



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 2024	Gas appointments	672	0	0	0	0%	n/a
Q3 2024	Faulty gas meters	11	3	0	3	27.27%	n/a
Q3 2024	Faulty gas prepayment meters	1	0	0	0	0%	n/a
Q3 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
Q3 2024	Gas appointments	0	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
Q3 2024	Electricity appointments	864	0	0	0	0%	n/a
Q3 2024	Faulty electricity meters	17	0	0	0	0%	n/a
Q3 2024	Faulty electricity prepayment meters	0	0	0	0	0%	n/a
Q3 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
Q3 2024	Electricity appointments	2	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 2024	10 business days for third party payments	7	2	0	2	28.57%	n/a

Summary

Tru Energy had 5 breaches in Q3 2024 which resulted in £150 GSOP payouts. There were two customers affected in total. These cases were reviewed and feedback was taken on board to avoid such cases in the future.

Last updated 31st October 2024.