



# Quarterly Performance Standards Report

July - September 2018

This report sets out our<sup>1</sup> performance from July to September 2018 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.

## Quarterly performance standards report July - September 2018

Performance standard	Description	Cases	Failures	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.	294,792	5,944	1.68%	-0.03%
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 <sup>2</sup> on a working day from receiving customer notification.	9,498	505	5.32%	0.31%
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.	5,450	160	2.94%	0.24%
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.	2,094	0	0%	0%
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.	3	0	0%	0%

SSE and associated brands: Southern Electric, Scottish Hydro, SWALEC and Atlantic are all trading names of SSE Electricity Limited registered in England and Wales number 04094263 (supply of electricity and Feed-In Tariffs); Southern Electric Gas Limited registered in England and Wales number 02716495 (supply of gas); The registered office of SSE Electricity Limited, Southern Electric Gas Limited and SSE Retail Telecoms Limited is No. 1 Forbury Place, 43 Forbury Road, Reading, RG1 3JH.

<sup>1</sup>The 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. Note: in 2018 SSE and M&S announced their decision to end their relationship from September 2018. Please [click here](#) for further details.

<sup>2</sup>Four hours on a non-working day.