

Energy Switch Guarantee members' compliance with key commitments from April to June (Q2 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%

* This period covered the peak of the first wave of COVID-19, during which an adjusted regulatory framework was put in place by Ofgem to facilitate suppliers responding to the impacts of the pandemic on their customers, staff and supply chains. Recognising the unprecedented circumstances and the need for suppliers to take difficult judgements in a fluid situation, Ofgem supported suppliers prioritising the following objectives: to ensure that customer needs are met, particularly the most vulnerable; to maintain secure, reliable and safe supplies of energy to consumers in the short to medium term (i.e. through to the end of next winter); and to ensure the safety and protection of consumers and the workforce. This will have affected suppliers in different ways, both with regards to their own operations and in those areas of switching where a supplier is dependent on the actions of another supplier. When reviewing supplier's performance in the table for this quarter, it is important to take this context into account.

Performance*

Signatory	KPI 2a Switching Speed ≤21 Days	KPI 3a Final Bills ≤ 6 weeks	KPI 4a Credit Refunds ≤ 14 days
British Gas	98.4%	97.6%	99.6%
Bulb	98.4%	93.6%	97.8%
E.On	99.8%	90.0%	97.1%
EDF Energy	99.5%	93.3%	98.1%
ESB Energy	100%	90.5%	100%
Green Network Energy	100%	89.9%	95.9%
Igloo Energy	100%	97.7%	97.4%
npower	98.3%	91.8%	98.7%
Octopus	95.2%	94.6%	98.4%
Pure Planet	100%	92.4%	98.9%
Scottish Power	98.3%	97.1%	90.6%
Shell Energy	98.7%	96.0%	99.6%
So Energy	99.8%	91.7%	82.7%
SSE	99.0%	91.0%	97.8%
Yorkshire Energy	99.4%	91.1%	94.3%
Overall Signatory Performance	98.6%	93.8%	97.0%

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.

Green Network 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 Green Network Energy expects to be fully compliant in the next quarter.

Octopus 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 Octopus Energy expects to be fully compliant in the next quarter.

So Energy displayed non-compliance with KPI 4a for the second successive quarter in Q2 2020 and, as part of the compliance process, So Energy is submitting a formal action plan to outline how these issues have been or will be resolved.