



Guide to service standards

2019/2020

A guide to the service standards you can expect as a customer

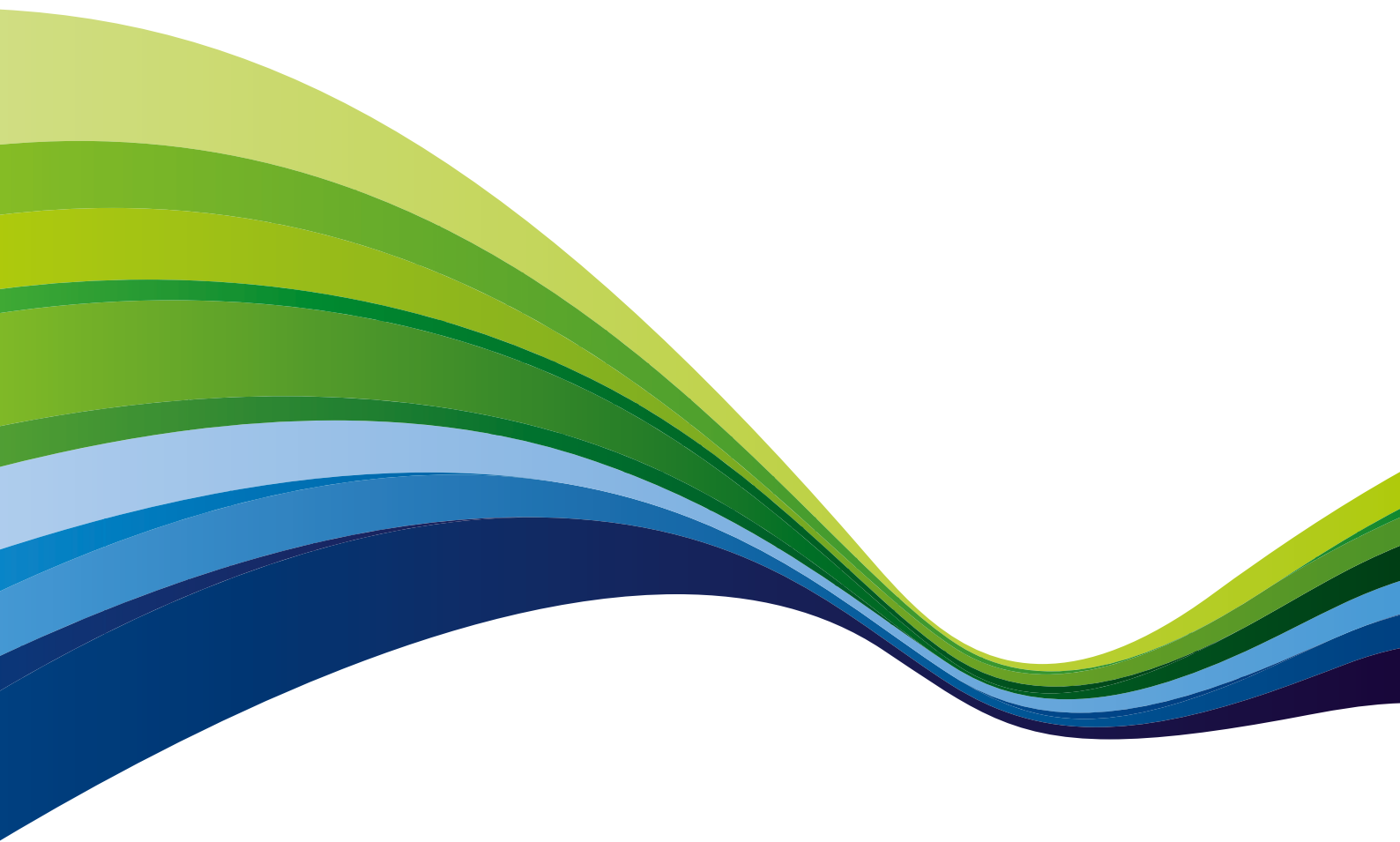
Introduction

Each year we produce this Notice of Rights to meet the standards set by Ofgem and to ensure we provide our customers with great service as detailed in our Treating Customers Fairly Statement.

