












At a glance complaints data Q1, January - March 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 *
56.5	2,545	39.89	2,254

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 30.06 	Billing 21.11 	Billing £106 	disputed gas or electricity usage
Smart Meters 7.19 	Customer Service 4.75 	Customer Service £90 	Billed to incorrect meter
Customer Service 6.70 	Smart Meters 4.99 	Smart Meters £79 	Disputed account balance
Other 12.55 	Other 9.03 		

£ Financial	 Non-Financial	£  Both	X No Action
0.09	1.35	31.37	0

96%
of awards with a financial element