

We've listened. We've learned. We've improved.

Q2 Customer Complaints Review

In our Q1 customer complaints' report we emphasised how we listened to our customers to learn how we could enhance our service. There were real signs that this approach was having a positive impact and we're happy to say this improvement has continued throughout Q2.

Crucially, the number of complaints we received fell sharply as shown in the graph below. A major influence on this is our continued progress in reducing call waiting times - based on a recent survey carried out by "Which" we're the only major supplier to have an average wait time of less than two minutes*. We've also reduced response times for email, letters and live chat. These factors have been instrumental in helping to deliver a better experience when customers get in touch.



The figures included in the graph also include repeat complaints received during that quarter.

We have now updated Q1 2013 report to include repeat complaints. Q2 2013 also saw further enhancements to our digital offerings. We continue to make big improvements to our online energy management tool, MyAccount, and it's now easier for customers to access their energy account with the new EDF Energy app, available on both Apple and Android Smartphones.

Our improvements have been recognised by our customers who rated us joint top for customer satisfaction in the National Customer Satisfaction Index 2013**.

Based on research conducted on our behalf by Illuminus we're also the most recommended major energy supplier[^] - further recognition that we've turned things round and we're starting to stand out as the Feel better energy company.

Q2 complaints

See how many complaints we've received and resolved in Q2 2013 (1 April – 30 June 2013):

Number of complaints received	Number of complaints received (per 100,000 customer accounts)	Number of complaints resolved	Number of complaints resolved (per 100,000 customer accounts)	Number of complaints resolved by the end of the next working day (Day +1)	Number of complaints resolved within 8 weeks
325,044	5,946	320,416	5,862	88.94%	95.23%

Top 5 Categories	Percentage of all complaints
Billing/ Accounts	55.65%
Metering	16.95%
Customer Service	7.06%
Debt	4.01%
Payment Issues	3.44%

To see last years results please see the [attached document](#)

At EDF Energy we believe every one of our customers deserves to receive high standards of service. It's clear that in Q2 these standards have improved but we need to work hard to maintain this momentum and to uphold our Customer Commitments of fair value, simplicity and better service.

Looking ahead

We're determined to make life easier for customers by offering simpler tariffs from our Blue range and by continuing to roll out our improved better bill and annual statements.

Times are still tough at the moment so it's vital we maintain our commitment to vulnerable customers through our Personalised Support Service. This gives those most in need access to important initiatives such as the Priority Services Register, Warm Home Discount, ECO and the EDF Energy Trust Fund. As always, we offer all our customers advice on reducing their energy costs, better ways to pay and finding the right tariff.

* Source: Which? June 2013

**Source of Customer Satisfaction claim is the National Customer Satisfaction Index - UK, Q1 2013.

[^]Research conducted by Illuminus, 1st April to 30th June 2013, 4849 interviews with customers of the six major energy suppliers