The document also provides key information on the disconnection and restoration of energy supply, including contact details for local electricity and gas network operators.

THIS DOCUMENT OUTLINES:

- 1 Guaranteed Performance Standards for Suppliers
- 2 Guaranteed Standards of Performance for metered demand customers of Electricity Distribution Companies in England, Wales, and Scotland.
- 3 Metered Connections Guaranteed Standards of Service for Electricity Distribution Companies in England, Wales, and Scotland.
- 4 Unmetered Connections Standards of Service for Electricity Distribution Companies in England, Wales, and Scotland.
- 5 Gas transportation customer standards of performance
- 6 Contact details for Electricity Distribution Companies.



1 Supplier Guaranteed Performance Standards

This section sets out our¹ performance in meeting the industry standards set by Ofgem to ensure we provide our customers with great service, including keeping appointments, Pay As You Go meters, and meter faults.

Previously this information was published every year, however we now provide this information every quarter, as set out in the table below.

You can find the latest figures, as well as other helpful information on our service and the extra support we offer at: [sse.co.uk/help/energy/energy-regulations](https://www.sse.co.uk/help/energy/energy-regulations)

Supplier Guaranteed Performance Standards October 2018 - September 2019

Time period	Oct - Dec 2018		Jan - Mar 2019		Apr - Jun 2019		Jul - Sep 2019	
	Cases	Failures	Cases	Failures	Cases	Failures	Cases	Failures
Appointments	321,840	10,612 (3.30%)	319,834	10,694 (3.34%)	305,602	10,582 (3.46%)	316,658	14,604 (4.61%)
Faulty Credit Meter	2,034	0 (0.00%)	2,278	0 (0.00%)	2,304	1 (0.04%)	1,624	1 (0.06%)
Faulty Pay As You Go Meter (Pre-payment)	16,568	1,199 (7.24%)	15,491	1,104 (7.13%)	10,414	621 (5.96%)	9,836	730 (7.42%)
Reconnections	4	0 (0.00%)	1	0 (0.00%)	0	0 (0.00%)	0	0 (0.00%)
Additional Payments	11,811	211 (1.79%)	11,798	598 (5.07%)	11,204	305 (2.72%)	15,335	286 (1.87%)

APPOINTMENTS

Booking an appointment

If you contact us to book an appointment, we will try our best to accommodate:

- The closest possible date for the appointment (You'll have a 4-hour time slot) - if it cannot be straight away, we will advise you within 5 working days to offer you an alternative appointment date.
- Should you request (during working hours) a specified period of time that is less than 2 hours long, we will try our best to arrange this for you.

Should we not do any of the above, we will pay you £30.

What happens if we need to rearrange the appointment?

If we need to rearrange our appointment, we must give you at least 1 working days' notice. Unless, we have your written consent that we can rearrange it with less than 1 working days' notice.

If we neglect to provide at least 1 days' notice (without your written consent) we will pay you £30.

Your appointment date

On the day of your appointment, we will ensure that our engineer sent will possess the necessary skills, experience and resources to complete the appointment.

If they do not have the skill, experience or have missing resource, we will pay you £30.

CREDIT METERS

If you contact us about a meter which you believe is not recording your consumption correctly (or if we ourselves have evidence to suspect that it is), we will do the following:

- Complete an initial assessment to determine if your meter is faulty within 5 working days of your contact,
- Take appropriate action if we believe that the meter is faulty, within 5 working days of you contacting us. This action may consist of us replacing the meter, or remotely fixing it.
- Offer to confirm in writing, the result of our initial assessment within 5 working days of you contacting us. This offer will be within the meter appointment booking confirmation.

