












# At a glance complaints data Q3, July - September 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 *
62.36	2,636	43.74	2,452

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
<b>Billing</b> 33.59 	<b>Billing</b> 23.49 	<b>Billing</b> £49 	disputed gas or electricity usage
<b>Customer Service</b> 6.22 	<b>Customer Service</b> 5.54 	<b>Customer Service</b> £57 	Billed to incorrect meter
<b>Smart Meters</b> 6.79 	<b>Smart Meters</b> 4.23 	<b>Smart Meters</b> £46 	Disputed account balance
<b>Other</b> 15.76 	<b>Other</b> 10.48 		

£ Financial	 Non-Financial	£  Both	X No Action
0.17	0.99	29.9	0

97%  
of awards with a financial element