












At a glance complaints data Q4, October - December 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 *
65.26	2,900	45.14	2,499

Complaints Accepted (Top Complaint Types)		Complaints Resolved (Top Complaint Types)		Average Award (Top Complaint Types)		Top Three Billing Complaints
Billing	28.49 	Billing	22.03 	Billing	£57 	disputed gas or electricity usage
Smart Meters	10.24 	Smart Meters	6.75 	Smart Meters	£43 	Billed to incorrect meter
Other	8.93 	Customer Service	5.06 	Customer Service	£47 	Disputed account balance
Other	17.60 	Other	11.30 			

£ Financial	 Non-Financial	£  Both	X No Action
0.23	1.26	27.92	0

96%  
of awards with a financial element