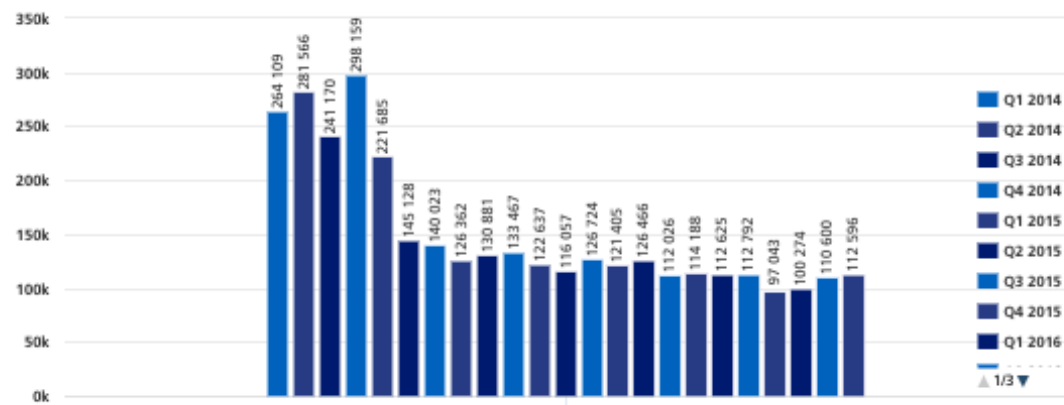


Our complaints performance

The total number of complaints received during July, August and September (Q3) 2019 was 112,596. This is a slight increase in complaints received in Q2 2019 (110,600), though a small decrease to complaints received in Q3 2018 (112,792).

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 2019 and beyond.



Complaints received and resolved

The table below shows how many complaints we've received and resolved in Q3 (1 July - 30 September 2019):

| | |
|--|---------|
| Number of complaints received | 112,596 |
| Number of complaints received per 100,000 customer accounts | 2,287 |
| Number of complaints resolved* | 107,713 |
| Number of complaints resolved per 100,000 customer accounts | 2,188 |
| Percentage of complaints resolved by the end of the next working day | 52% |
| Percentage of complaints resolved within 8 weeks | 95% |

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

Help and advice

[Can I visit an EDF Energy nuclear power station?](#)

[How many gas distribution network providers are there in the UK?](#)

[What are the main reasons for distribution faults?](#)

[How safe are your nuclear power stations in the UK?](#)

[What's a gas/electricity distributor?](#)

[What's a fuse and what's it for?](#)

[Is it true EDF Energy plan to build new nuclear power stations in the UK?](#)

[How many volts go through a single phase supply?](#)

[What should I do if the gas pipes connected to my meter are frozen due to cold weather?](#)

[What do you plan to do with nuclear waste and spent fuel produced by Hinkley point C?](#)

[More popular questions](#)

Complaints categories

Our complaints in Q3 are divided by category, shown below:

| Top 5 categories in Q3 2019 | % of complaints opened by category |
|-----------------------------|------------------------------------|
| Billing | 25% |
| Metering (Inc Prepayment) | 18% |
| Payments | 18% |
| Customer Service | 11% |
| Change of Supplier | 8% |

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.