












At a glance complaints data Q2, April - June 2021

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 *
61.79	2,620	41.77	2,265

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 34.51 	Billing 22.08 	Billing £59 	disputed gas or electricity usage
Customer Service 5.50 	Customer Service 5.38 	Customer Service £68 	Disputed account balance
Smart Meters 7.48 	Smart Meters 3.89 	Smart Meters £62 	Billed to incorrect meter
Other 14.31 	Other 10.42 		

£ Financial	 Non-Financial	£  Both	X No Action
0.14	0.68	20.94	0

97%
of awards with a financial element