¹These figures are for all OVO (S) Energy Supply Limited customers, supplied under the following brands: SSE, SSE Southern Electric, SSE Scottish Hydro, SSE SWALEC, and SSE Atlantic.

If we neglect to do any of the above, we will pay you £30 for each failure.

PRE-PAYMENT METERS

If you contact us about a faulty prepayment meter (or suspect that it is) and have lost supply, we will do the following:

- Arrive to your property, or fix the issue remotely within 3 hours if we have been contacted on a working day, or
- Arrive to your property within 4 hours from when we have been contacted on the weekend or bank holiday.

If we are unsuccessful in any of the above, we will pay you £30.

If you contact us about a faulty prepayment meter, and you are still on supply, within 3 hours on a working day, 4 hours on weekends or bank holidays, or look to confirm the following day if contacted outside our hours, we will take action that will assist us to:

- Confirm if the meter is faulty, or
- Restore the meter to be a working meter, or
- Replace the meter.

If we fail to do this, we will pay you £30.

(Working day - Monday to Friday 8:00am-8:00pm. Weekends (and bank holidays)- 09:00am-5:00pm)

RECONNECTION

If we have disconnected the supply to your property due to unpaid charges and you have now paid off those charges (as well as any fees to re-connect the supply) and we agree to reconnect the supply to your property, we must do so within 24 hours.

If we fail to reconnect the supply within 24 hours, we will pay you £30.

Please note, if the request has been made outside of working hours, we will look to reconnect the supply the next working day.

COMPENSATION PAYMENT

If we are required to make a payment for failure of performance, we will make sure this is paid within 10 working days. Should we not pay you within 10 working days, we will pay you an additional £30.

This payment can be added to your account, sent via cheque or added onto your prepayment meter.

There are some circumstances in which we will not pay the £30 compensation

- Where we are in a genuine dispute with the customer as to whether we are obligated to make a payment to them
- If something occurs that is outside of our control which has meant we have been unable to attend your property e.g. severe weather conditions, an act from a person that is not a representative of our company
- If the customer inform us that they no longer wish to taken action, or further action over the issue
- The meter has been tampered with e.g. stealing energy
- If we cannot gain access to the meter or property
- If we have failed to attend the property to fix a faulty prepayment meter despite the customer declining the offer to fix the meter

From 1 May 2019, a new set of additional Guaranteed Standards were introduced. This notice will be updated with the relevant performance figures after the first full-year of implementation.

ERRONEOUS TRANSFERS

Where you believe that your supply has been transferred either from/ or to ourselves without a valid contract¹, the following will be done:

- We will agree with the other supplier whether or not an erroneous transfer has occurred within 20 working days of your notification to ourselves;

- If you have contacted us directly about this matter, within 20 working days of your notification, we will either:
 - Provide written confirmation that an erroneous transfer has occurred, and that you will be returned back to your previous supplier; or
 - Provide you with a written statement confirming the outcome of our investigation with the other supplier.
- We will re-register your supply back to OVO within 21 working days of verifying the erroneous transfer with the other supplier.

Please note, this will not apply if you have been transferred to ourselves as part of the Supplier of Last Resort process.

Should we not do any of the above, we will pay you £30.

!“Valid Contract” means a contract for the supply of energy that has been entered in by yourself with the supplier, and relates to the property that has been transferred.

REFUNDING FINAL CREDIT BALANCE

We agree to issue a refund of your final credit balance within 10 working days of sending your final statement (or correct final statement). This only applies to you if you have transferred to another supplier, or have moved out of a property we supply.

Please note, this will not apply if you have experienced an erroneous transfer. If we fail to do this, we will pay you £30.

All of the above standards are subject to change from Ofgem, and if we are required to pay in relation to this change, this will not stop us from dealing with that standard in a way that will resolve any related issues.

