

## Energy Switch Guarantee members' compliance with key commitments from April - June (Q2 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
<b>2A:</b> 98% of switches completed in 21 days or less	98% or above	Below 98%
<b>3A:</b> 90% of final bills issued within 6 weeks or less.	90% or above	Below 90%
<b>4A:</b> 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
Breeze	98.6%	97.7%	100%
British Gas	92.7%	97.4%	99.7%
Bulb	98.1%	92.5%	95.5%
EDF Energy	99.9%	96.6%	99.1%
Engie	98.8%	95.2%	99.2%
Enstroga	75.8%	85.3%	90.4%
E.ON	99.7%	94.1%	97.9%
Flow	97.3%	99.8%	92.5%
npower	97.6%	96.1%	98.6%
Octopus	99.6%	91.6%	99.4%
Pure Planet	99.9%	97.8%	99.2%
Scottish Power	99.3%	97.0%	97.7%
Shell Energy	99.9%	93.0%	93.9%
So Energy	100%	92.0%	89.6%
SSE	98.9%	95.8%	97.3%
Yorkshire Energy	99.7%	99.6%	100%
<b>Overall Signatory Performance</b>	<b>98.2%</b>	<b>95.9%</b>	<b>97.7%</b>

### Membership Update

Breeze Energy became the latest signatory to have joined the Guarantee in June 2019.

### Signatories on Compliance Process

**British Gas** displayed non-compliance with KPI 2a for the third successive quarter and, as part of the compliance process, British Gas will now be invited to attend a compliance hearing with the Guarantee's compliance panel. The panel will decide on British Gas's future in the Guarantee.

**Enstroga** displayed non-compliance with KPIs 2a and 3a for this quarter. Due to the severity of the compliance breach, we have requested that Enstroga submit a formal action plan to outline how these issues will be addressed.

**Flow** displayed non-compliance with KPI 2a 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.

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

**So Energy** displayed non-compliance with KPI 4a for the second successive quarter and, as part of the compliance process, So Energy is submitting a formal action plan to outline how these issues will be addressed.