












At a glance complaints data Q2, April - June 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 *
52.97	2,386	38.23	2,332

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	24.80 	Billing	18.87 	Billing	£76 	disputed gas or electricity usage
Smart Meters	7.15 	Smart Meters	5.46 	Smart Meters	£45 	Disputed account balance
Other	6.79 	Customer Service	4.62 	Customer Service	£48 	Billed to incorrect meter
Other	14.23 	Other	9.28 			

£ Financial	 Non-Financial	£  Both	X No Action
0.11	0.8	21.27	0

96%
of awards with a financial element