

# Annual Complaints Report

## SSE Heat Networks

### Complaint Handling

Between 1 April 2024 and 31st March 2025:



**29%**

116 complaints were resolved by the end of next working day

**71%**

286 took a little longer to make sure we got it right

**87%**

of complaints were resolved within eight weeks

## The top three SSE Heat Network complaint reasons in the last year were:

- Charging & Billing **(46%)**
- Technical Issues **(33%)**
- Customer Service **(16%)**

### How can we improve?

Your feedback is incredibly important to us—it helps us understand what matters most to you. That's why we regularly review what you tell us about our service, from what's going well to where we can do better.

Here are a few areas you've recently highlighted, and the steps we're taking to make your energy experience even smoother.

### 1. Charging & Billing

#### Reasons for complaints

From tariffs to payment plans and how we manage collections, we understand that billing queries can cover a lot of ground.

We also know that many of our customers are still feeling the pressure of high energy costs. That's why we're focused on making things clearer, more flexible, and easier to manage—so you feel more in control of your energy.

#### What we're doing to make things better

If you're finding it difficult to pay part or all of your energy bill, we're here to help. Our customer service team can work with you to explore flexible payment options, set up manageable repayment plans, offer practical energy-saving advice, and connect you with trusted organisations like Citizens Advice and StepChange for additional support.

We're also continuously improving behind the scenes—enhancing our processes and investing in training so our advisors can give you the best possible support, every time you get in touch.

## 2. Technical Issues

### Reasons for complaints

We know technical issues can be frustrating—and we're here to get things back on track quickly.

Whether it's heating and hot water outages, missed appointments, leaks, or part replacements, we understand how important it is to get things sorted fast and with minimal disruption.

### What we're doing to make things better

We know unplanned interruptions can be disruptive—and we're doing everything we can to keep them to a minimum.

While some interruptions are outside of our control, we take every one seriously. We review each incident carefully and carry out regular, proactive maintenance to help reduce the chances of it happening again.

Thanks to these efforts, unplanned interruptions across our networks—including individual HIU faults—have dropped by 7% over the past year (from 1,376 to 1,282). Even better, those lasting more than 24 hours have reduced by 28% (from 376 to 273).

We've also introduced text reminders for appointments and are working closely with our HIU team to reduce missed visits. Plus, we go beyond the Heat Trust scheme by offering SSE service standard payments when we keep our appointment promises. Find out more about these payments at [sseandme.co.uk](https://sseandme.co.uk).

Behind the scenes, we're constantly reviewing our processes and investing in training to make sure our advisors are equipped to give you the best possible support.

## 3. Customer Service

### Reasons for complaints

Customer service complaints can cover a range of concerns—from wait times to how quickly we're able to put things right when something goes wrong. While we can't always prevent issues from happening, we believe the way we support you through them is what truly matters.

### What we're doing to make things better

We know it's frustrating when things don't go as expected—and we're committed to doing better.

When our service falls short, we take it seriously. That's why we're investing in in-depth training to help our teams handle a wide range of customer queries with more confidence, care, and clarity.

We've also made it easier for you to get support online. Our website now covers a broader range of topics, and we're constantly updating it based on the feedback you share—so if there's something you'd like to see improved, please let us know. Your voice helps shape a better service for everyone.

### We need your help

We love hearing from our customers, whether the experience has been good or bad. Listening to our customer's feedback has helped us become the company we are today and we want to keep improving. If you want to get in touch, just drop us an email at [headofCS@sse.com](mailto:headofCS@sse.com)

### Further information

Full details of the complaints procedure can be found on our website [sseandme.co.uk](https://sseandme.co.uk). If you'd like a hard copy, please call us on 0345 078 3215.