



Shell
ENERGY

Guaranteed Standards of Performance: How we're doing

Version number: 1.0

Date published: 25/03/19

Introduction

In addition to our commitment to achieve the highest possible standards of customer service, Ofgem set out specific standards that we, and all suppliers, must adhere to. These are called our Guaranteed Standards of Performance, and they are set out in a set of rules called The Electricity and Gas (Standards of Performance) (Suppliers) Regulations 2015. Please see our "Guaranteed Standards of Performance" policy for more information available on the "Our Policies" section of our website.

How we're doing

We'd like to share with you some information about how we're performing against those standards. We're committed to Treating our Customers Fairly and to providing you with information in an honest and open fashion. Over the following pages, we've set out our performance against each of the Ofgem Standards. The tables contain some key performance information and we've set out below a brief explanation of what that means:

Number of cases: This refers to the number of events in which it was possible for a breach to occur. For example, in the case of Appointments, this is the total number of appointments that were made.

Number of breaches: Out of all those cases, this is the number of instances in which a breach of the Standards took place.

Exempt breaches: Of the breaches that occurred, this is the number that are not included under the rules because, for example, it was not possible for us to meet the standard due to severe weather conditions.

Total Net breaches: This is the number of breaches less the number of exempt breaches. For each net breach we are required to pay £30.00 to the customer.

Appointments

We're committed to offering appointments (Please see our "Guaranteed Standards of Performance" policy for more information available on the "Our Policies" section of our website) that work around your busy schedule, and which you can depend on to get the job done skillfully and safely.

Electricity Appointments

Reporting Period	Number of cases	Number of breaches	Exempt breaches	Total net breaches	Net breaches as a % of cases
Q3 2018 (July-Sept 2018)	20,701	1,184	0	1,184	5.72%
Q2 2018 (April-June 2018)	40,243	1,155	0	1,155	2.87%
Q1 2018 (Jan-Mar 2018)	66,885	1,322	623	699	1.05%
Q4 2017 (Oct-Dec 2017)	59,947	972	9	963	1.61%

Gas Appointments

Reporting Period	Number of cases	Number of breaches	Exempt breaches	Total net breaches	Net breaches as a % of cases
Q3 2018 (July-Sept 2018)	1,463	50	0	50	4.42%
Q2 2018 (April-June 2018)	2,143	56	0	56	2.61%
Q1 2018 (Jan-Mar 2018)	2,539	48	18	30	1.18%
Q4 2017 (Oct-Dec 2017)	2,419	28	0	28	1.16%

Fixing your Standard Meter

It's important that your meter operates correctly. We'll do all we can to help when you notify us of a problem, contact us on 0330 094 5800.

Fixing your Standard Electricity Meter

Reporting Period	Number of cases	Number of breaches	Exempt breaches	Total net breaches	Net breaches as a % of cases
Q3 2018 (July-Sept 2018)	120	1	0	1	0.83%
Q2 2018 (April-June 2018)	183	2	0	2	1.09%
Q1 2018 (Jan-Mar 2018)	172	3	0	3	1.74%
Q4 2017 (Oct-Dec 2017)	169	3	0	3	1.78%

Fixing your Standard Gas meter

Reporting Period	Number of cases	Number of breaches	Exempt breaches	Total net breaches	Net breaches as a % of cases
Q3 2018 (July-Sept 2018)	11	1	0	1	9.09%
Q2 2018 (April-June 2018)	23	0	0	0	0%
Q1 2018 (Jan-Mar 2018)	28	0	0	0	0%
Q4 2017 (Oct-Dec 2017)	16	1	0	1	6.25%

Fixing your Prepayment Meter

Sometimes we can fix problems with a Prepayment meter remotely, but if that's not possible we'll get there as soon as we can to put things right. If you need help contact us on 0330 094 5800.

Fixing your electricity prepayment meter

Reporting Period	Number of cases	Number of breaches	Exempt breaches	Total net breaches	Net breaches as a % of cases
Q3 2018 (July-Sept 2018)	33	3	0	3	9.09%
Q2 2018 (April-June 2018)	257	23	0	23	8.95%
Q1 2018 (Jan-Mar 2018)	28	1	1	0	0%
Q4 2017 (Oct-Dec 2017)	26	0	0	0	0%

Fixing your gas prepayment meter

Reporting Period	Number of cases	Number of breaches	Exempt breaches	Total net breaches	Net breaches as a % of cases
Q3 2018 (July-Sept 2018)	41	2	0	2	4.88%
Q2 2018 (April-June 2018)	76	3	0	3	3.95%
Q1 2018 (Jan-Mar 2018)	43	1	1	0	0%
Q4 2017 (Oct-Dec 2017)	50	0	0	0	0%

Reconnecting your supply

If your supply has been disconnected because of non-payment, we'll reconnect you quickly as soon as we've agreed a way forward. If you need help contact us on 0330 094 5800.

Reconnecting your Electricity supply

Reporting Period	Number of cases	Number of breaches	Exempt breaches	Total net breaches	Net breaches as a % of cases
Q3 2018 (July-Sept 2018)	0	0	0	0	n/a
Q2 2018 (April-June 2018)	0	0	0	0	n/a
Q1 2018 (Jan-Mar 2018)	0	0	0	0	n/a
Q4 2017 (Oct-Dec 2017)	0	0	0	0	n/a

Reconnecting your Gas supply

Reporting Period	Number of cases	Number of breaches	Exempt breaches	Total net breaches	Net breaches as a % of cases
Q3 2018 (July-Sept 2018)	0	0	0	0	n/a
Q2 2018 (April-June 2018)	0	0	0	0	n/a
Q1 2018 (Jan-Mar 2018)	0	0	0	0	n/a
Q4 2017 (Oct-Dec 2017)	0	0	0	0	n/a

Additional Standard Payments

Where we were required to make a £30 payment to a customer, but we have not done so, the rules require us to make an additional £30.00 payment. The table below shows the total amount of those additional payments.

Reporting Period	Additional Payments made
Q3 2018 (July-Sept 2018)	£2,430
Q2 2018 (April-June 2018)	£1,170
Q1 2018 (Jan-Mar 2018)	£60
Q4 2017 (Oct-Dec 2017)	£30