












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

SSE Plc

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
4.88	297	4.71	287

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 3.05 	Billing 2.94 	Billing £68 	1. Disputed gas or electricity usage 2. Disputed account balance 3. I have received a bill charging me for more than I expected
Customer Service 0.56 	Standard Meters 0.49 	Standard Meters £49 	
Standard Meters 0.44 	Customer Service 0.43 	Customer Service £40 	
Other 0.83 	Other 0.85 		

£ Financial	Non-Financial	£ Both	X No Action
0.21	0.74	2.31	1.35

77%
of awards with a financial element