

# At a glance complaints data Q1, October - December 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 *
41.93	1,880	48.6	2,179

### Complaints Accepted (Top Complaint Types)

Billing	26.83	
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Standard Meters	4.62	
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Payments	3.95	
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Other	6.53	
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### Complaints Resolved (Top Complaint Types)

Billing	31.25	
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Standard Meters	4.77	
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Payments	4.55	
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Other	8.03	
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### Average Award (Top Complaint Types)

Billing	£93	
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Standard Meters	£129	
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Payments	£94	
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### Top Three Billing Complaints

1. Disputed account balance
2. Disputed gas or electricity usage
3. Estimated billing

£ Financial	 Non-Financial	£  Both	X No Action
0.18	2.79	43.44	0.94

94%  
of awards with a financial element