

# At a glance complaints data Q2, April - June 2019

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

\* These are actual complaint figures

## E.On

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
34.8	1,973	29.44	1,669

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
<b>Billing</b> 17.13 	<b>Billing</b> 13.81 	<b>Billing</b> £73 	1. Disputed gas or electricity usage 2. Disputed account balance 3. Billing Delays
<b>Customer Service</b> 1.92 	<b>Transfers</b> 1.68 	<b>Transfers</b> £91 	
<b>Transfers</b> 1.78 	<b>Customer Service</b> 1.39 	<b>Customer Service</b> £126 	
<b>Other</b> 13.97 	<b>Other</b> 12.56 		

£ Financial	 Non-Financial	£  Both	X No Action
0.53	2.47	17.71	2.13

88%  
of awards with a financial element