



TruEnergy Ltd, Gable House, 239 Regents Park Road,
London N3 3LF Phone 0203 637 8137

Guaranteed Standards of Performance

Ofgem's Standards of Performance guarantee domestic and micro businesses customers certain guarantees if we miss or cancel an appointment with less than one working day's notice. Below are the statistics on our performance.

Gas domestic customers

	Type of case	Cases	Breaches	Exempt breaches	Net breaches	Net breaches as a proportion of cases	Percentage increase/decrease in net breaches from previous quarter
Q4 2023	Gas appointments	37	0	0	0	0%	100% decrease
Q4 2023	Faulty gas meters	28	0	0	0	0%	n/a
Q4 2023	Faulty gas prepayment meters	0	0	0	0	0%	n/a
Q4 2023	Gas reconnections	0	0	0	0	0%	n/a

Gas micro business customers

	Type of case	Cases	Breaches	Exempt breaches	Net breaches	Net breaches as a proportion of cases	Percentage increase/decrease in net breaches from previous quarter
Q4 2023	Gas appointments	18	0	0	0	n/a	n/a

Electricity domestic customers



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	Type of case	Cases	Breaches	Exempt breaches	Net breaches	Net breaches as a proportion of cases	Percentage increase/decrease in net breaches from previous quarter
Q4 2023	Electricity appointments	60	1	0	0	1.67%	66.67% decrease
Q4 2023	Faulty electricity meters	56	0	0	0	0%	n/a
Q4 2023	Faulty electricity prepayment meters	0	0	0	0	0%	n/a
Q4 2023	Electricity reconnections	0	0	0	0	0%	n/a

Electricity micro business customers

	Type of case	Cases	Breaches	Exempt breaches	Net breaches	Net breaches as a proportion of cases	Percentage increase/decrease in net breaches from previous quarter
Q4 2023	Electricity appointments	21	0	0	0	n/a	n/a



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Gas and electricity domestic and micro business customers

	Type of case	Cases	Breaches	Exempt breaches	Net breaches	Net breaches as a proportion of cases	Percentage increase/decrease in net breaches from previous quarter
Q4 2023	10 business days for third party payments	4	0	0	0	0%	n/a

Summary

Tru Energy had 1 breach in total in Q4 2023 and were due to pay out £30 to our customers.

Last updated 29th January 2024.