

At a glance complaints data Q4, October - December 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 *
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4.9 274 5.76 322

Complaints Accepted (Top Complaint Types)

Complaints Resolved (Top Complaint Types)

Average Award (Top Complaint Types)

Top Three Billing Complaints

Billing	1.13
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Billing	3.2
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Billing	£72
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1. disputed gas or electricity usage

Standard Meters	0.23
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Customer Service	0.38
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Customer Service	£87
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2. Disputed account balance

Payments	0.16
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Standard Meters	0.38
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Standard Meters	£162
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3. Disputed responsibility for bill or part of the bill

Other	3.38
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Other	1.8
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£ Financial	Non-Financial	£ Both	X No Action
0.32	0.38	2.45	0.86

88%
of awards with a financial element