

## Energy Switch Guarantee Members' Compliance with key commitments October – December 2018 (Q4)

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
<b>2A:</b> 98% of switches completed in 21 days or less	98% or above	95-98%	Below 95%
<b>3A:</b> 90% of final bills issued within 6 weeks or less.	90% or above	80-90%	Below 80%
<b>4A:</b> 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	94.2%	97.2%	99.7%
Bulb	99.7%	94.5%	97.8%
Ecotricity	97.2%	82.9%	90.7%
EDF	99.6%	92.8%	99.0%
Engie	99.5%	90.4%	99.2%
Enstroga	100%	100%	94.6%
E.ON	99.1%	89.9%	97.6%
First Utility	99.9%	95.5%	91.8%
Flow	97.6%	99%	83.8%
nPower	98.1%	90.1%	98.8%
Octopus	99.3%	90.5%	97.1%
Pure Planet	99.8%	95.3%	94.6%
Scottish Power	99.5%	95.7%	90.5%
SO Energy	100%	91.4%	95.6%
SSE	99.2%	96.3%	97.5%
Utility Warehouse	99.5%	91.1%	97.5%
Yorkshire Energy	100%	100%	95.5%
<b>Overall Signatory Performance</b>	<b>98.9%</b>	<b>93.6%</b>	<b>96.9%</b>

## Signatories on Compliance Process

**British Gas** displayed non-compliance with KPI 2a for this quarter only. This is being monitored by the compliance process and British Gas expects to be fully compliant for the next quarter.

**Flow** displayed non-compliance with KPIs 2a and 4a for this quarter only, having previously been fully compliant. This is being monitored by the compliance process and Flow expects to be fully compliant for the next quarter.

**Ecotricity** displayed non-compliance for the third successive quarter on KPI 3a and, as part of the compliance process, Ecotricity is submitting a formal action plan to outline how these issues will be addressed.