









# At a glance complaints data Q3, July - September 2022




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 * |
|---------------------|-----------------------------|---------------------|-----------------------------|
| 0.19                | 17                          | 5.56                | 100                         |

| Complaints Accepted<br>(Top Complaint Types)   | Complaints Resolved<br>(Top Complaint Types)  |
|--|---|
| <b>Billing</b><br>0.13        | <b>Billing</b><br>3.41            |
| <b>Payments</b><br>0.02       | <b>Payments</b><br>0.85            |
| <b>Smart Meters</b><br>0.02  | <b>Customer Service</b><br>0.55  |
| <b>Other</b><br>0.01        | <b>Other</b><br>0.75            |

| Average Award<br>(Top Complaint Types)  | Top Three Billing Complaints      |
|---|-----------------------------------|
| <b>Billing</b><br>£82            | Billing Delays                    |
| <b>Payments</b><br>£36           | disputed gas or electricity usage |
| <b>Customer Service</b><br>£41  | Billed to incorrect meter         |

| £ Financial | Non-Financial | £ Both | X No Action |
|-------------|---------------|--------|-------------|
| 0           | 0.08          | 0.52   | 0           |

87%  
of awards with a financial element