

GUARANTEED STANDARDS OF PERFORMANCE – HOW WE'RE DOING

Guaranteed Service Standards

Every quarter, we'll publish our Domestic guaranteed service standards of performance on our website. These are the standards we need to uphold in order to provide a high level of service to our customers around appointments and other promises made under the Standards of Performance Regulations.

Below you'll see information on all cases where the regulations applied during Q1, Q2 and Q3 2018. We'll check which of these didn't meet the service standards e.g. if we failed to attend an agreed appointment.

Where there has been a 'failure' on our part, customers might be entitled to receive a standard compensation payment of £30 (applicable to both gas and electricity) applied to their account. If you are due a payment, and we fail to pay you this within 10 working days, you may also be due a further additional standard payment of £30.

Gas appointments

	Cases	Breaches	Exempt breaches	Net breaches	Net breaches as a proportion of cases
Q1 2018	121,698	972	89	883	0.73%
Q2 2018	134,171	635	1	634	0.47%
Q3 2018	114,010	606	1	605	0.42%
Q4 2018					

Electricity appointments

	Cases	Breaches	Exempt breaches	Net breaches	Net breaches as a proportion of cases
Q1 2018	159,164	12,662	1,272	11,390	7.15%
Q2 2018	183,329	7075	9	7066	3.85%
Q3 2018	195,000	7443	1	7442	3.82%
Q4 2018					

Definitions

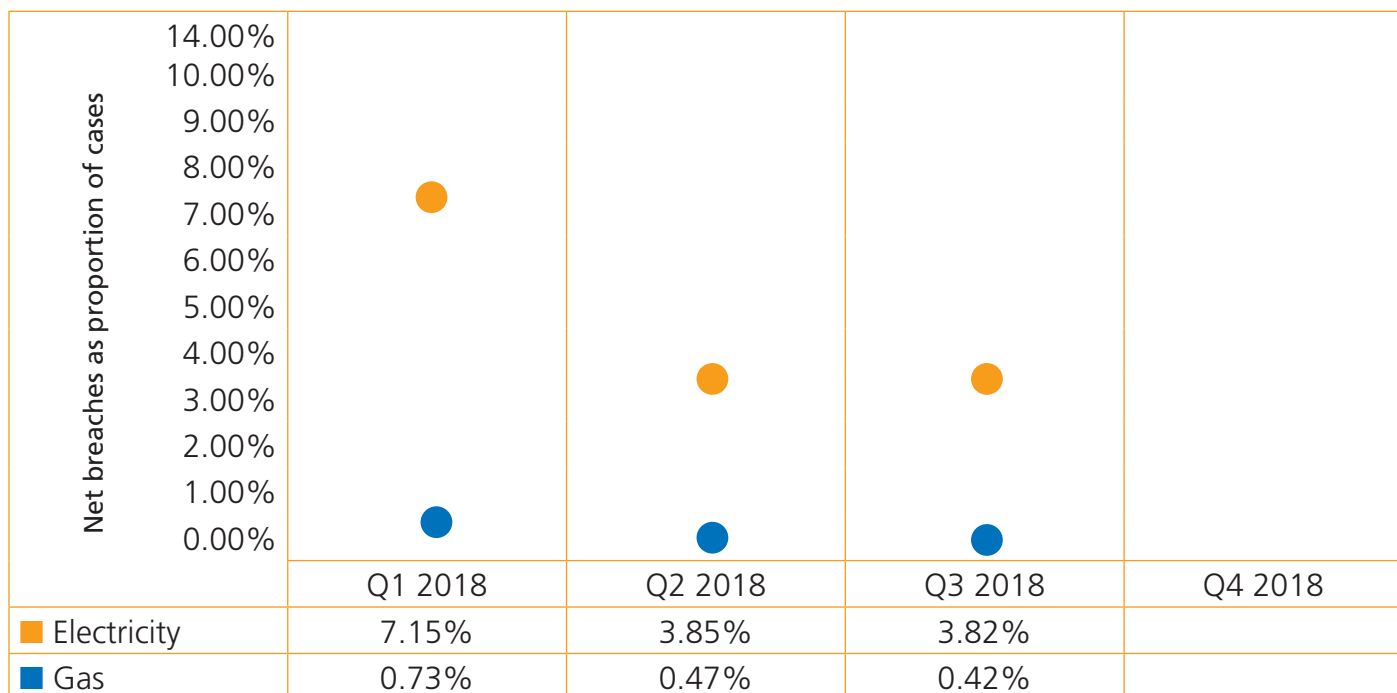
Appointment: A scheduled time and date when we've arranged to visit your home

Breaches: When we've failed – for whatever reason – to meet the relevant standard of performance

Exempt breaches: If we have a valid reason for not meeting the standard then it may be classed as 'exempt'.

Net breaches: The total number of breaches once those which are 'exempt' are taken into consideration

Proportion of cases where we breached the rules governing standards of performance.



What we pay domestic customers as a result of breaching the rules

