












At a glance complaints data Q4, October - December 2020



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 *
40.87	1,787	36.5	2,188

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	23.22 	Billing	20.36 	Billing	£91 	disputed gas or electricity usage
Customer Service	4.32 	Payments	3.66 	Payments	£57 	Disputed account balance
Payments	3.71 	Customer Service	3.66 	Customer Service	£96 	Billed to incorrect meter
Other	9.63 	Other	8.82 			

£ Financial	 Non-Financial	£  Both	X No Action
0.05	4.07	27.58	0.02

87%
of awards with a financial element