

Guaranteed Standards of Performance

Quarterly performance summary



Here's our performance from 1 January 2018 to 31 December 2018.

Appointment type	Reporting period	Cases	Breaches	Exempt breaches	Net breaches as proportion of cases
All	Q4 2018	-	-	-	-
	Q3 2018	-	-	-	-
	Q2 2018	9928	638	10	6.43%
	Q1 2018	12975	579	10	4.46%
Gas	Q4 2018	-	-	-	-
	Q3 2018	-	-	-	-
	Q2 2018	4672	152	1	3.25%
	Q1 2018	7800	220	8	2.82%
Electricity	Q4 2018	-	-	-	-
	Q3 2018	-	-	-	-
	Q2 2018	5256	486	9	9.25%
	Q1 2018	5175	359	2	6.94%