



Section One: Performance

Electricity Meters

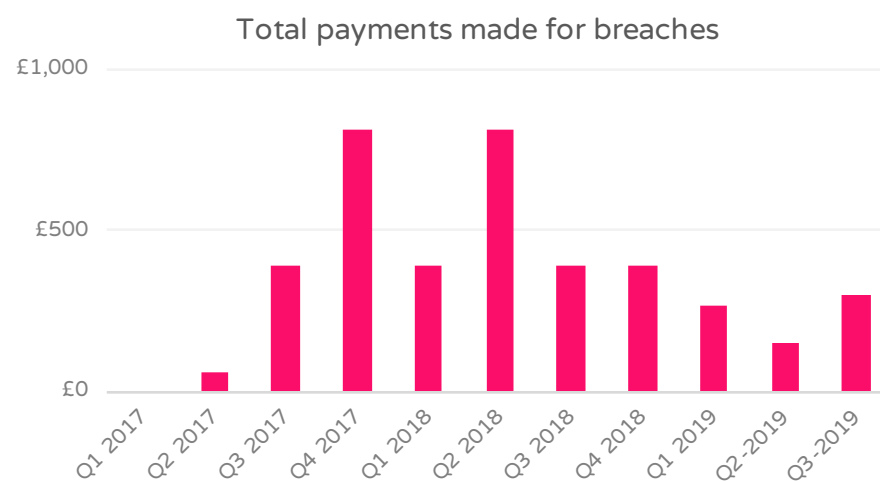
	Appointments	Fixing standard meters	Fixing prepay meters	Reconnecting supply
Q3-2019				
Cases	137	35	0	0
Breaches	48	8	Not applicable	Not applicable
Exempt breaches	40	8	Not applicable	Not applicable
Net breaches	8	0	Not applicable	Not applicable
Net breaches as a proportion of cases	6%	0%	Not applicable	Not applicable

Gas Meters

	Appointments	Fixing standard meters	Fixing prepay meters	Reconnecting supply
Q3-2019				
Cases	7	22	0	0
Breaches	0	4	Not applicable	Not applicable
Exempt breaches	0	2	Not applicable	Not applicable
Net breaches	0	2	Not applicable	Not applicable
Net breaches as a proportion of cases	0%	9%	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