

# e.on 2019 Annual Complaints Report

Sometimes we get things wrong, and we're really passionate about putting them right. We want our customers to tell us about any problems we've caused or if they're just not happy with something. We'll always be grateful for our customers' feedback we will:

- Make it easy for you to contact us.
- If something goes wrong, we'll fix it for you, promptly and courteously, with no excuses.
- We'll make sure what we do and how we do things are complete, thorough, fit for purpose and transparent by regularly reviewing and acting on your feedback.

## What is a complaint?

We'll treat any contact from you as a complaint when you ask us to or whenever we think you're dissatisfied with any of our products, services or how we've dealt with you.

## Resolving complaints

We have a clear process for handling complaints. The first step is to contact us and let us know you're dissatisfied. It's important that you let us know about what's gone wrong, so we have a chance to fix it for you.

## Ombudsman Services: Energy

We hope that we can come to a fair resolution to your issue but if you don't accept the resolution and think we should have done more, we will send you a final resolution offer letter called a deadlock. We also hope that we can resolve your complaint quickly however, in the event that we have not resolved your complaint within eight weeks, we will send you a letter called the 8 week letter. With both letters you can then contact the Ombudsman directly. The Ombudsman offers an independent service which is free to use.

## We're working hard to continually improve the service we offer

### In the last year we've made improvements including:

- In July we announced that all our residential customers will get 100% renewable electricity as standard and at no extra cost. This will make us the UK's largest renewable electricity supplier, as more than 3.3 million customer homes will benefit from this great news. We're fully committed to delivering our purpose, to offer every customer an energy solution that's right for them. We're serious about delivering a smart, sustainable and personalised future.
- uSwitch named us the easiest large supplier to switch to for 2019.
- We have simplified our internal complaints process to focus on what our customers want and need.
- We are proud to have installed smart meters for 2.1 million of our customers, with nearly half a million being the latest generation.

# 656,163

The number of complaints we received from residential customers between 1st October 2018 and 30th September 2019. We received 27,391, or 4%, more complaints than the previous year.

# 2,822

The average quarterly number of complaints per 100,000 customers.

# 481,406

Complaints resolved by the end of the next working day. This is 73% of all complaints we recorded.

## Find out more

You can see a full copy of our complaints procedure on our website [here](#), or call us on **0345 052 000** and we will send you a free copy. This explains how to complain, what you can expect from us and the contact details of organisations that may be able to provide you with independent advice.

We also publish a more detailed report each quarter. Click [here](#) to see our quarterly reporting.

The way we manage complaints is supported by regulations. You can find a copy of these regulations [here](#).