

Energy Switch Guarantee members' compliance with key commitments from October to December (Q4 2020)

The table below summarises the performance of signatories against three key commitments of the Energy Switch Guarantee. KPI 2a tracks the proportion of valid switches that are completed within 21 days of receipt of application; KPI 3a tracks the proportion of final bills issued within 6 weeks; and KPI 4a tracks the proportion of credit refunds issued within 14 days of the final bill being sent. Suppliers' performance is coded Green if they have met the commitment set out by the Guarantee or Red if they have not:

KPI	Green	Red
2A: 98% of switches completed in 21 days or less	98% or above	Below 98%
3A: 90% of final bills issued within 6 weeks or less.	90% or above	Below 90%
4A: 90% of credit refunds issued within 14 days or less after the final bill	90% or above	Below 90%

Performance*

Signatory	KPI 2a Switching Speed ≤21 Days	KPI 3a Final Bills ≤ 6 weeks	KPI 4a Credit Refunds ≤ 14 days
British Gas	99.3%	99.1%	99.6%
Bulb	98.3%	99.0%	99.7%
E.On	99.9%	95.7%	98.2%
EDF Energy	99.7%	96.0%	99.0%
ESB Energy	99.8%	96.4%	99.1%
goto.energy	98.4%	95.5%	93.0%
Green.	98.8%	92.6%	96.1%
Igloo Energy	99.7%	98.5%	98.2%
npower	99.8%	96.2%	98.3%
Octopus	98.1%	93.6%	97.8%
Outfox the Market	98.5%	99.9%	100%
Pure Planet	100%	94.1%	97.7%
Shell Energy	99.8%	88.3%	98.0%
So Energy	100%	98.8%	95.9%
SSE	99.5%	97.6%	97.9%
Overall Signatory Performance	99.1%	96.4%	97.8%

Signatories on Compliance Process

Shell Energy displayed non-compliance with KPI 3a for this quarter only, having previously been fully compliant. This is being monitored by the compliance process and Shell Energy expects to be fully compliant in the next quarter.