

# Our complaints performance

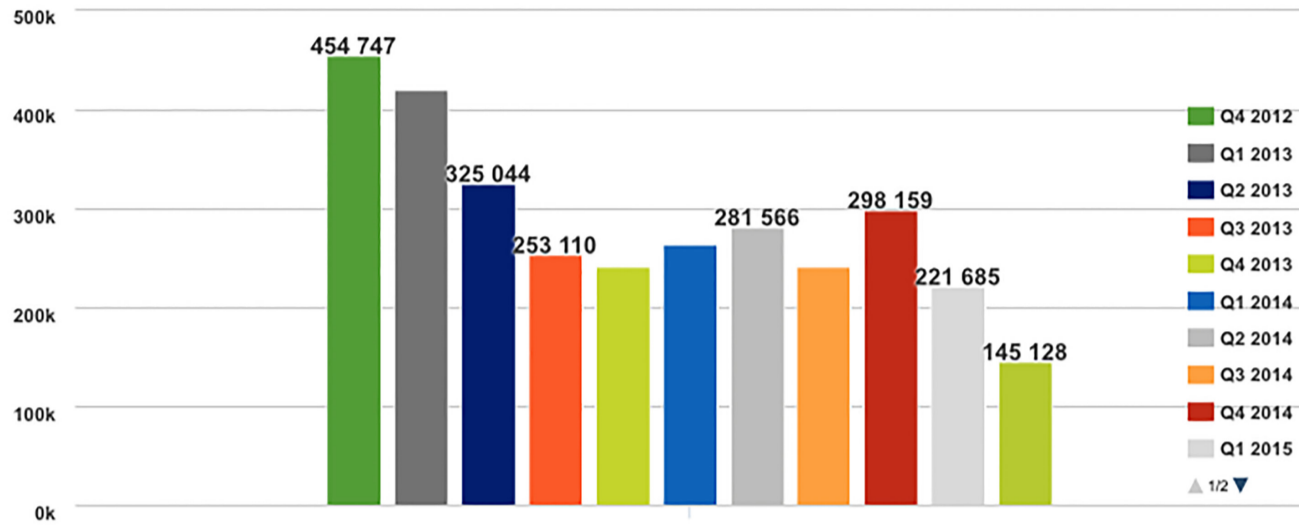
## Customer complaints review, April to June (Q2) 2015.

Q2 2015 sees the number of complaints received reduce for the second successive quarter and is the lowest received in over two years.

EDF Energy is working hard to improve complaint management for our customers. Our aim is to make sure our people are trained, supported and trusted to deal with and resolve complaints to the highest standards.

We don't want our customers feeling the need to make a complaint in the first place, so we've made significant improvements to our systems and processes in order to reduce the number of complaints we receive. We'll continue to identify areas for further improvement in the second half of 2015.

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



### Complaints received and resolved

The table below shows how many complaints we've received and resolved in Q2 (01 April – 30 June 2015):

Number of complaints received	145,128
Number of complaints received per 100,000 customer accounts	2,712
Number of complaints resolved*	145,275
Number of complaints resolved per 100,000 customer accounts	2,715
Percentage of complaints resolved by the end of the next working day	76%
Percentage of complaints resolved within 8 weeks	96%

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

### Help and advice

### Complaints categories

Our complaints in Q2 are divided by category, shown below:

Top 5 categories in Q2 2015	% of complaints opened by category
Billing	36%
Metering (Inc Prepayment)	14%
Payments	13%
Customer Service	11%
Credit Management	4%

#### 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

#### Credit management

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