



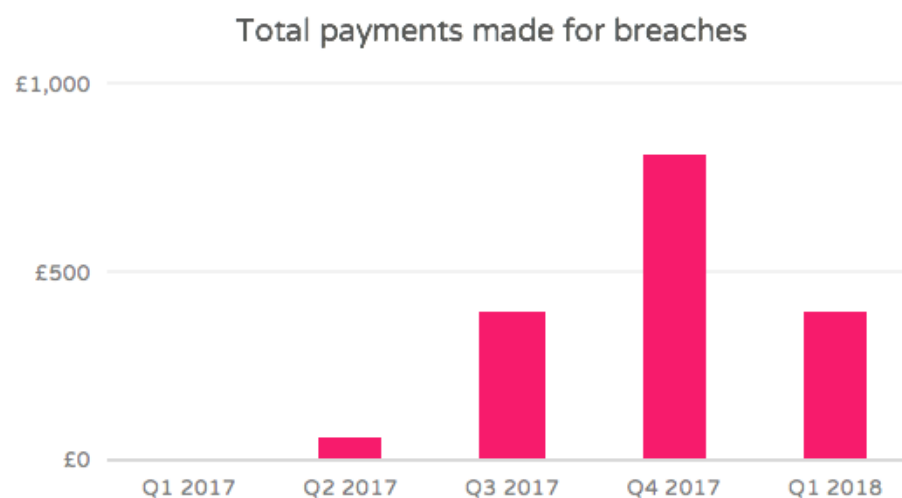
Section One: Performance

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

	Appointments	Fixing standard meters	Fixing prepay meters	Reconnecting supply
Q1-2018				
Cases	146	44	0	0
Breaches	74	21	Not applicable	Not applicable
Exempt breaches	64	18	Not applicable	Not applicable
Net breaches	10	3	Not applicable	Not applicable
Net breaches as a proportion of cases	7%	7%	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
Q1 2018	£390