

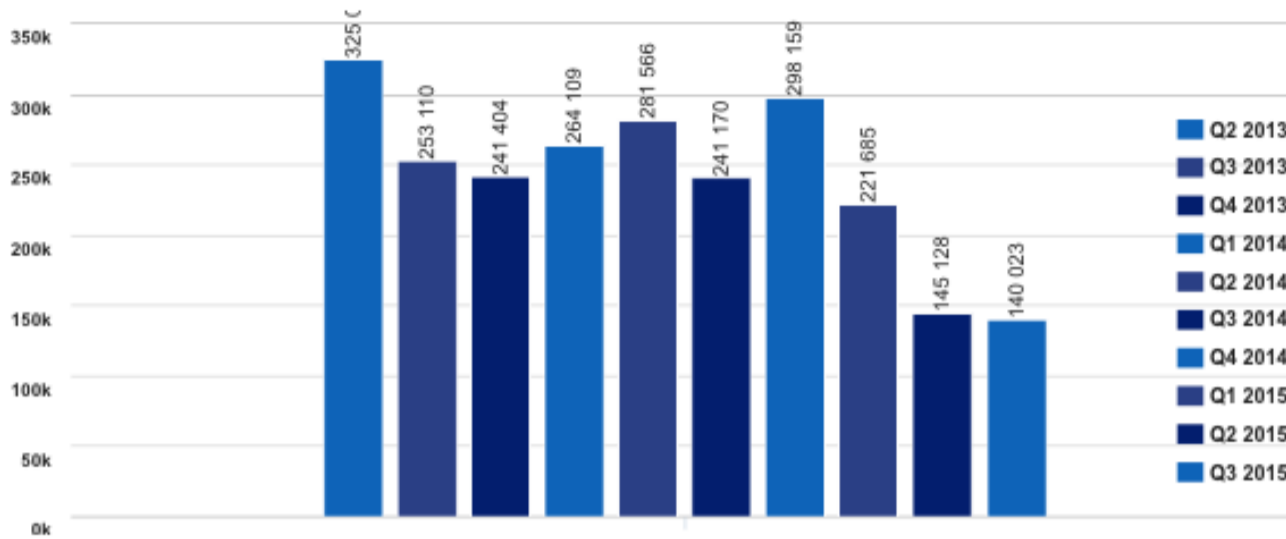
Our complaints performance

Customer complaints review, July to September (Q3) 2015

Q3 2015 sees the number of complaints received reduce for the third successive quarter. Through our Complaints Improvement Programme, we're getting better at managing complaints 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 want to reduce the number of complaints we receive by providing a better experience for our customers. We've therefore made significant improvements to our systems and processes.

For the last two years, EDF Energy has won the Consumer Moneyfacts Energy Provider of the Year Award and has been shortlisted for the same award in 2016. It's clear we're making good progress in our mission to be the best for customers. But, as always, we'll continue to look for ways we can improve further still.



Complaints received and resolved

The table below shows how many complaints we've received and resolved in Q3 (1 July – 30 September 2015):

Number of complaints received	140,023
Number of complaints received per 100,000 customer accounts	2,639
Number of complaints resolved*	137,395
Number of complaints resolved per 100,000 customer accounts	2,589
Percentage of complaints resolved by the end of the next working day	78.43%
Percentage of complaints resolved within 8 weeks	97.34%

*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 Q3 2015	% of complaints opened by category
Billing	33%
Metering (Inc Prepayment)	16%
Payments	14%
Customer Service	10%
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.