

Energy Switch Guarantee members' compliance with key commitments from July – September (Q3) 2024

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 5 days of receipt of application; KPI 3a tracks the proportion of final bills issued within 6 weeks; KPI 4a tracks the proportion of credit refunds issued within 10 days of the final bill being sent; and KPI 5a tracks the proportion of internal switches that are completed within 5 days of receipt of application. Suppliers' performance is coded Green if they have met the commitment or Red if they have not:

KPI	Green	Red
2a: 98% of switches completed in 5 working 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 10 working days or less after the final bill.	90% or above	Below 90%
5a: 98% of customer-driven switches to a new tariff with the customer's current supplier are completed within 5 working days.	98% or above	Below 98%

Performance

Signatory	KPI 2A Switching Speed ≤ 5 Days	KPI 3A Final Bills ≤ 6 weeks	KPI 4A Credit Refunds ≤ 10 days	KPI 5A Internal Switches ≤ 5 days
British Gas	99.65%	95.47%	98.75%	99.86%
EDF	99.91%	94.64%	94.82%	100.00%
EON	99.96%	97.61%	98.30%	100.00%
Octopus	99.82%	97.70%	96.90%	100.00%
Outfox	90.31%	99.60%	100.00%	100.00%
OVO	99.98%	97.22%	99.40%	100.00%
Fuse Energy	98.97%	100.00%		99.31%
SO Energy	100.00%	98.75%	99.89%	99.98%
ScottishPower	97.38%	91.54%	99.81%	94.70%
Totals	99.47%	96.65%	98.50%	99.74%

Whilst most members fully comply with all elements of the Energy Switch Guarantee from July - September 2024 (Q3), three were not and have now entered Stage 1 of

the compliance process. Meetings have been held with these three suppliers, and the Chair is assured that plans are in place for them to be fully compliant in the next quarter.