A further set of Guaranteed Standards are expected to be introduced from 1 May 2020. Performance figures will be added to this notice after the first full year of implementation.

FINAL BILLING

We agree to issue you a final statement within 6 weeks of your supply leaving us or of you telling us you have moved out of a property we supply. If we fail to do this, we will pay you £30. Please note, this will not apply if you have experienced an erroneous transfer or there is a dispute over your billing.

15 WORKING DAY SWITCH

We agree to switch your supply(ies) within 15 working days of us receiving the information we need for the switch. If we fail to do this, we will pay you £30. Please note, this will not apply if there is any reason for us to believe there has been fraudulent behaviour relating to the switch.

ERRONEOUS TRANSFER

Where you believe that your supply has been transferred to ourselves without a valid contract¹, we will pay you £30.

2 Guaranteed Standards of Performance for metered demand customers of Electricity Distribution Companies in England, Wales, and Scotland. (May 19)

In accordance with the [Electricity \(Standards of Performance\) Regulations 2015](#), this document sets out the guaranteed standards of your electricity distribution company, which owns the electricity wires and cables by which electricity is supplied to your premises. Distributors are not responsible for meter reading or billing – your supplier does this.

Ofgem, the industry regulator, sets the guaranteed standards. If we, (the electricity distribution company) fail to meet these standards you (“you” being a domestic or non-domestic customer) are entitled to receive a payment. We can either make payments via your electricity supplier or directly to you.

In line with Section 39A (5) of the Electricity Act 1989 (as amended by the Utilities Act 2000), any guaranteed standard payments you receive will not prejudice your entitlement to any other remedy or action that may be due to you because of our failure to meet the relevant standard.

Sometimes the guaranteed standards may not apply due to events beyond our control, such as the actions of third parties, being unable to gain access to premises or our own equipment, being unable to identify the customers affected by supply interruptions and, in some cases, severe weather. If any of these exemptions are invoked, we will need to demonstrate that we had taken all reasonable steps to prevent the exceptional circumstances occurring and to prevent failure of the relevant standard.

If you are supplied via a landlord’s private cable or a private network (i.e. one that is not operated under an electricity distribution licence), these standards do not apply.

Guaranteed Standards

Regulation 5

SUPPLY RESTORATION DURING NORMAL WEATHER

If your electricity supply fails during normal weather conditions because of a problem on our distribution system, we will restore it within 12 hours of first becoming aware of the problem.

If we fail, we will arrange for you to receive £75 if you are a domestic consumer or £150 if you are a business consumer. You will also receive a further £35 for each additional 12 hours you are without supply.

Regulation 6

SUPPLY RESTORATION DURING NORMAL WEATHER – INCIDENTS AFFECTING 5,000 CUSTOMERS OR MORE

If your electricity supply fails during normal weather conditions because of a single incident on our distribution system affecting 5,000 premises or more, we will restore it within 24 hours of first becoming aware of the problem.

If we fail, we will arrange for you to receive £75 if you are a domestic consumer or £150 if you are a business consumer. You will also receive a further payment of £35 for each additional 12-hour period that you are off supply up to a maximum of £300.

Regulation 7

SUPPLY RESTORATION DURING SEVERE WEATHER

If your electricity supply fails because of a problem on our distribution system due to severe weather, we will restore it within the period prescribed by the Regulations dependent upon the scale of the event: -

Category of severe weather	Definition
Category 1 (medium events)	<p>LIGHTNING EVENTS When a distributor experiences at least 8 times the normal amount of higher voltage faults in 1 day, supplies will be restored within 24 hours. If the necessary solution for the loss of supply requires attendance to a customer's premises, the supplier must arrive at the premises within 3 hours² on a working day from receiving customer notification.</p> <p>NON-LIGHTNING EVENTS When a distributor experiences 8 or more but fewer than 13 times the normal amount of higher voltage faults in 1 day, supplies will be restored within 24 hours.</p>
Category 2 (large events)	<p>NON-LIGHTNING EVENTS When a distributor experiences at least 13 times the normal amount of faults in 1 day, supplies will be restored within 48 hours.</p>
Category 3 (very large events)	<p>For severe weather events affecting a very large number of customers as specified in the Regulations – supplies will be restored within a period as calculated using a formula based on the number of customers affected as set out in the Regulations.</p>

If we fail we will arrange for you to receive £70 (for both domestic and business consumers). You will also receive a further £70 for each additional 12 hours you are without supply. The maximum payment you will receive is £700. These payments will be made as soon as reasonably practicable.

