



Section One: Performance

Electricity Meters

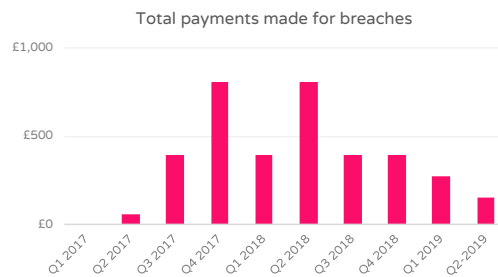
	Appointments	Fixing standard meters	Fixing prepay meters	Reconnecting supply
Q2-2019				
Cases	125	20	0	0
Breaches	40	9	Not applicable	Not applicable
Exempt breaches	37	7	Not applicable	Not applicable
Net breaches	3	2	Not applicable	Not applicable
Net breaches as a proportion of cases	2%	10%	Not applicable	Not applicable

Gas Meters

	Appointments	Fixing standard meters	Fixing prepay meters	Reconnecting supply
Q2-2019				
Cases	5	22	0	0
Breaches	0	5	Not applicable	Not applicable
Exempt breaches	0	5	Not applicable	Not applicable
Net breaches	0	0	Not applicable	Not applicable
Net breaches as a proportion of cases	0%	0%	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
Q2 2018	£810
Q3 2018	£390
Q4 2018	£390
Q1 2019	£270
Q2-2019	£150