

Guaranteed Standards - Performance *Reporting*

4 worksheets submitted each quarter by all suppliers –

- 1) Domestic electricity
 - 2) Micro-business electricity
 - 3) Domestic gas
 - 4) Micro-business gas
-
- a) the number of cases that required action which, if not taken, would have resulted in a GS breach (raw data)
 - b) the number of GS breaches (raw data)
 - a) the number of breaches as a percentage of the number of cases (formula)
 - c) the amount of GS payments (£) made (formula)
 - d) the number of cases where an exemption was applied broken down into each exemption category (raw data)

Guaranteed Standards - Performance *Publication*

- We want to see performance publication to increase transparency
- Widespread support for this in principle
- Some reservations where suppliers have small customer volumes or undertake particular activities
- Should there be any exemptions for smaller suppliers (both in the domestic and micro-business sectors)?
 - If yes, on what basis should a supplier be exempted? Should the proposed CA complaints data thresholds be used:
 - Domestic = 50,000 supply points
 - Micro-business = 10,000 supply points
- Options for reporting ratios
 - Should the proposed CA complaints data ratio be used? (100,000 supply points)
- Where should reports be published?
- Should there be an agreed format?
- Should there be any uniformity around the prominence of the reporting online eg placing the reporting not more than two clicks away from the home page?