Regulation 8

ROTA DISCONNECTIONS

On very rare occasions there may be supply shortages in your locality and your electricity supply may need to be interrupted on a rota basis in order to share the available load. We aim to minimize the amount of time that your supply would be affected in such cases. We will, at any rate, ensure that there is a total of no more than 24 hours without electricity during the period covered by a rota disconnection event. If you are without supply for a period before we commence rota disconnections, this would be covered by Regulations 5, 6 or 7 as appropriate.

If we fail we will arrange for you to receive £75 if you are a domestic consumer or £150 if you are a business consumer.

Regulation 10

MULTIPLE INTERRUPTIONS

If your electricity supply fails because of a problem on our distribution system and you are without power for three hours or more, on four or more different occasions in any single year (12-month period) starting on 1 April, you are entitled to a £75 payment. You must make a valid claim for this payment within three months of the end of the year to which the claim applies. In order for your claim to be verified you will need to provide the address of the premises affected and the dates of the electricity supply failures. Incidents for which a payment has already been made cannot be included in your claim.

Regulation 11

DISTRIBUTOR'S FUSE

If you report information that leads us to believe that the main fuse between the incoming supply cable and your meter has or might have failed, we will attend your premises within 3 hours on weekdays if you notify us between 7am and 7pm. At weekends and on bank holidays we will attend within 4 hours if you contact us between 9am and 5pm. If you notify us outside these times, we will treat your call as if we had received it at the start of the next day.

If we fail we will arrange for you to receive a £30 payment.

Regulation 12

NOTICE OF PLANNED SUPPLY INTERRUPTION

If we need to switch off your power to work on our network for planned maintenance work we will give you at least 2 days' notice. This is normally a letter delivered to the address held on our records. (We will always give as much notice of a planned interruption as possible, even if we know we've already failed the standard.)

If we fail to give you 2 days' notice or we switch your electricity off on a different day, then you can claim (within 1 month of the failure) £30 if you are a domestic consumer or £60 if you are a business consumer.

Regulation 13

VOLTAGE COMPLAINTS

If you report a problem with the voltage of the electricity to your premises we will send you an explanation within 5 working days or offer to visit you to investigate within 7 working days. (Should you call after 4pm on a working day, we will treat the enquiry as being received the following day).

If we fail we will arrange for you to receive a £30 payment.

Regulation 17

APPOINTMENTS

Should we need to visit you, or should you request a visit from us for any reason, you will be offered an appointment during the morning or afternoon or within a two-hour time band. However, this standard does not apply to visits arising out of the application of the Electricity (Connection Standards of Performance) Regulations 2015.

If we fail to make or keep an appointment we will arrange for you to receive a £30 payment.

Regulation 19

NOTIFICATION OF PAYMENT UNDER GUARANTEED STANDARDS

We will notify you, or your supplier, of any guaranteed standards that we have failed to meet (other than those for which you have to make a claim for payment). In any case, we will send your payment either directly to you or to your electricity supplier within 10 working days of becoming aware of the failure except in the case of Regulation 7, Supply Restoration during Severe Weather, when we will issue payment as soon as is reasonably practicable.

If we fail to make the required payment to you or your supplier within the above time-scales, we will arrange for you to receive an additional £30.

