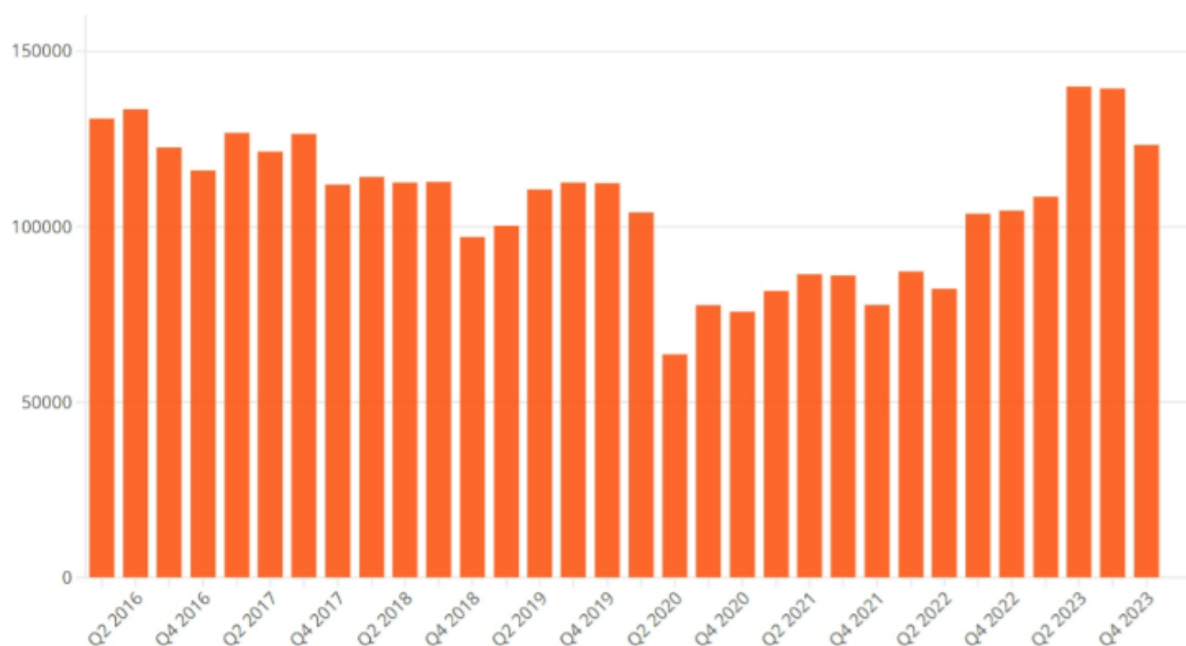


# Our complaints performance

## Total complaints per quarter



The total number of complaints received during July, August and September (Q3 2023) was 139,415. This is a decrease in complaints compared to those received in 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.

## Complaint categories

To understand further, our complaints in this period have been divided into categories.

Category	Percentage
<b>Billing</b> 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.	22%
<b>Metering inc Prepayment</b> 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.	18%
<b>Payments</b> Any complaints we receive about Direct Debit payments or prepayment credits are included here.	15%
<b>Customer Service</b> This includes complaints made about the Customer Service that we offer.	5%
<b>Change of supplier</b> This covers any complaints made about the process of transferring to or from EDF and another energy supplier.	1%

## Complaints received and resolved

The table below shows how many complaints we've received and resolved in Q3 (1 July - 30 September 2023)

<b>Number of complaints received</b>	139,415
<b>Number of complaints received per 100,000 customer accounts</b>	2,562
<b>Number of complaints resolved*</b>	110,715
<b>Number of complaints resolved per 100,000 customer accounts</b>	2,035
<b>Percentage of complaints resolved by the end of the next working day</b>	54.83%
<b>Percentage of complaints resolved within 8 weeks</b>	93.81%

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