



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
Q1 2024	Gas appointments	457	1	0	0	0.22%	100% increase
Q1 2024	Faulty gas meters	39	0	0	0	0%	n/a
Q1 2024	Faulty gas prepayment meters	0	0	0	0	0%	n/a
Q1 2024	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
Q1 2024	Gas appointments	1	0	0	0	n/a	n/a



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### Electricity 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
Q1 2024	Electricity appointments	464	0	0	0	0%	100% decrease
Q1 2024	Faulty electricity meters	35	0	0	0	0%	n/a
Q1 2024	Faulty electricity prepayment meters	0	0	0	0	0%	n/a
Q1 2024	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
Q1 2024	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
Q1 2024	10 business days for third party payments	6	0	0	0	0%	n/a

### Summary

Tru Energy had 1 breach in total in Q1 2024 and were due to pay out £30 to our customers.

Last updated 30<sup>th</sup> April 2024.