

Guaranteed Standards of Performance

Quarterly performance summary



Here's our performance from 1 January 2016 to 31 December 2016.

Appointment type	Reporting period	Cases	Breaches	Exempt breaches	Net breaches as proportion of cases
All	Q4 2016	8721	328	38	3.32%
	Q3 2016	3613	78	58	0.55%
	Q2 2016	3217	111	65	1.42%
	Q1 2016	4084	161	19	3.47%
Gas	Q4 2016	5833	120	18	1.74%
	Q3 2016	2622	47	32	0.57%
	Q2 2016	2476	48	22	1.05%
	Q1 2016	3665	143	7	3.71%
Electricity	Q4 2016	2888	208	24	6.37%
	Q3 2016	991	31	26	0.50%
	Q2 2016	741	63	43	2.69%
	Q1 2016	419	18	12	1.43%