

At a glance complaints data Q2, April - June 2019





Figures shown are number of complaints per 100,000 customer accounts

* These are actual complaint figures





Scottish Power

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
50.07	2,227	54	2,402

Complaints Accepted (Top Complaint Types)

Billing	17.47	
Standard Meters	2.77	
Customer Service	2.52	
Other	27.31	

Complaints Resolved (Top Complaint Types)



Billing	22.57	
Standard Meters	4.86	
Customer Service	2.74	
Other	23.83	

Average Award (Top Complaint Types)

Billing	£111	
Standard Meters	£152	
Customer Service	£100	

Top Three Billing Complaints

1. Disputed account balance
2. Billed to incorrect meter
3. Disputed gas or electricity usage

£ Financial	 Non-Financial	£  Both	X No Action
0.18	1.84	38.45	0.88

95% of awards with a financial element