



Section One: Performance

Powershop does not yet supply gas, so all figures relate to electricity only

	Appointments	Fixing standard meters	Fixing prepay meters	Reconnecting supply
Q3-17				
Cases	26	6	0	0
Breaches	16	4	Not applicable	Not applicable
Exempt breaches	7	0	Not applicable	Not applicable
Net breaches	9	4	Not applicable	Not applicable
Net breaches as a proportion of cases	35%	67%	Not applicable	Not applicable

Section Two: Payments

We pay our domestic customers £30 for any breach of the rules governing appointments. The graph below shows payments made due to breaches this quarter.



	Payment
Q1 2017	£0
Q2 2017	£60
Q3 2017	£390