












At a glance complaints data Q4, October - December 2021

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

* These are actual complaint figures

Scottish Power Energy Retail Ltd

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
46.48	2,053	52.05	2,792

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 26.35 	Billing 27.60 	Billing £83 	disputed gas or electricity usage
Customer Service 5.25 	Customer Service 6.25 	Customer Service £96 	Disputed account balance
Smart Meters 4.82 	Smart Meters 5.48 	Smart Meters £80 	Billed to incorrect meter
Other 10.05 	Other 12.73 		

£ Financial	 Non-Financial	£  Both	X No Action
0.41	1.47	38.35	0

96%
of awards with a financial element