E Annual Complaints Report

October 2025 to September 2026



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We are committed to ensuring we offer the highest level of customer service at all times; however we do recognise that things can sometimes go wrong and we want to get this sorted out as quickly as possible for our customers.

Between 1st October 2025 and 30th September 2026, we received 432 complaints from our domestic customers, which could not be resolved on the same day or the next working day after being received. These complaints will have taken a little longer to resolve as they are likely to have needed a more detailed investigation or further information may have been required in order to carry out a thorough investigation.

Further Information

For further information on our Complaint Handling Procedure, please visit www.e.org/complaint.

You can find a copy of The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008 at www.legislation.gov.uk or you can request a paper copy by calling The Stationary Office on 0333 202 5070.

