

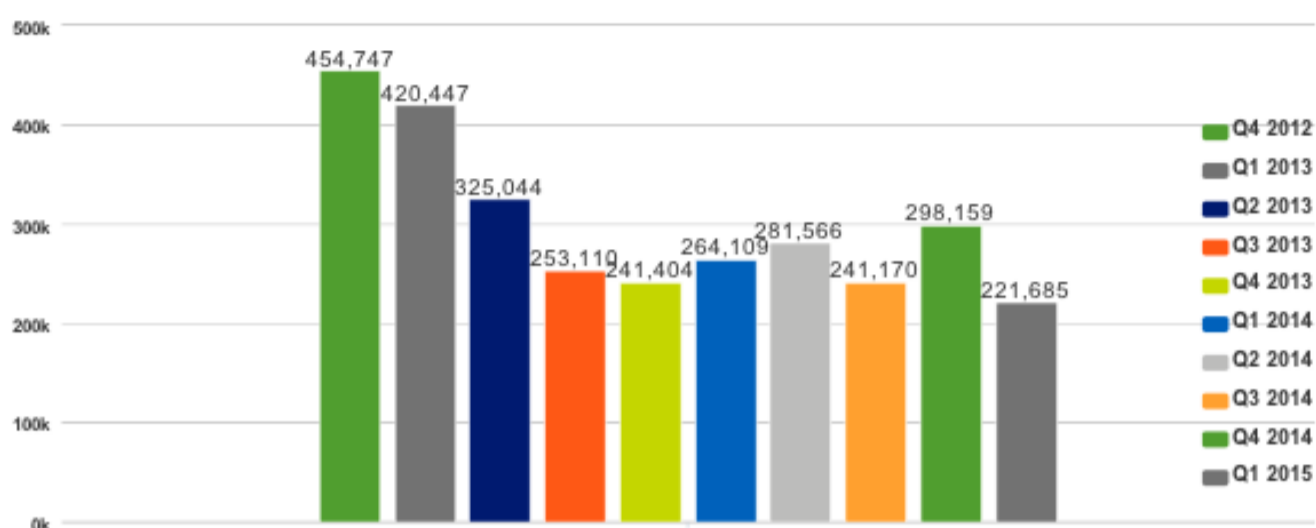
# Our complaints performance

## Customer complaints review, January to March (Q1) 2015.

EDF Energy encourages customers to let us know if they're not happy with our service. Q1's results are encouraging but we know there's still much to do. We'll continue to take steps to improve customer satisfaction as part of our 2015 Complaints Improvement Programme.

At EDF Energy we always try to do the right thing for our customers and we're delighted that for the second year in a row, we've been voted 'Energy Provider of the Year' at the Consumer Moneyfacts Awards 2015. The Moneyfacts Group is entirely impartial and winners are determined based on honest customer feedback.

### Total number of complaints received (2012 – 2015)



### Complaints received and resolved

The table below shows how many complaints we've received and resolved in Q1 (01 January – 31 March 2015):

Number of complaints received	221,685
Number of complaints received per 100,000 customer accounts	4,108
Number of complaints resolved	215,019
Number of complaints resolved per 100,000 customer accounts	3,985
Percentage of complaints resolved by the end of the next working day	84%
Percentage of complaints resolved within 8 weeks	97%

### Help and advice

### Complaints categories

Our complaints in Q1 are divided by category, shown below:

Top 5 categories in Q1 2015	% of complaints opened by category
Billing	33%
Metering (Inc Prepayment)	16%
Payments	14%
Customer Service	12%
Change of Supplier	3%

#### Billing

This covers any complaints made about the layout of our bills as well as any information displayed on them such as cancelled charges or payment dates. Complaints received about estimated readings, price increases or incorrect bills are also included.

#### Metering (inc. prepayment)

If we receive complaints about metering appointments or any mismatched data then these are listed in this section. Also included here are prepayment meter issues, which tend to be higher in winter months.

#### Payments

Any complaints we receive about Direct Debit payments or prepayment credits are included here.

#### Customer services

Complaints made about Customer Services have reduced this quarter compared to Q2 2014

#### Change of supplier

Change of supplier includes customers who have experienced problems while switching supplier. In Q2 we also included change of tenancy but this has been removed from Q3's data.