

Energy Switch Guarantee members' compliance with key commitments from October to December (Q4 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 issued within 14 days of the final bill being sent. 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	99.6%	98.4%	99.8%
Bulb	98.9%	95.6%	94.5%
E.On	99.1%	92.7%	98.4%
EDF Energy	99.7%	96.3%	99.3%
Engie	97.6%	88.8%	99.3%
ESB Energy	99.6%	91.4%	93.3%
Green Network Energy	100%	91.4%	98.8%
npower	97.9%	94.0%	99.2%
Octopus	99.8%	93.1%	99.6%
Pure Planet	100%	88.7%	99.2%
Scottish Power	98.8%	93.2%	91.0%
Shell Energy	100%	91.4%	92.1%
So Energy	100%	96.7%	94.2%
SSE	98.7%	93.8%	97.9%
Yorkshire Energy	98.4%	88.9%	96.7%
Overall Signatory Performance	99.2%	93.0%	96.9%

Membership Update

ESB Energy and Green Network Energy were the latest signatories to have joined the Guarantee in December 2019.

Since then, Igloo Energy joined the Guarantee in February 2020 and their performance against the key commitments of the Guarantee will be reflected in the Q1 2020 KPI performance summary.

Signatories on Compliance Process

British Gas displayed non-compliance with KPI 2a for the third successive quarter in Q2 2019 and, as part of the compliance process, they were invited to attend a compliance hearing with the Guarantee's compliance panel. The outcome of the hearing was to issue British Gas a 12-month deferred suspension of its membership from 1 October 2019 to 1 October 2020. This entails that the suspension of British Gas's membership will be invoked immediately and automatically if during the period of deferred suspension British Gas fails to perform at or above the required standard for any of the Guarantee's existing commitments or any subsequently agreed during this period.

Bulb were issued a 12-month deferred suspension of its membership from 1 December 2018 to 1 December 2019 following a compliance hearing in November 2018. During this period Bulb met each of the requirements of the Guarantee. As a result, Bulb are no longer under deferred suspension and returned to full membership of the Guarantee in December 2019.

Engie displayed non-compliance with KPI 2a and 3a for this quarter only, having previously been fully compliant. Typically, Engie would be placed at Stage 1 of the compliance escalation process and required to submit commentary. However, as they sold their domestic retail arm to Octopus Energy in February 2020, Engie have ceased to be a signatory of the Guarantee and the compliance process no longer applies to them. Finally, Engie will cease benefitting from the added stars for being a signatory in the Q4 2019 edition of the Citizens Advice supplier rating scale.

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 in the next quarter.

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

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