



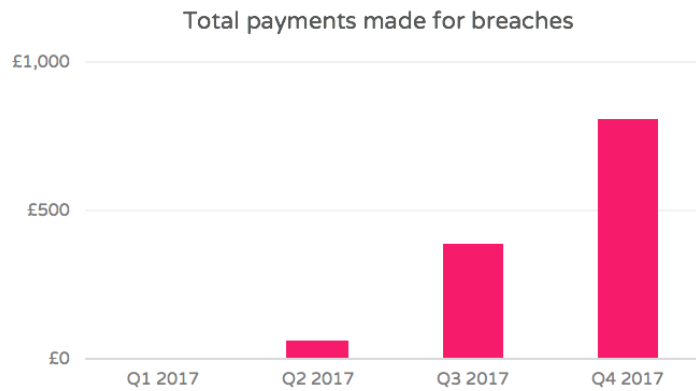
Section One: Performance

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

	Appointments	Fixing standard meters	Fixing prepay meters	Reconnecting supply
Q4-17				
Cases	72	14	0	0
Breaches	32	7	Not applicable	Not applicable
Exempt breaches	8	4	Not applicable	Not applicable
Net breaches	24	3	Not applicable	Not applicable
Net breaches as a proportion of cases	33%	21%	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
Q4 2017	£810