

At a glance complaints data Q2, April - June 2020

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

* These are actual complaint figures

Scottish Power

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
40.34	1,747	44.95	1,947

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 3.28	Billing 18.56	Billing £134	1. disputed gas or electricity usage 2. Disputed account balance 3. Billed to incorrect meter
Customer Service 0.58	Customer Service 3.14	Customer Service £139	
Standard Meters 0.53	Standard Meters 3	Standard Meters £237	
Other 35.95	Other 20.25		

£ Financial	Non-Financial	£ Both	X No Action
0.05	0.53	25.72	0.3

98%
of awards with a financial element