

# 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, Q3 and Q4 2020. 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 2020	125,407	3270	2003	1267	1.01%
Q2 2020	11,207	259	98	161	1.44%
Q3 2020	95,852	908	9	899	0.94%
Q4 2020	103,906	1,406	0	1,406	1.35%

## Electricity appointments

	Cases	Breaches	Exempt breaches	Net breaches	Net breaches as a proportion of cases
Q1 2020	161,622	13,075	4425	8,650	5.35%
Q2 2020	10,913	783	465	318	2.91%
Q3 2020	127,187	5,428	92	5,336	4.20%
Q4 2020	136,825	10,619	0	10,619	7.76%

## Definitions

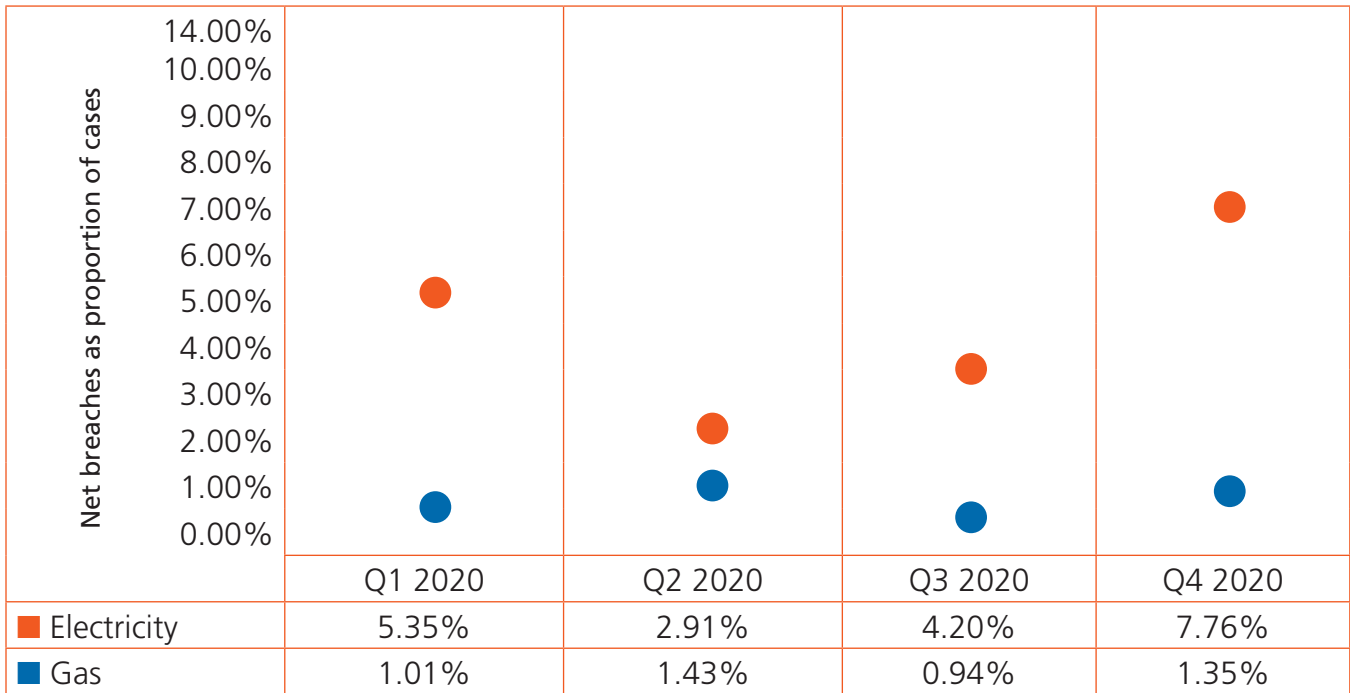
**Appointment:** A scheduled time and date when we've arranged to visit your home

**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

