857

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 13.02 	Billing 7.59 	Billing £42 	disputed gas or electricity usage
Smart Meters 3.57 	Smart Meters 2.89 	Smart Meters £33 	Disputed account balance
Customer Service 1.59 	Customer Service 1.18 	Customer Service £29 	Incorrect opening/closing meter readings
Other 4.52 	Other 2.93 		

£ Financial	 Non-Financial	£  Both	X No Action
0.37	0.7	7.14	0

91%
of awards with a financial element