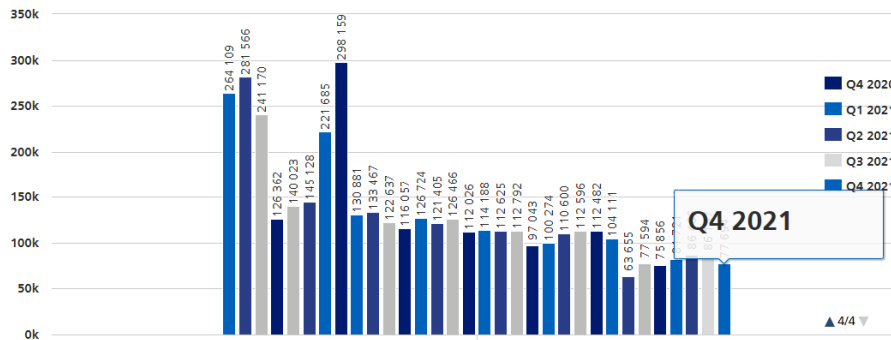


# Our complaints performance

The total number of complaints received during October, November and December (Q4 2021) was 77,694. This is a decrease in complaints received in Q3 2021 (86,137).

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 2022 and beyond.



## Complaints received and resolved

The table below shows how many complaints we've received and resolved in Q4 (1 October - 31 December 2021):

Number of complaints received	77,694
Number of complaints received per 100,000 customer accounts	1,400
Number of complaints resolved*	73,875
Number of complaints resolved per 100,000 customer accounts	1,331
Percentage of complaints resolved by the end of the next working day	48.90%
Percentage of complaints resolved within 8 weeks	88.32%

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

## Help and advice

[What is EDF doing to help during the Energy Crisis?](#)

[What's an installation certificate and how do I get one?](#)

[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?](#)

[Do I need to inform EDF my property is due to be demolished?](#)

[What is the term used to describe pressure in electricity terms? And how is it measured?](#)

[More popular questions](#)

## Complaints categories

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

Top 5 categories in Q4 2021	% of complaints opened by category
Billing	24%
Payments	17%
Metering (Inc Prepayment)	16%
Customer Service	11%
Change of Supplier	5%

### 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

This includes complaints made about the Customer Service that we offer.

### Change of supplier

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