

Guaranteed Standards of Performance – How we’re doing

We aim to be the nation’s most trusted energy supplier. The one you would recommend to your mum. As your energy supplier we are responsible for the Guaranteed Standards of Service that cover your meter and any problems you may have plus any interruptions to your electricity or gas supply. We also need to inform you of how we perform against these standards. If we fail to meet these standards, you’re entitled to compensation. We pay each of our domestic customers £30.00 for each breach of the rules governing appointments.

Gas appointments

| | Cases | breaches | Exempt breaches | Net breaches | Net breaches as a proportion of cases | Percentage increase/decrease in net breaches from previous quarter |
|---------|--------|----------|-----------------|--------------|---------------------------------------|--|
| Q4 2016 | 1,681 | 144 | 0 | 144 | 8.57% | -5.08% |
| Q1 2017 | 2,158 | 194 | 0 | 194 | 8.99% | +0.42% |
| Q2 2017 | 1,359 | 77 | 0 | 77 | 5.67% | -3.32% |
| Q3 2017 | 1,404 | 348 | 0 | 348 | 24.79% | +19.12% |
| Q4 2017 | 23,519 | 475 | 1 | 476 | 2.02% | -22.77% |
| Q1 2018 | 30,246 | 436 | 18 | 454 | 1.50% | -0.52% |
| Q2 2018 | 26,305 | 310 | 0 | 310 | 1.18% | -0.32% |
| Q3 2018 | 23,045 | 189 | 0 | 189 | 0.82% | -0.36% |

Electricity appointments

| | Cases | breaches | Exempt breaches | Net breaches | Net breaches as a proportion of cases | Percentage increase/decrease in net breaches from previous quarter |
|---------|--------|----------|-----------------|--------------|---------------------------------------|--|
| Q4 2016 | 3,764 | 1,329 | 0 | 1,329 | 35.31% | +14.21% |
| Q1 2017 | 2,976 | 578 | 0 | 578 | 19.42% | -15.89% |
| Q2 2017 | 3,748 | 344 | 0 | 344 | 9.18% | -10.24% |
| Q3 2017 | 6,438 | 3,250 | 0 | 3,250 | 50.48% | +41.30% |
| Q4 2017 | 26,782 | 3,305 | 4 | 3,309 | 12.34% | -38.14% |
| Q1 2018 | 35,824 | 4,044 | 35 | 4,079 | 11.39% | -0.95% |
| Q2 2018 | 35,310 | 3,139 | 0 | 3,139 | 8.89% | -2.50% |
| Q3 2018 | 30,534 | 1,626 | 1 | 1,627 | 5.33% | -3.56% |

If you would like a copy of our standards of service document sent to you, please email memberservices@utilitywarehouse.co.uk or telephone us on 0333 777 0 777.