

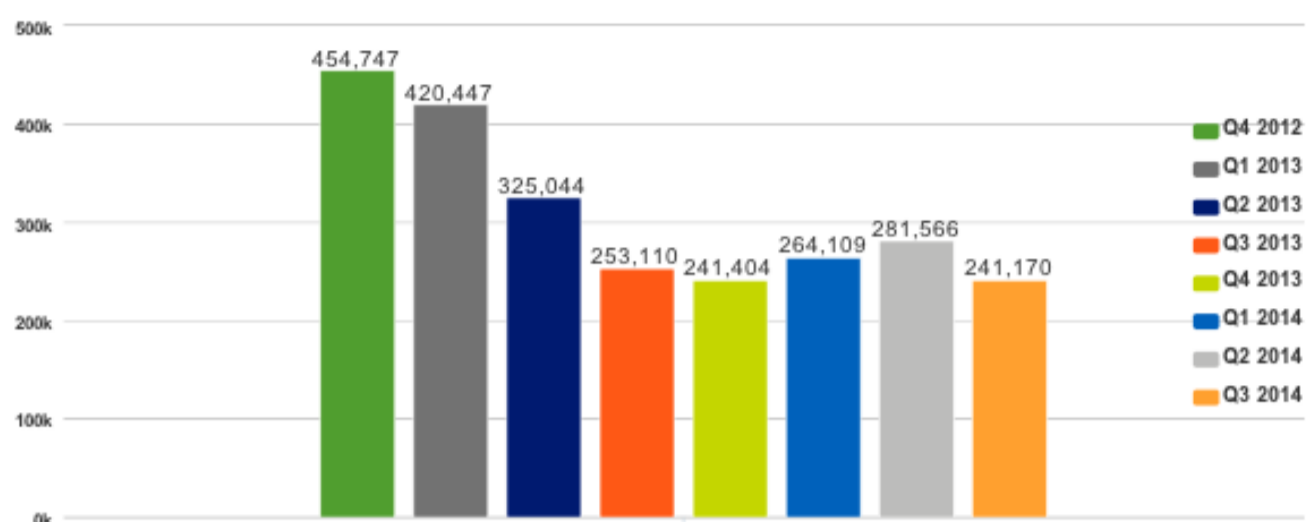
Our complaints performance

Customer complaints review, July to September (Q3) 2014.

Q3 2014 saw a reduction in the number of customers registering a complaint.

Complaint handling is just one way that customers judge our service performance. From July to September 2014, independent research company Illuminas carried out 4,333 interviews with customers of the major energy suppliers on behalf of EDF Energy. When asking customers if they thought their energy company cared about them, Illuminas found we scored highest. Their research also found that in Q3 EDF Energy was the 'most recommended' energy supplier.

Total number of complaints received (2012 – 2014)



Complaints received and resolved

The table below shows how many complaints we've received and resolved in Q3 (01 July – 30 September 2014):

Number of complaints received	241,170
Number of complaints received per 100,000 customer accounts	4,281
Number of complaints resolved	235,948
Number of complaints resolved per 100,000 customer accounts	4,188
Percentage of complaints resolved by the end of the next working day	84%
Percentage of complaints resolved within 8 weeks	96%

Help and advice

Complaints categories

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

Top 5 categories in Q3 2014	% of complaints opened by category
Billing	33%
Metering (Inc Prepayment)	16%
Payments	15%
Customer Service	9%
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

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.