












At a glance complaints data Q1, January - March 2019

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 *
4.67	272	4.72	275

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 1.97 	Billing 2.58 	Billing £89 	1. Disputed gas or electricity usage 2. Disputed account balance 3. Disputed responsibility for bill or part of the bill
Standard Meters 0.36 	Customer Service 0.38 	Customer Service £59 	
Customer Service 0.26 	Standard Meters 0.38 	Standard Meters £101 	
Other 2.08 	Other 1.38 		

£ Financial	 Non-Financial	£  Both	X No Action
0.24	0.41	2.35	0.76

86%
of awards with a financial element