



## Section One: Performance

## Electricity Meters

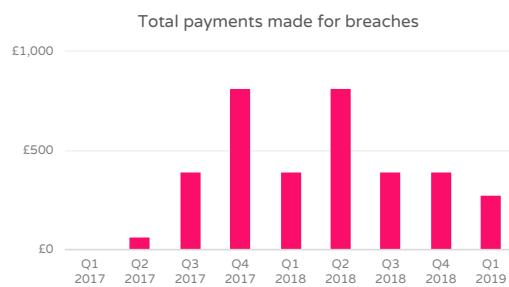
	Appointments	Fixing standard meters	Fixing prepay meters	Reconnecting supply
<b>Q1-2019</b>				
Cases	101	52	0	0
Breaches	40	17	Not applicable	Not applicable
Exempt breaches	37	13	Not applicable	Not applicable
Net breaches	3	4	Not applicable	Not applicable
Net breaches as a proportion of cases	3%	8%	Not applicable	Not applicable

## Gas Meters

	Appointments	Fixing standard meters	Fixing prepay meters	Reconnecting supply
<b>Q1-2019</b>				
Cases	1	30	0	0
Breaches	0	15	Not applicable	Not applicable
Exempt breaches	0	13	Not applicable	Not applicable
Net breaches	0	2	Not applicable	Not applicable
Net breaches as a proportion of cases	0%	7%	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