



# E Annual Complaints Report 2021/22



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This complaint report provides information on the customer complaints we recorded in the 12 months up to 30th September 2022.

## Our Complaints Summary

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 you.

From 1st October 2021 to 30th September 2022, we received 4391 customer complaints which is 35% less than the same period the previous year. This is 1391 complaints per every 100,000 of our customers.

Over the last year, we received and resolved 3556 complaints within a day of receiving them which is 81% of all the complaints we recorded. There were, however some complaints which needed a more detailed investigation, and these 835 complaints took more than the 1 day for us to successfully resolve.

## Main 5 Complaint Categories

These were the top 5 reasons our customers needed to complain to us:

Reason	Number of complaints received	% of complaints received
1. Debt & debt related disconnections (prepayment related)	1610	37%
2. Meter installation / exchange or meter not working (smart or advanced prepayment meter)	1057	24%
3. Meter installation / exchange or meter not working (classic prepayment meter)	557	13%
4. Billing & meter reading issues (unrelated with meter type)	474	11%
5. Customer service	347	8%

## Improvements to our Complaints Performance

**Debt & debt related disconnections (prepayment relate):** We encourage our customers to contact us if they are struggling to pay and believe their supply may be affected so we can discuss their individual circumstances. We have also partnered with IncomeMax who support customers to help maximise their household income and we signpost other organisations who may be able to help.

**Meter installation / exchange or not working (smart or advanced prepayment meter):** We work closely with our partners to ensure we resolve meter issues and will instruct engineers where required. We have created comprehensive smart meter use guides which every smart meter customer has access to and engineers will also offer energy efficiency advice following every smart meter installation.

**Meter installation / exchange or meter not working (classic prepayment meter):** All our customers are eligible for smart meters and we offer to arrange their installation shortly after they have successfully switched to E.

**Billing & meter reading issues (unrelated with meter type):** We offer our customers a smart meter installation so they do not need to rely on manual keys and cards. We also offer numerous payment methods for our customers to top-up their smart meters.

**Customer service:** We investigate the reasons our customers call us and look to address these issues before they arise. As a result, we have improved our website FAQ's and delivered further training to our employees.

## Further Information

You can view our complaint handling procedure on our website [www.e.org/complaint](http://www.e.org/complaint) or call us on our mobile friendly number 0333 103 9575 and we will send you a free copy.

Here you will find details of how you can make a complaint and also information on where you are able to find independent help and advice.

We have produced our complaints report in line with The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008 which is set by our industry regulator, Ofgem.

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