



Section One: Performance

Electricity Meters

	Appointments	Fixing standard meters	Fixing prepay meters	Reconnecting supply
Q3-2018				
Cases	112	92	0	0
Breaches	49	46	Not applicable	Not applicable
Exempt breaches	45	37	Not applicable	Not applicable
Net breaches	4	9	Not applicable	Not applicable
Net breaches as a proportion of cases	4%	10%	Not applicable	Not applicable

Gas Meters

	Appointments	Fixing standard meters	Fixing prepay meters	Reconnecting supply
Q3-2018				
Cases	2	0	0	0
Breaches	2	0	Not applicable	Not applicable
Exempt breaches	2	0	Not applicable	Not applicable
Net breaches	0	0	Not applicable	Not applicable
Net breaches as a proportion of cases	0%	Not applicable	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
Q3 2018	£390