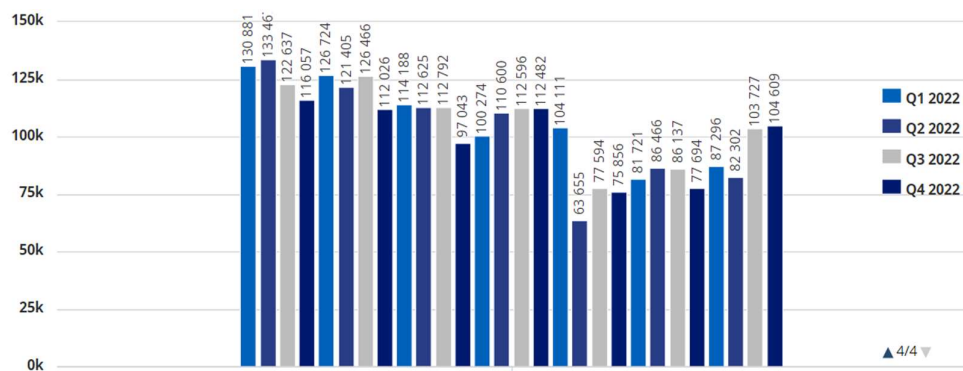


Our complaints performance



The total number of complaints received during October, November and December (Q4 2022) was 104,609. This is an increase in complaints compared to those received in Q3 2022 (103,727).

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 2023 and beyond.

Complaints received and resolved

The table below shows how many complaints we've received and resolved in Q4 (1 October - 31 December 2022):

Number of complaints received	104,609
Number of complaints received per 100,000 customer accounts	1,887
Number of complaints resolved*	101,737
Number of complaints resolved per 100,000 customer accounts	1,836
Percentage of complaints resolved by the end of the next working day	49.99%
Percentage of complaints resolved within 8 weeks	89.23%

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

Help and advice

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

[Manage your account: What is MyAccount?](#)

[Manage your account: What can you do in MyAccount?](#)

[Manage your account: How to access MyAccount](#)

Complaints categories

Our complaints are divided by category, shown below:

Top 5 categories in Q4 2022	% of complaints opened by category
Metering (Inc Prepayment)	22%
Billing	19%
Payments	19%
Customer Service	10%
Change of Supplier	2%

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.

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.

Payments

Any complaints we receive about Direct Debit payments or prepayment credits are included here.

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.