

At a glance complaints data Q2, April - June 2019





Figures shown are number of complaints per 100,000 customer accounts

* These are actual complaint figures





SSE Plc

Complaints Accepted	Total Complaints Accepted *	Complaints Resolved	Total Complaints Resolved *
4.98	287	4.88	281




Complaints Accepted (Top Complaint Types)

Billing	2.31	
Standard Meters	0.5	
Customer Service	0.42	
Other	1.75	

Complaints Resolved (Top Complaint Types)

Billing	2.24	
Standard Meters	0.49	
Transfers	0.26	
Other	1.89	

Average Award (Top Complaint Types)

Billing	£53	
Standard Meters	£55	
Transfers	£91	

Top Three Billing Complaints

1. Disputed gas or electricity usage
2. Disputed account balance
3. Disputed responsibility for bill or part of the bill

£ Financial	Non-Financial	£ Both	X No Action
0.38	0.3	1.94	1.16

89%
of awards with a financial element