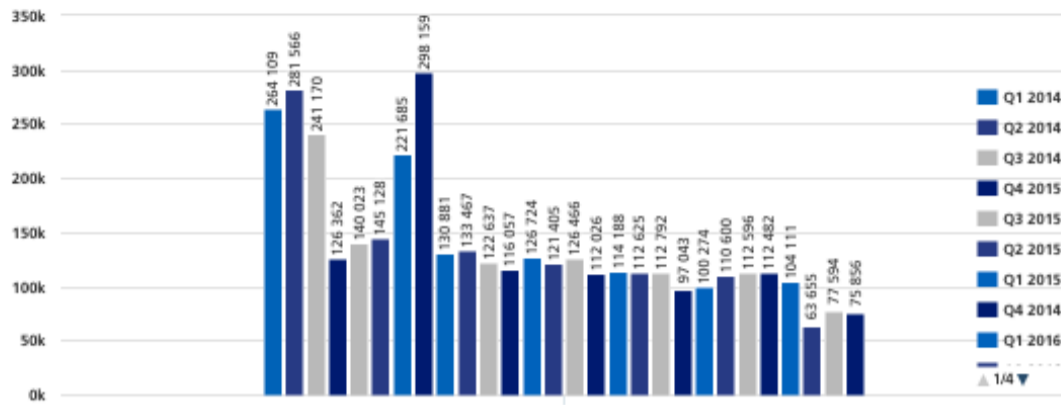


Our complaints performance

The total number of complaints received during October, November and December (Q4) 2020 was 75,856. This is a decrease in complaints received in Q3 2020 (77,594).

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 2021 and beyond.



Complaints received and resolved

The table below shows how many complaints we've received and resolved in Q4 (1 October - 31 December 2020):

Number of complaints received	75,856
Number of complaints received per 100,000 customer accounts	1,568
Number of complaints resolved*	69,794
Number of complaints resolved per 100,000 customer accounts	1,443
Percentage of complaints resolved by the end of the next working day	53.82%
Percentage of complaints resolved within 8 weeks	92.59%

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

Help and advice

- [Can I visit an EDF Energy nuclear power station?](#)
- [How many gas distribution network providers are there in the UK?](#)
- [How will EDF support me during the COVID-19 outbreak?](#)
- [What are the main reasons for distribution faults?](#)
- [How safe are your nuclear power stations in the UK?](#)
- [What's a gas/electricity distributor?](#)
- [What's a fuse and what's it for?](#)
- [Is it true EDF Energy plan to build new nuclear power stations in the UK?](#)
- [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?](#)

[More popular questions](#)

Complaints categories

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

Top 5 categories in Q4 2020	% of complaints opened by category
Billing	24%
Metering (Inc Prepayment)	18%
Payments	15%
Customer Service	12%
Change of Supplier	6%

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.