

# Quarterly Performance Standards Report

January - March 2021

This report sets out our<sup>1</sup> performance from October to December 2020 in meeting the industry standards set by Ofgem to ensure we provide our customers with great service.

## Quarterly performance standards report January - March 2021

| 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.  | 239,112 | 12,055   | 5.04%                  | -1.92%                    |
| 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.  | 20,922  | 2,077    | 9.93%                  | -1.94%                    |
| 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. | N/A     | 1,759    | N/A                    | N/A                       |
| 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.   | 586     | 4        | 0.68%                  | -0.49%                    |
| 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.  | 0       | 0        | N/A                    | N/A                       |

SSE and associated brands: Southern Electric, Scottish Hydro, SWALEC and Atlantic are all trading names of OVO Electricity Limited registered in England and Wales number 06858121 (supply of electricity) and OVO (S) Gas Limited registered in England and Wales number 02716495 (supply of gas). The registered office of OVO Electricity Limited and OVO (S) Gas Limited is 1 Rivergate, Temple Quay, Bristol, BS1 6ED.

<sup>1</sup>The figures are for all OVO Electricity Limited and Southern Electric Gas Limited customers, supplied under the following brands: SSE, SSE Southern Electric, SSE Scottish Hydro, SSE SWALEC, and SSE Atlantic.

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