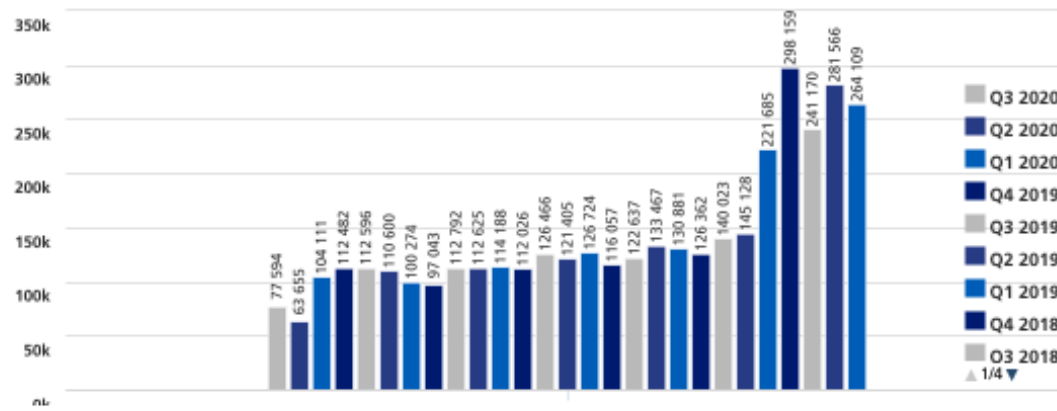


Our complaints performance

The total number of complaints received during July, August and September (Q3) 2020 was 77,594. This is an increase in complaints received in Q2 2020 (63,655).

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 2020 and beyond.



Complaints received and resolved

The table below shows how many complaints we've received and resolved in Q3 (1 July - 30 September 2020):

Number of complaints received	77,594
Number of complaints received per 100,000 customer accounts	1,589
Number of complaints resolved*	69,063
Number of complaints resolved per 100,000 customer accounts	1,414
Percentage of complaints resolved by the end of the next working day	59.84%
Percentage of complaints resolved within 8 weeks	94.52%

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

Help and advice

[What do AC and DC stand for?](#)

[What is a meter serial number and where can I find it?](#)

[I've been asked to check my trip switches/fuse box. How do I do that?](#)

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

[What's a cut out and what does it do?](#)

[My gas meter is damaged. What should I do?](#)

[Where does our electricity come from?](#)

[I think my electricity meter's been disconnected. What do I do?](#)

[Who's responsible for maintaining the cut out?](#)

[Turning off your gas supply using the gas shut off valve](#)

[More popular questions](#)

Complaints categories

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

Top 5 categories in Q3 2020	% of complaints opened by category
Billing	29%
Payments	17%
Metering (inc Prepayment)	13%
Customer Service	12%
Change of Supplier	7%

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.