

Guaranteed Standards of Performance

As an energy supplier, there are Guaranteed Standards that **Robin Hood Energy** has to adhere to when delivering your energy supply. These standards are set by the industry regulator Ofgem.

They apply to our domestic and micro-business customers and entitle them to compensation if the standards are not met. For more information please see our **Guaranteed Standards of Performance** leaflet.

We publish information quarterly on each of the Guaranteed Standards.

Gas – Domestic Customers:

	Quarter	Cases	Cases as % of customers	Breaches	Exempt breaches	Net breaches	Net breaches as % of cases
Appointments	Q1 2016	40	0.38%	2	0	2	5%
	Q2 2016	52	0.34%	6	0	6	11.54%
	Q3 2016	94	0.59%	11	0	11	11.70%
	Q4 2016						
Faulty Credit Meters	Q1 2016	25	0.24%	0	0	0	0%
	Q2 2016	5	0.04%	0	0	0	0%
	Q3 2016	94	0.59%	0	0	0	0%
	Q4 2016						
Faulty Prepayment Meters	Q1 2016	15	0.14%	0	0	0	0%
	Q2 2016	47	1.3%	0	0	0	0%
	Q3 2016	83	0.52%	7	0	0	8.43%
	Q4 2016						

Electricity – Domestic Customers:

	Quarter	Cases	Cases as % of customers	Breaches	Exempt breaches	Net breaches	Net breaches as % of cases
Appointments	Q1 2016	52	0.39%	7	0	7	13.46%
	Q2 2016	90	0.38%	21	0	21	23.33%
	Q3 2016	117	0.55%	14	0	14	11.97%
	Q4 2016						
Faulty Credit Meters	Q1 2016	30	0.22%	0	0	0	0%
	Q2 2016	36	0.22%	0	0	0	0%
	Q3 2016	117	0.55%	0	0	0	0%
	Q4 2016						
Faulty Prepayment Meters	Q1 2016	22	0.14%	0	0	0	0%
	Q2 2016	54	0.70%	0	0	0	0%
	Q3 2016	146	0.69%	11	0	0	7.53%
	Q4 2016						

Commentary – Domestic customers

We are continuing to work with our meter operators on failed appointments and new processes are being developed and implemented.

We have seen an increase on appointments for prepayment customers and this may be due to increase of this customer base.

Gas– Microbusiness Customers:

	Quarter	Cases	Cases as % of customers	Breaches	Exempt breaches	Net breaches	Net breaches as % of cases
Appointments	Q1 2016	0	0%	0	0	0	0%
	Q2 2016	0	0%	0	0	0	0%
	Q3 2016	0	0%	0	0	0	0%
	Q4 2016						

Electricity - Microbusiness Customers:

	Quarter	Cases	Cases as % of customers	Breaches	Exempt breaches	Net breaches	Net breaches as % of cases
Appointments	Q1 2016	0	0%	0	0	0	0%
	Q2 2016	0	0%	0	0	0	0%
	Q3 2016	0	0%	0	0	0	0%
	Q4 2016						