

Energy Switch Guarantee Members' Compliance with key commitments July – September 2018 (Q3)

The table below summarises the performance of signatories against three key commitments of the Energy Switch Guarantee. KPI 2a tracks the proportion of valid switches that are completed within 21 days of receipt of application; KPI 3a tracks the proportion of final bills issued within 6 weeks; and KPI 4a tracks the proportion of credit refunds as specified by the Guarantee. Suppliers' performance is coded Green if they have met the commitment set out by the Guarantee, or alternatively coded Amber or Red in line with the following bandings:

KPI	Green	Amber	Red
2A: 98% of switches completed in 21 days or less	98% or above	95-98%	Below 95%
3A: 90% of final bills issued within 6 weeks or less.	90% or above	80-90%	Below 80%
4A: 90% of credit refunds issued within 14 days or less after the final bill	90% or above	80-90%	Below 80%

Performance

Signatory	KPI 2a Switching Speed ≤21 Days	KPI 3a Final Bills ≤ 6 weeks	KPI 4a Credit Refunds ≤ 14 days
British Gas	99.0%	98.4%	99.6%
Bulb	98.8%	95.7%	79.4%
Ecotricity	98.8%	88.3%	90.0%
EDF	99.8%	95.6%	99.0%
Enstroga	100%	100%	96.6%
E.ON	99.7%	94.2%	97.5%
First Utility	99.9%	97.4%	74.2%
Flow	98.5%	98.6%	94.8%
nPower	98.8%	92.9%	99.9%
Octopus	99.1%	92.6%	98.6%
Pure Planet	100%	81.5%	96.3%
Scottish Power	98.6%	95.3%	90.1%
SO Energy	100%	93.6%	92.4%
SSE	99.3%	97.4%	96.9%
Utility Warehouse	99.3%	99.6%	98.1%
Overall Signatory Performance	99.14%	95.4%	94.8%

Signatories on Compliance Process

Bulb were referred to the Compliance Committee due to sustained non-compliance. The committee issued Bulb a 12-month deferred suspension of its membership from 1 December 2018. The full decision can be found on the ESG website [here](#). Bulb submitted fully compliant data for October to confirm that their issues had been resolved.

As of October 2018 Bulb were fully compliant with all 3 of the KPIs.

Ecotricity displayed non-compliance for the second successive quarter and are being monitored on the compliance process.

First Utility displayed non-compliance for the second successive quarter and are being monitored on the compliance process.

OVO Energy were referred to the Compliance Committee due to sustained non-compliance. OVO Energy decided to withdraw from the ESG until they are in a position to comply with the ESG metrics. The full decision can be found on the ESG website [here](#).

Tonik were referred to the Compliance Committee due to sustained non-compliance. Tonik decided to withdraw from the ESG until they are in a position to comply with the ESG metrics. The full decision can be found on the ESG website [here](#).

Spark Energy

Spark Energy Supply Ltd. failed in November 2018 and had their licence revoked under Ofgem's SOLR process. Customers were transferred to OVO Energy via the SoLR process and the parent company (Spark Energy Ltd.) was bought by OVO Energy so the brand continues to exist.