












At a glance complaints data Q2, April - June 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 *
27.07	1,503	20.03	1,323

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	13.85 	Billing	10.77 	Billing	£33 	disputed gas or electricity usage
Smart Meters	5.98 	Smart Meters	4.16 	Smart Meters	£28 	Disputed account balance
Other	2.27 	Customer Service	1.80 	Customer Service	£42 	Estimated billing/readings
Other	4.97 	Other	3.30 			

£ Financial	 Non-Financial	£  Both	X No Action
0.38	1.13	10.41	0

91%
of awards with a financial element