

At a glance complaints data Q3, July - September 2022

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

* These are actual complaint figures

Scottish Power Energy Retail Ltd

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
54.07	2,403	38.23	2,182

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 27.07 	Billing 18.87 	Billing £85 	disputed gas or electricity usage
Smart Meters 8.17 	Smart Meters 5.46 	Smart Meters £79 	Billed to incorrect meter
Payments 6.26 	Customer Service 4.62 	Customer Service £85 	Disputed account balance
Other 12.58 	Other 9.28 		

Financial	Non-Financial	Both	No Action
0.23	1.35	31.48	0

96%
of awards with a financial element