



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
Q3 2023	Gas appointments	110	3	0	3	2.73%	n/a
Q3 2023	Faulty gas meters	3	0	0	0	0%	n/a
Q3 2023	Faulty gas prepayment meters	1	0	0	0	0%	n/a
Q3 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
Q3 2023	Gas appointments	0	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
Q3 2023	Electricity appointments	122	3	0	3	2.46%	n/a
Q3 2023	Faulty electricity meters	3	0	0	0	0%	n/a
Q3 2023	Faulty electricity prepayment meters	3	0	0	0	0%	n/a
Q3 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
Q3 2023	Electricity appointments	0	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
Q3 2023	10 business days for third party payments	1	0	0	0	0%	n/a

Summary

Tru Energy had 6 breaches in total in Q3 2023 and were due to pay out £180 to our customers.

Tru Energy has conducted a thorough review of recent breaches, primarily related to the practice of scheduling jobs on short notice and insufficient communication time with our engineers for arranging scheduled appointments. We recognise that we have fallen short of meeting our customers' expectations and are dedicated to enhancing our procedures to prevent such incidents from recurring in the future.

As a leading energy supplier in smart meter installations, Tru Energy takes pride in its provision of smart meters, and we are fully committed to working tirelessly to ensure the delivery of exceptional customer service.

Last updated 31st October 2023.