

Score	Metric
	Complaints (Complaints Per 100,000 - Based On CA SPLT)
3	Under 25
2.9	25-30
2.8	31-35
2.7	36-40
2.6	41-45
2.5	46-50
2.4	51-55
2.3	56-60
2.2	61-65
2.1	66-70
2	71-75
1.9	76-80
1.8	81-85
1.7	86-90
1.6	91-95
1.5	96-100
1.4	101-105
1.3	106-110
1.2	111-115
1.1	116-120
1	121-125
0.9	126-130
0.8	131-135
0.7	136-140
0.6	141-145
0.5	146-150
0.4	151-155
0.3	156-160
0.2	161-165
0.1	166-170
0	170+

Score	Metric
	Customer Service (Customer Satisfaction With Ease of Contacting Supplier)
2.5	75% and over
2.4	74%
2.3	73%
2.2	72%
2.1	71%
2	70%
1.9	69%
1.8	68%
1.7	67%
1.6	66%
1.5	65%
1.4	64%
1.3	63%
1.2	62%
1.1	61%
1	60%
0.9	59%
0.8	58%
0.7	57%
0.6	56%
0.5	55%
0.4	54%
0.3	53%
0.2	52%
0.1	51%
0	50% or less

Score	Metric
	Billing (Satisfaction With Ease of Understanding Bills)
2.5	75% and over
2.4	74%
2.3	73%
2.2	72%
2.1	71%
2	70%
1.9	69%
1.8	68%
1.7	67%
1.6	66%
1.5	65%
1.4	64%
1.3	63%
1.2	62%
1.1	61%
1	60%
0.9	59%
0.8	58%
0.7	57%
0.6	56%
0.5	55%
0.4	54%
0.3	53%
0.2	52%
0.1	51%
0	50% or less

Score	Metric
	Switching (Customers Switched in 21 Days or Less)
1	100%
0.9	95-99%
0.8	90-94%
0.7	85-89%
0.6	80-84%
0.5	75-79%
0.4	70-74%
0.3	65-69%
0.2	60-64%
0.1	50-59%
0	50% or less

Score	Metric
	Customer Commitment
1	Switch Guarantee and Billing Code
0.5	Switch Guarantee or Billing Code
0	Neither

SSE Alternative to Primary Citizens Advice Methodology
Suppliers score out of ten, with weightings being evident in the number of points available under each metric (e.g. max' 3 for Complaints; max' 1 for Switching). This produces greater granularity. It also provides better incentives for improvement.

