

**Guaranteed
Performance
Standards
Report
April - June 2016**



GUARANTEED PERFORMANCE STANDARDS REPORT

APRIL - JUNE 2016

This report sets out our¹ performance from April to June 2016 in meeting the industry standards set by Ofgem to ensure we provide our customers with great service.

We also publish an annual summary of these standards on our website, which outlines our performance in meeting the targets, including keeping appointments, Pay As You Go meters, and meter faults. The document also provides key information on the disconnection and restoration of energy supply, including contact details for local electricity and gas network operators.

Performance Standard	Description	Cases Q2 2016	Failures Q2 2016	Failures as % of Cases	Change Since Last Quarter
Appointments	If a customer has requested the supplier visits their premises or a supplier requests permission to visit the premises in relation to supplier activity.	160,637	6,097	3.80%	-2.55%
Faulty Credit Meter	If a customer notifies their supplier of a potential faulty meter; within 5 working days the supplier must take relevant action to correct the fault.	766	0	0%	0%
Faulty Pre-payment Meter	If the necessary solution for the loss of supply requires attendance to a customer's premises, the supplier must arrive at the premises within 3 hours ² on a working day from receiving customer notification.	14,270	797	5.59%	-0.06%
Reconnection	If the supplier has disconnected a gas or electricity supply to a customer's premises as a result of a non-payment and the customer has now paid, the supplier must reconnect the supply within 24 hours of the payment.	1	0	0%	0%
Additional Payments	If the supplier fails to meet an individual standard of performance it must, for each failure, make a payment of £30 to the customer within 10 working days. If supplier fails to make the payment in time it must make an additional payment of £30 for each such failure.	6,895	188	2.73%	1.30%

¹ These figures are for all SSE Energy Supply Limited and Southern Electric Gas Limited customers, supplied under the following brands: SSE, SSE Southern Electric, SSE Scottish Hydro, SSE SWALEC, SSE Atlantic, M&S Energy, and Ebico.

² Four hours on a non-working day.

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