

# At a glance complaints data Q3, July - September 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 *
5.72	327	5.23	299

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
<b>Billing</b> 2.41	<b>Billing</b> 2.29	<b>Billing</b> £105	1. Disputed gas or electricity usage  2. Disputed account balance  3. Disputed responsibility for bill or part of the bill
<b>Customer Service</b> 0.4	<b>Customer Service</b> 0.49	<b>Customer Service</b> £78	
<b>Smart Meters</b> 0.31	<b>Standard Meters</b> 0.42	<b>Standard Meters</b> £73	
<b>Other</b> 2.6	<b>Other</b> 2.03		

£ Financial	Non-Financial	£ Both	X No Action
0.26	0.17	1.84	0.26

**93%**  
of awards with a financial element