



E.ON Annual Complaints Report 2013

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 and we'll:

- Treat you as a person, not a number
- Appreciate your time is precious
- Fix it, no excuses
- Be the expert, so you don't have to be
- Always be honest in our intent

The way we manage and resolve complaints is designed to fix things as soon as possible and for good. We'll make sure you are connected with someone who is best placed to sort out any problems we've caused you and address your concerns. If, for any reason, you don't think we've put this right for you we'll carry out a review of your case, how we've handled it and whether we should do anything differently.

If our internal procedure doesn't sort things out for you we'll tell you how to get independent, external support.

We'll treat any contacts 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.

What is a complaint?

'Any expression of dissatisfaction'

In short, a standard definition of 'complaint' that all energy suppliers use.

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

In the last year we've made improvements including:

- Making changes to the way Direct Debit works for new customers – moving to an annual review instead of a spring review
- Introducing a Direct Debit Manager to our website to help customers take control of their payments
- Re-briefing all E.ON Field operations staff on doorstep protocols such as wearing shoe covers when entering a home and making sure any appliances which have had to be unplugged are plugged back in.
- Introducing a new single sheet bill; giving all the key information customers want in a simple way.
- Simplifying our range of products and trained our advisors to offer customers a review to find the best deal.
- Introducing an online Energy Saving tool to help our customers understand the energy they use and how to become more efficient.
- Investing in analysis to find the problems which cause complaints and understand how we can prevent them happening to other customers.

919,557

The number of complaints we received between 1st October 2012 and 30 September 2013. This means that 3.1% of customers made a complaint.

91.6%

The percentage of complaints resolved by the end of the next working day.

97.9%

The percentage of complaints resolved within eight weeks.

Find out more

You can see a full copy of our Complaints Procedure on our website [here](#), or call us on **0345 300 6301** and we will send you a 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. Go to www.eonenergy.com and click on **help and support** then **complaints reporting**.

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

Last updated 28th October 2013