Making a Claim for Payment

Should you wish to make a claim under Regulation 5, 6, 7, 8, 10 or 12, please telephone us for details of how to claim on the general enquiries number listed in the section on "Contacting your Electricity Distributor". If you make a claim outside the hours listed, your claim will be treated as if you had called on the next working day. If you disagree and cannot reach agreement with us about whether you should receive a payment, you may refer the case to the Office of Gas and Electricity Markets (Ofgem), the independent regulator for the electricity industry, to request a formal decision.

Contacting your Electricity Distributor

For further information about any of the guaranteed standards, or if you would like to enquire about a service provided by us, please telephone us on the number below. If you are unsure of who your distributor is, please refer to an electricity bill from your supplier. Please note if you ring or email us outside normal working hours, we will treat this as having been received at the start of business on the next working day.

Codes of Practice

Electricity distributors have statements that describe services available to customers. These might include services for customers who are blind, deaf or hearing impaired, for customers who depend on electricity for health reasons and for customers who require a password during appointments for extra security. A copy of our statements is available free of charge from us or can be downloaded from the website (see table below).

Complaints

Follow our step-by-step guide to our complaints procedure - to resolve your complaint quickly and efficiently:

OUR COMPLAINTS PROCEDURE FOR ENERGY CUSTOMERS

Our complaints procedure for energy is designed to help you make sure that all your queries are answered to your satisfaction. There are several steps you can follow to make sure your points are fully answered. Independent help and advice is available at any stage from the Citizens Advice consumer service.

STEP 1 TALK TO US

We have a helpline **0345 071 9710** open from 8am to 8pm Monday to Friday and from 8am to 2pm on Saturday, where you can talk to people who are ready to help and answer any questions you have. When you telephone us with a problem our adviser will attempt to resolve matters with you while you are on the call. However, if necessary your complaint will be escalated to a Manager or specialist team. We want to agree a solution by 8pm the following working day.

If you write to us with a problem, we aim to fully resolve matters by 8pm the following working day after we receive your letter. Please include your name, account number and/or full address so we can contact you back. We may try to contact you by telephone to help with this resolution. If, at any time, you would prefer to talk to us face to face about your complaint, you can visit one of our Customer Service Centres. Please contact us for details of your nearest office.

If we cannot resolve your complaint fully or have not agreed a form of resolution by 8pm the following working day after your first contact, then you can proceed to the next step.

STEP 2 HEAD OF CUSTOMER SERVICE TEAM

Following Step 1, if the complaint has not been resolved to your satisfaction, then you can raise the matter with our Head of Customer Service Team, who will undertake an independent internal review and aim to reach a resolution within 5 working days.

You can contact the Head of Customer Service Team, providing your name, account number and/or full address, as follows:

Website: Use our online [complaints form](#)
Phone: **0345 071 9853**
Email: headofcustomerserviceteam@sse.com
Letter: **PO Box 7506, Perth PH1 3QR**

See our Privacy Notice for details about how we use your information.

STEP 3 OMBUDSMAN SERVICES: ENERGY

If you have not received a satisfactory response from our Head of Customer Service Team and six weeks have passed since you first registered your complaint, or we have reached 'deadlock' (ie we can't agree a way forward), we'll write to let you know how you can contact Ombudsman Services: Energy." You may be referred back to us if you've not escalated your complaint via our complaints process outlined in steps 1 and 2.

Ombudsman Services: Energy will carry out a free, independent investigation on your behalf. As part of resolving your complaint, they may ask us to make an apology or give an explanation. They can also ask us to take remedial action and may require us to award compensation. Any decision they make will be binding on our company, but not on you, so you can seek further advice if you wish to.

