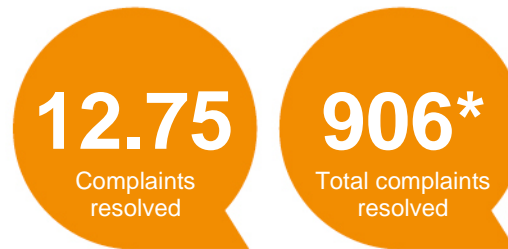


At a glance complaints data Q1, Jan-Mar 2015

E.ON UK

Figures shown are number of complaints per 100,000 customers

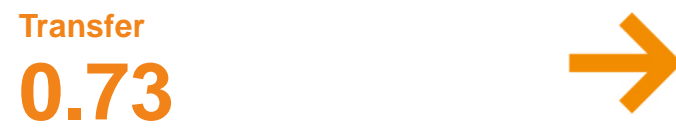
*These are actual complaint figures





Complaints accepted (By complaint type)



Complaints resolved (By complaint type)



Top three billing complaints

1. Late billing 
2. Disputed charges 
3. Inaccurate invoices 