

At a glance complaints data Q3, July - September 2020

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 *
49.42	2,079	37.79	1,590

Complaints Accepted (Top Complaint Types)	Complaints Resolved (Top Complaint Types)	Average Award (Top Complaint Types)	Top Three Billing Complaints
Billing 11.55	Billing 13.52	Billing £130	1. disputed gas or electricity usage 2. Disputed account balance 3. Billed to incorrect meter
Customer Service 1.95	Customer Service 2.33	Customer Service £109	
Payments 1.26	Standard Meters 1.62	Standard Meters £159	
Other 34.66	Other 20.32		

£ Financial	Non-Financial	£ Both	X No Action
0.17	0.64	22.53	0.29

97%
of awards with a financial element