



Guaranteed Standards of Performance (GS's) – How we're doing

There are certain standards of service you can expect from us when it comes to your energy supply. Some of these we've set for ourselves and others are set by Ofgem, our regulator.

What does it mean?

Cases – the number of times the standards apply, for example each time we arrange a gas appointment to visit your property.

Breaches – the number of times we've failed to meet these standards, for example if we arrive late for an appointment. We pay £30 each to our domestic customers and Microbusiness customers each time we breach the rules of governing appointments.

Exempt breaches – there are certain circumstances where we don't need to make a payment, for example if we've not been able to attend due to severe weather conditions.

Gas appointments 2019 Data

Quarter	Cases	Breaches	Exempt breaches	Total breaches	Total breaches as a proportion of cases	Percentage increase/decrease in total breaches from previous quarter	How much we paid out to customers
Q1 2019	5	0	0	0	0%	0%	£0
Q2 2019	1	0	0	0	0%	0%	£0
Q3 2019	5	0	0	0	0%	0%	£0
Q4 2019	11	0	0	0	0%	0%	£0