

## 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	1,150	0	0	0	0%	100% decrease
Q1 2024	Faulty gas meters	30	0	0	0	0%	n/a
Q1 2024	Faulty gas prepayment meters	1	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	28	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	1,176	0	0	0	0%	n/a
Q1 2024	Faulty electricity meters	29	0	0	0	0%	n/a
Q1 2024	Faulty electricity prepayment meters	0	0	0	0	0%	n/a
Q1 2024	Electricity reconnections	1	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	19	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	7	0	0	0	0%	n/a

### Summary

Tru Energy had no breaches in Q2 2024.

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