

Energy Switch Guarantee members' compliance with key commitments from January to March (Q1 2020)

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	99.0%	98.1%	99.5%
Bulb	98.3%	97.7%	96.2%
E.On	99.7%	92.1%	97.2%
EDF Energy	99.7%	96.8%	98.9%
ESB Energy	100%	91.2%	97.1%
Green Network Energy	100%	90.2%	96.9%
Igloo Energy	99.3%	99.1%	99.1%
npower	99.2%	94.8%	94.3%
Octopus	99.4%	94.3%	97.5%
Pure Planet	99.9%	95.3%	98.4%
Scottish Power	99.2%	95.0%	90.7%
Shell Energy	99.9%	92.9%	96.9%
So Energy	94.7%	96.5%	91.3%
SSE	98.3%	91.4%	98.0%
Yorkshire Energy	98.1%	89.2%	99.6%
Overall Signatory Performance	99.2%	94.7%	96.3%

Membership Update

Igloo Energy is the latest signatory to have joined the Guarantee in February 2020.

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.

So Energy displayed non-compliance with KPI 2a 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 in the next quarter.

Yorkshire Energy displayed non-compliance with KPI 3a for the second successive quarter in Q1 2020 and, as part of the compliance process, Yorkshire Energy is submitting a formal action plan to outline how these issues have been or will be resolved.