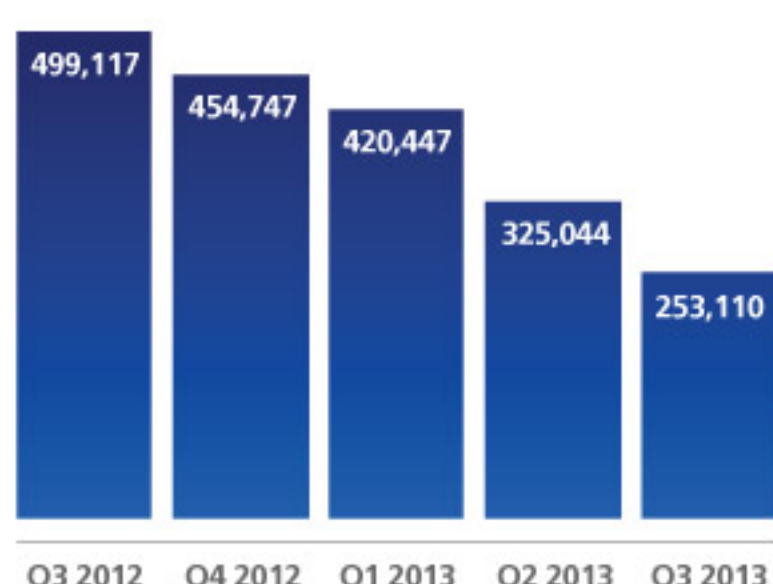


Fewer complaints. More satisfied customers. Another encouraging quarter.

Q3 Customer Complaints Review (Jul-Sep)

The steady decrease in customer complaints, which we saw in the final quarter of last year and Q1 and Q2 of this year, has continued throughout Q3. Even in comparison to Q1 2013 figures, our complaint levels have now fallen by 40 per cent.

Total number of complaints received



At the same time, our customer satisfaction levels have risen, placing us a solid second among the six major suppliers (source: uSwitch, Customer Satisfaction IReport 4 - 13 September 2013). Based on research conducted on our behalf by Illuminas we're also still the most recommended major energy supplier*. Both these show that our 'listening and learning' approach to enhancing Customer Services is working well.

Q3 complaints

See how many complaints we've received and resolved in Q3 2013 (1 July– 30 September 2013):

Number of complaints received	253,110
Number of complaints received per 100,000 customers	4,646
Number of complaints resolved	244,576
Number of complaints resolved per 100,000 customers	4,489
Percentage of complaints resolved by the end of the next working day	82.69%
Percentage of complaints resolved within 8 weeks	96.13%

Our complaints in Q3 are further split out by category- shown and explained further below:

Top 5 categories in Q3 2013	% of complaints opened by category
Billing	31.48%
Metering (Inc PrePayment)	17.17%
Payments	16.43%
Customer Service	8.83%
Credit Management	4.06%

See [Quarter 2's results](#) and our [annual performance by quarter](#)

Billing

Our new bill and annual statement make it much easier for customers to see how much energy they're using, what it costs and where their money goes. Which? Magazine (Sept 2013 issue) said our bill was the best of all the energy suppliers that they reviewed.

Metering

This category includes customer contacts about meter accuracy, readings and prepayment. All EDF Energy advisers are trained and encouraged to ensure we ask for meter readings on each customer contact and to make sure that our customers are on the best tariff we can offer them. In addition, there's also a dedicated prepayment team who are trained to provide specialist help for prepayment customers.

Customer service

Q3 was expected to be a challenging time for our customer teams. There was an increase in energy industry media attention and we've seen significant interest in our competitive fixed tariffs which increased our call volumes. Further to this, our recent tariff closures also prompted calls to our contact centres. Yet despite seeing an increase in call volumes, we have still seen overall complaint volumes fall in Q3.

Payments

This category now includes complaints related to Direct Debit payments as well as other payment methods (Direct Debit complaints were previously counted under the billing category). Payments are an area we have worked hard to improve by carrying out additional training for our Customer Service advisers and improving clarity for customers through our new simpler bills.

Credit management

We've made sure there are more of our people available to talk to customers who are struggling to pay their energy bills. Our customer service advisers also promote our [Personalised Support Service](#), which is a group of services we've put together specially to help those vulnerable customers most in need of our support during tough times.

Looking forward

Q3 results highlight that we continue to head in a positive direction, which is hugely encouraging. But they also show that we're not yet where we want to be. To get there, we need to continue learning from our customers.

*Research conducted by Illuminas, 1 July to 30 September 2013,, 4849 interviews with customers of the six major energy suppliers.