



Section One: Performance

Electricity Meters

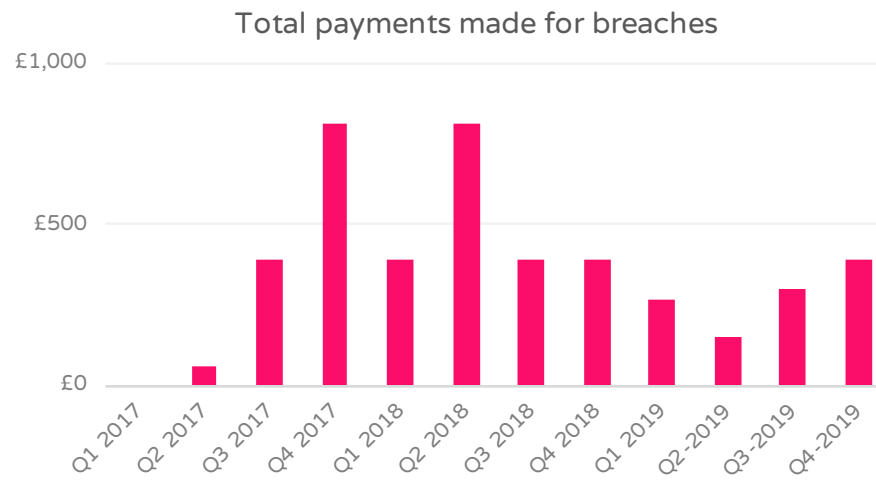
	Appointments	Fixing standard meters	Fixing prepay meters	Reconnecting supply
Q4-2019				
Cases	79	85	0	0
Breaches	37	34	Not applicable	Not applicable
Exempt breaches	33	26	Not applicable	Not applicable
Net breaches	4	8	Not applicable	Not applicable
Net breaches as a proportion of cases	5%	9%	Not applicable	Not applicable

Gas Meters

	Appointments	Fixing standard meters	Fixing prepay meters	Reconnecting supply
Q4-2019				
Cases	0	56	0	0
Breaches	0	16	Not applicable	Not applicable
Exempt breaches	0	7	Not applicable	Not applicable
Net breaches	0	9	Not applicable	Not applicable
Net breaches as a proportion of cases	#DIV/0!	16%	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
Q3-2019	£300
Q4-2019	£390