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Help and support > Making a complaint > Complaints performance

Our complaints performance

The total number of complaints received during October, November and December (Q4) 2018 was 97,043. This is a reduction in complaints seen in the previous quarter (112,792) and lower than complaints received in Q4 2018 (112,026).

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.

Quarter	Number of complaints
Q1 2014	264,109
Q2 2014	281,566
Q3 2014	241,170
Q4 2014	298,159
Q1 2015	145,128
Q2 2015	140,023
Q3 2015	126,362
Q4 2015	130,881
Q1 2016	133,467
Q2 2016	122,637
Q3 2016	116,057
Q4 2016	126,724
Q1 2017	121,405
Q2 2017	126,466
Q3 2017	112,026
Q4 2017	114,188
Q1 2018	112,625
Q2 2018	112,792
Q3 2018	112,792
Q4 2018	97,043

Complaints received and resolved

The table below shows how many complaints we've received and resolved in Q4 (1 October - 31 December 2018):

Number of complaints received	97,043
Number of complaints received per 100,000 customer accounts	1,962
Number of complaints resolved*	92,128
Number of complaints resolved per 100,000 customer accounts	1,863
Percentage of complaints resolved by the end of the next working day	51.64%
Percentage of complaints resolved within 8 weeks	94.56%

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

Help and advice

Ask

- Why don't I have a bill/statement yet?
- How does Budget Direct Debit work?
- How many meter readings should I give you a year?
- What do I need to know about the Easy Online tariff?

Complaints categories

Our complaints in Q4 are divided by category, shown below:

Top 5 categories in Q4 2018	% of complaints opened by category
Billing	35%
Metering (Inc Prepayment)	31%
Customer Service	14%
Change of Supplier	7%
Credit Management	5%

Billing Metering (inc. prepayment) Payments Customer services Change of supplier

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.

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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.