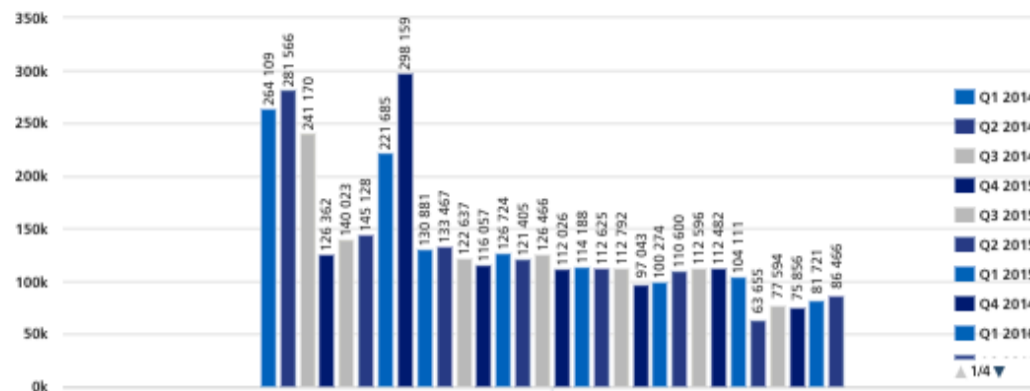


Our complaints performance

The total number of complaints received during April, May and June (Q2 2021) was 86,466. This is an increase in complaints received in Q1 2021 (81,721).

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 2021 and beyond.



Complaints received and resolved

The table below shows how many complaints we've received and resolved in Q2 (1 April - 30 June 2021):

Number of complaints received	86,466
Number of complaints received per 100,000 customer accounts	1,654
Number of complaints resolved*	80,981
Number of complaints resolved per 100,000 customer accounts	1,550
Percentage of complaints resolved by the end of the next working day	58.09%
Percentage of complaints resolved within 8 weeks	91.34%

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

Help and advice

[How do I find out who my energy supplier is?](#)

[Do EDF use wind farms to generate electricity?](#)

[What is a 'Ring main'?](#)

[The box my meter is in is broken. Who's responsibility is this?](#)

[What is the maximum price for the resale of electricity and gas?](#)

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

[What's a three-phase electricity supply and why do some properties have them?](#)

[Where are EDF Energy's nuclear power stations located in the UK?](#)

[Who regulates the energy markets?](#)

[What is Dual Fuel?](#)

[More popular questions](#)

Complaints categories

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

Top 5 categories in Q2 2021	% of complaints opened by category
Billing	27%
Metering (inc Prepayment)	14%
Payments	13%
Customer Service	11%
Change of Supplier	6%

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

Change of supplier

Change of supplier includes customers who have experienced problems while switching supplier. In Q2 we also included change of tenancy but this has been removed from Q3's data.