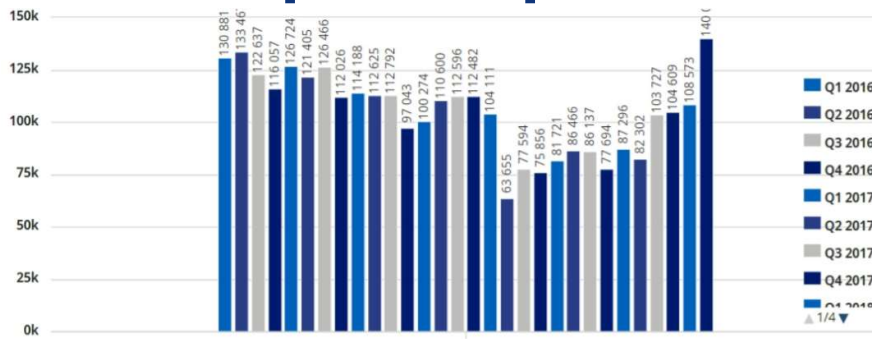


Our complaints performance



The total number of complaints received during October, November and December (Q2 2023) was 140,002.

Through our complaints improvement programme, we've continued to look at the causes of customer dissatisfaction. We've then addressed these causes by making improvements to our systems and processes. We will continue making positive changes throughout 2023 and beyond.

Complaints received and resolved

The table below shows how many complaints we've received and resolved in Q2 (1 April - 30 June 2023)

Number of complaints received	140,002
Number of complaints received per 100,000 customer accounts	2,547
Number of complaints resolved*	129,422
Number of complaints resolved per 100,000 customer accounts	2,355
Percentage of complaints resolved by the end of the next working day	57.68%
Percentage of complaints resolved within 8 weeks	91.53%

*This includes complaints resolved which were raised in previous quarters.

Complaints categories

Our complaints are divided by category, shown below:

Top 5 categories in Q2 2023	% of complaints opened by category
Billing	26%
Metering (inc Prepayment)	17%
Payments	17%
Customer Service	6%
Change of Supplier	1%

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.

Payments

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

Customer Service

This includes complaints made about the Customer Service that we offer.

Metering Appointments

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.

Change of supplier

This covers any complaints made about the process of transferring to or from EDF and another energy supplier.