

# At a glance complaints data Q1, October - December 2018

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

\* These are actual complaint figures

## SSE Plc

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
4.74	289	4.83	294

### Complaints Accepted (Top Complaint Types)


Billing	2.82	
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Standard Meters	0.54	
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Customer Service	0.43	
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Other	0.95	
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### Complaints Resolved (Top Complaint Types)

Billing	3	
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Standard Meters	0.53	
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Customer Service	0.51	
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Other	0.79	
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### Average Award (Top Complaint Types)

Billing	£48	
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Standard Meters	£62	
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Customer Service	£48	
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### Top Three Billing Complaints

1. Disputed account balance
2. Disputed gas or electricity usage
3. I have received a bill charging me for more than I expected

£ Financial	Non-Financial	£ Both	X No Action
0.44	0.59	2.45	1.25

83%  
of awards with a financial element