



Powershop - Guaranteed Standard of Performance

This report covers performance for Powershop and the other brands supported by our crew; npowerselect, Wasps Energy and Wigan Energy

Section One: Performance

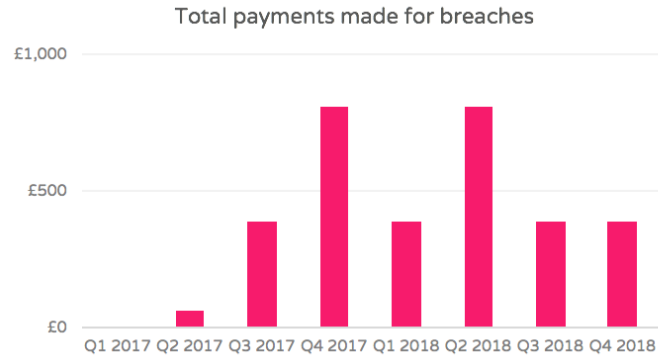
Electricity Meters

	Appointments	Fixing standard meters	Fixing prepay meters	Reconnecting supply
Q4-2018				
Cases	107	61	0	0
Breaches	37	26	Not applicable	Not applicable
Exempt breaches	31	22	Not applicable	Not applicable
Net breaches	6	4	Not applicable	Not applicable
Net breaches as a proportion of cases	6%	7%	Not applicable	Not applicable

Gas Meters

	Appointments	Fixing standard meters	Fixing prepay meters	Reconnecting supply
Q4-2018				
Cases	6	15	0	0
Breaches	2	6	Not applicable	Not applicable
Exempt breaches	1	4	Not applicable	Not applicable
Net breaches	1	2	Not applicable	Not applicable
Net breaches as a proportion of cases	17%	13%	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
Q4 2018	£390