



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
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%
Q4 2018	13,848	192	0	192	1.39%	+0.57%
Q1 2019	14,673	227	1	228	1.55%	+0.16%
Q2 2019	12,658	195	0	195	1.54%	-0.01%
Q3 2019	13,326	53	0	53	0.40%	-1.14%
Q4 2019	25201	66	0	66	0.26%	-0.14%

Electricity appointments

	Cases	breaches	Exempt breaches	Net breaches	Net breaches as a proportion of cases	Percentage increase/decrease in net breaches from previous quarter
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%
Q4 2018	17,858	1,308	1	1,309	7.33%	+2.00%
Q1 2019	18,817	1,817	1	1,818	9.66%	+2.33%
Q2 2019	15,464	2,243	0	2,243	14.50%	+4.84%
Q3 2019	16,490	595	0	595	3.61%	-10.89%
Q4 2019	29,615	1,117	0	1,117	3.77%	+0.16%

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.