



Section One: Performance

Electricity Meters

	Appointments	Fixing standard meters	Fixing prepay meters	Reconnecting supply
Q2-2018				
Cases	154	45	0	0
Breaches	84	25	Not applicable	Not applicable
Exempt breaches	66	16	Not applicable	Not applicable
Net breaches	18	9	Not applicable	Not applicable
Net breaches as a proportion of cases	12%	20%	Not applicable	Not applicable

Gas Meters

	Appointments	Fixing standard meters	Fixing prepay meters	Reconnecting supply
Q2-2018				
Cases	154	45	0	0
Breaches	84	25	Not applicable	Not applicable
Exempt breaches	66	16	Not applicable	Not applicable
Net breaches	18	9	Not applicable	Not applicable
Net breaches as a proportion of cases	12%	20%	Not applicable	Not applicable

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
Q2 2018	£810