

At a glance complaints data Q3, July - September 2020

Figures shown are number of complaints per 100,000 customer accounts

* These are actual complaint figures

E.ON UK

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
47.35	2,814	31.46	1,870

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 15.43	Billing 15.28	Billing £81	1. disputed gas or electricity usage 2. Disputed account balance 3. Billing Delays
Payments 2.02	Smart Meters 1.77	Smart Meters £65	
Customer Service 2	Payments 1.72	Payments £60	
Other 27.9	Other 12.69		

£ Financial	Non-Financial	£ Both	X No Action
0.4	2.19	22.41	1.67

91%
of awards with a financial element