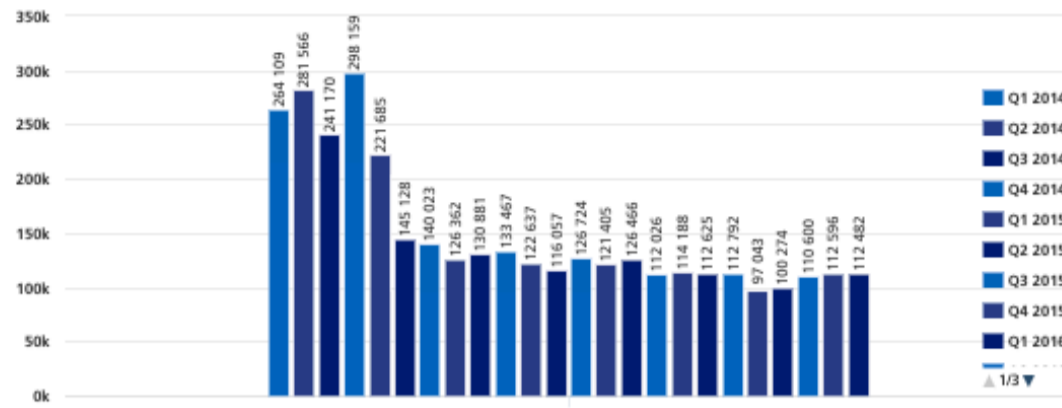


## Our complaints performance

The total number of complaints received during October, November and December (Q4) 2019 was 112,482. This is a slight decrease in complaints received in Q3 2019 (112,596).

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 Q4 (1 October - 31 December 2019):

Number of complaints received	112,482
Number of complaints received per 100,000 customer accounts	2,341
Number of complaints resolved*	105,740
Number of complaints resolved per 100,000 customer accounts	2,201
Percentage of complaints resolved by the end of the next working day	55%
Percentage of complaints resolved within 8 weeks	95%

\*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?](#)

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

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

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

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

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

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

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

[How do I turn my gas supply off?](#)

[More popular questions](#)

### Complaints categories

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

Top 5 categories in Q4 2019	% of complaints opened by category
Billing	23%
Metering (inc Prepayment)	18%
Payments	18%
Customer Service	10%
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.