

# At a glance complaints data Q3, July - September 2019

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 *
55.42	2,404	51.66	2,241

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
<b>Billing</b> <b>18.01</b>	<b>Billing</b> <b>19.09</b>	<b>Billing</b> <b>£126</b>	<b>1. Disputed gas or electricity usage</b>  <b>2. Disputed account balance</b>  <b>3. Billing Delays</b>
<b>Customer Service</b> <b>3.39</b>	<b>Customer Service</b> <b>3.11</b>	<b>Customer Service</b> <b>£121</b>	
<b>Standard Meters</b> <b>2.65</b>	<b>Standard Meters</b> <b>2.67</b>	<b>Standard Meters</b> <b>£285</b>	
<b>Other</b> <b>31.37</b>	<b>Other</b> <b>26.79</b>		

£ Financial	Non-Financial	£ Both	X No Action
0.14	0.88	25.27	0.58

**97%**  
of awards with a financial element