



Section One: Performance

Powershop does not yet supply gas, so all figures relate to electricity only

	Appointments	Fixing standard meters	Fixing prepay meters	Reconnecting supply
Q2-2017				
Cases	1	2	0	0
Breaches	0	2	Not applicable	Not applicable
Exempt breaches	0	0	Not applicable	Not applicable
Net breaches	0	2	Not applicable	Not applicable
Net breaches as a proportion of cases	0	100%	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