












At a glance complaints data Q4, October - December 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 *
42.16	2,335	31.19	1,964

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	16.03 	Billing	15.04 	Billing	£43 	disputed gas or electricity usage
Smart Meters	11.61 	Smart Meters	7.85 	Smart Meters	£29 	Disputed account balance
Other	5.81 	Customer Service	3.21 	Customer Service	£34 	Estimated billing/readings
Other	8.70 	Other	5.08 			

£ Financial	 Non-Financial	£  Both	X No Action
0.42	1.52	17.28	0

92%
of awards with a financial element