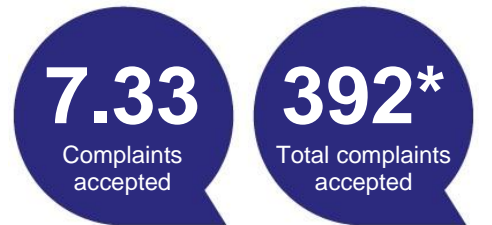


At a glance complaints data Q3, Jul-Sep 2015

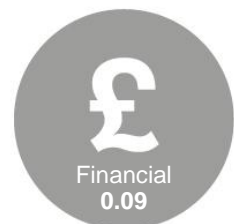
EDF Energy

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)



Average award (By complaint type)



Top three billing complaints

