

OFGEM Submission Online Update

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 Q3 and Q4 2021 and Q1 and Q2 2022. 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
Q3 2021	98,124	884	2	882	0.90%
Q4 2021	107,327	1,134	2	1,132	1.05
Q1 2022	132,960	1,414	75	1,339	1.00%
Q2 2022	116,034	915	0	915	0.79%

Electricity appointments

	Cases	Breaches	Exempt breaches	Net breaches	Net breaches as a proportion of cases
Q3 2021	146,440	7,373	9	7,364	5.03%
Q4 2021	149,385	9,109	34	9,075	6.07%
Q1 2022	173,082	10,510	797	9,713	5.61%
Q2 2022	150,824	8,038	1	8,037	5.33%

Definitions

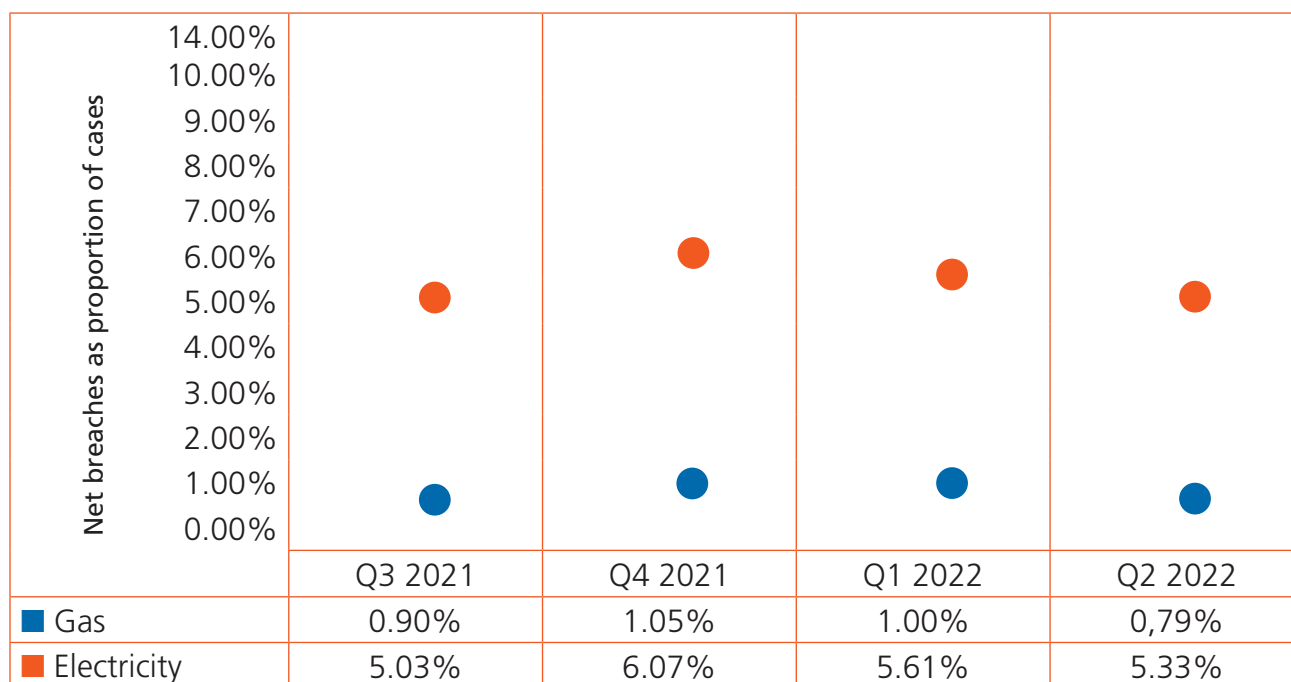
Appointment: A scheduled time and date when we've arranged to visit your home

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

