

Energy Switch Guarantee Members' Compliance with key commitments January - March (Q1 2019)

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 Red if they have not:

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

Performance

Signatory	KPI 2a Switching Speed ≤21 Days	KPI 3a Final Bills ≤ 6 weeks	KPI 4a Credit Refunds ≤ 14 days
British Gas	97%	98.5%	99.7%
Bulb	99.1%	91.1%	97.4%
EDF	99.8%	94.2%	97.9%
Engie	98.3%	94.5%	99.2%
E.ON	99.8%	90.1%	97.6%
Flow	100%	100%	95.7%
npower	98.2%	90%	99.1%
Octopus	99.5%	71.3%	99.3%
Pure Planet	100%	98.4%	98.8%
Scottish Power	99.4%	97.6%	90.9%
So Energy	100%	94.2%	88.4%
SSE	99.2%	95.4%	96%
Yorkshire Energy	98.5%	100%	100%
Overall Signatory Performance	99%	94%	96.7%

Membership Update

Ecotricity and Utility Warehouse are no longer signatories of the Guarantee.

Signatories on Compliance Process

British Gas displayed non-compliance with KPI 2a for the second successive quarter and, as part of the compliance process, British Gas is submitting a formal action plan to outline how these issues will be addressed.

Octopus displayed non-compliance with KPI 3a for this quarter only, having previously been fully compliant. This is being monitored by the compliance process and Octopus expects to be fully compliant for the next quarter.

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