












At a glance complaints data Q3, July - September 2018

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 *
50.98	2,286	50.29	2,255

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 33.1 	Billing 32.32 	Billing £118 	1. Disputed account balance 2. Disputed gas or electricity usage 3. Billed to incorrect meter
Payments 4.97 	Payments 5.13 	Payments £97 	
Standard Meters 4.33 	Standard Meters 4.33 	Standard Meters £149 	
Other 8.58 	Other 8.51 		

£ Financial	Non-Financial	£ Both	X No Action
0.18	3.01	45.76	0.94

94%
of awards with a financial element