









At a glance complaints data Q1, January - March 2023




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 *
72.69	3,212	57.89	3,006

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)	
Billing		Billing	
34.56		28.27	
Smart Meters		Smart Meters	
10.57		8.58	
Customer Service		Customer Service	
8.35		7.29	
Other		Other	
19.21		13.76	

Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing		
£81		disputed gas or electricity usage
Smart Meters		
£68		Billed to incorrect meter
Customer Service		
£76		Disputed account balance

£ Financial	 Non-Financial	£  Both	X No Action
0.36	1.99	48.54	0

96%  
of awards with a financial element