At a glance complaints data Q2, April-June 2017
Extra Energy

Complaints accepted (Top complaint types)
- Billing: 235.49
- Customer service: 25.42
- Payments: 21.41
- Other**: 28.66

Complaints resolved (Top complaint types)
- Billing: 235.49
- Customer service: 23.48
- Transfers: 19.68
- Other**: 30.73

Average award (Top complaint types)
- Billing: £78
- Customer service: £50
- Transfers: £73

Top three billing complaints
1. Bills not received
2. Disputed gas or electricity usage
3. Bills not issued

Figures shown are number of complaints per 100,000 customer accounts
* These are actual complaint figures

**We revised complaint types in August 2016 to provide more detailed analysis; this has resulted in more categories so the "other" total is larger than in previous quarters.