

# Guaranteed Standards of Performance

## Quarterly performance summary



Here's our performance from 1 January 2017 to 31 December 2017.

Appointment type	Reporting period	Cases	Breaches	Exempt breaches	Net breaches as proportion of cases
All	Q4 2017	21482	998	0	4.65%
	Q3 2017	19514	569	1	2.92%
	Q2 2017	19111	470	9	2.46%
	Q1 2017	12491	423	22	3.39%
Gas	Q4 2017	8409	203	0	2.41%
	Q3 2017	2087	70	1	3.35%
	Q2 2017	1882	78	5	4.14%
	Q1 2017	4259	63	6	1.48%
Electricity	Q4 2017	13073	795	0	6.08%
	Q3 2017	17427	499	0	2.86%
	Q2 2017	17229	392	4	2.28%
	Q1 2017	8232	360	16	4.37%