

At a glance complaints data Q1, January - March 2023

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 *
45.79	2,538	43.09	2,657

Complaints Accepted (Top Complaint Types)

Billing

19.31



Smart Meters

12.54



Customer Service

5.16



Other

8.79



Complaints Resolved (Top Complaint Types)

Billing

17.84



Smart Meters

12.12



Customer Service

4.82



Other

8.30



Average Award (Top Complaint Types)

Billing

£62



Smart Meters

£55



Customer Service

£57



Top Three Billing Complaints

disputed gas or electricity usage

Estimated billing/readings

Disputed account balance

£ Financial	Non-Financial	£ Both	X No Action
0.96	1.8	29.77	0

94%

of awards with a financial element