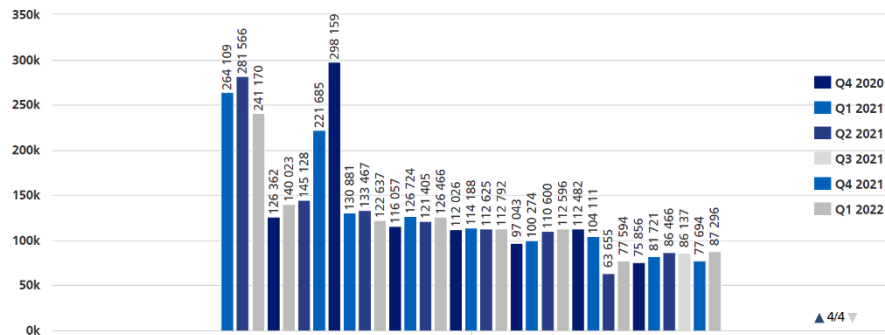


# Our complaints performance

The total number of complaints received during January, February and March (Q1 2022) was 87,296. This is an increase in complaints compared to those received in Q4 2021 (77,694).

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 2022 and beyond.



## Complaints received and resolved

The table below shows how many complaints we've received and resolved in Q3 (1 January - 31 March 2022):

Number of complaints received	87,296
Number of complaints received per 100,000 customer accounts	1,572
Number of complaints resolved*	81,990
Number of complaints resolved per 100,000 customer accounts	1,477
Percentage of complaints resolved by the end of the next working day	49.35%
Percentage of complaints resolved within 8 weeks	87.18%

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

## Help and advice

[What is EDF doing to help during the Energy Crisis?](#)

[My gas meter is 'capped' so I'm off supply. How do I have my gas uncapped and reconnected?](#)

[I received a scam/phishing email that looks like it might be from EDF. What do I do?](#)

[What do AC and DC stand for?](#)

[What is a meter serial number and where can I find it?](#)

[How will EDF support me during the COVID-19 outbreak?](#)

[More popular questions](#)

## Complaints categories

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

Top 5 categories in Q1 2022	% of complaints opened by category
Billing	25%
Metering (Inc Prepayment)	18%
Payments	16%
Customer Service	11%
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

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

### Change of supplier

This covers any complaints made about our collection activities relating to overdue bills or repayment plans.