HERE'S HOW TO CONTACT THE OMBUDSMAN SERVICES: ENERGY:

Website: www.Ombudsman-Services.org
Phone: **03304401624** (phoneline open 8am-8pm Monday to Friday, 9am-1pm Saturday)
Email: Enquiry@Ombudsman-Services.org (emails are responded to within 5 working days)
Letter: **The Energy Ombudsman, P.O. Box 966, Warrington, WA4 9DF**

FREE INDEPENDENT HELP AND ADVICE AT ANY STAGE

Contact Citizens Advice if you need help with an energy problem – for example with your bills or meters, or if you're struggling to pay for the energy you use. They're the official source of free and independent energy advice and support.

Go to: citizensadvice.org.uk/energy or call their consumer service on **0808 223 1133**. Calls are free.

Performance Information

Performance against these guaranteed standards, including the levels of compensation paid out, is published from time to time by the National Association of Citizens Advice Bureaux and Association of Citizens Advice Scotland at www.citizensadvice.org.uk

3 Metered Connections Guaranteed Standards of Service for Electricity Distribution Companies in England, Wales & Scotland (May 19)

This guide sets out the guaranteed standards for metered demand and generation connection services provided by your electricity distribution company, which owns the electricity wires and cables by which electricity is supplied to your premises. Distributors are not responsible for meter reading or billing – your supplier does this. In this document the electricity distribution company is referred to as “we” and “us”.

This guide summarises the Electricity (Connection Standards of Performance) Regulations 2015 No.698 (in relation to metered demand connections) and the Direction under Distribution Licence Condition 15A (in relation to generation connections).

Ofgem, the industry regulator, sets the guaranteed standards. If we fail to meet these standards you (“you” being a domestic or non-domestic customer) are entitled to receive a payment.

Sometimes the guaranteed standards may not apply including under exceptional circumstances, events beyond our control, industrial action, actions of third parties or not being able to gain access to premises. If any of these exemptions are invoked, we will need to demonstrate that we had taken all reasonable steps to prevent the circumstances occurring and to prevent failure.

These standards do not apply:

- a) Where some of the connections work is to be carried out by an independent connections provider. Separate service standards and compensation arrangements apply for the aspects we undertake and
- b) Where reinforcement is required due to the installation of approved equipment (such as small-scale generation) at domestic premises or small businesses where no modification to the physical connection is required and no connection charge is made. Where a new demand connection includes the installation of a single small-scale generation unit (SSEG), the relevant demand standards will apply. Where a new demand application includes the installation of multiple SSEG generation or large-scale (G99) generation, the relevant generation standards will apply.

Connection Guaranteed Standards

We guarantee our key connection services. The guarantees apply to new or modified connections. However, please note that works solely associated with moving a customer’s meter are only included within the scope of ‘modified connections’ for the purposes of Budget Estimates, Quotations and the Quotation Accuracy Scheme.

Provision of Budget Estimates

If you ask us for a desk-top budget estimate of connection costs that does not require a visit, we will provide this within the following timescales from when you have given us all the information that we need and paid us any applicable fees. If the required capacity of the connection is less than 1MVA, we will provide the budget estimate within 10 working days. If the required capacity of the connection is 1MVA or more, we will provide the budget estimate within 20 working days.

If we fail we will pay you £65.

Provision of Quotations

If you ask us for a quotation (ie a formal offer of terms) for a connection, we will provide this within the following timescales from when you have given us all the information that we need and paid us any applicable fees.

If we fail we will pay you a fixed amount for each working day we are late.

Type of connection	Demand timescale (working days)	Generation Timescale (working days)	Late payment per working day
Single LV service demand connection or service alteration (including work associated with moving a meter)	5	-	£15
Small project demand connection (domestic developments of 2 – 4 units requiring no LV network extension; or domestic developments of 1 – 4 units requiring LV network extension; or single premises of any kind requiring 2 or 3 phase connections requiring no LV network extension, in all cases involving LV only and whole-current metering)	15	-	£15
Other LV connections with LV works	25	45	£65
Connections involving HV works	35	65	£135
Connections involving EHV works	65	65	£200

Quotation Accuracy Scheme

This only applies to customers asking for a quotation for a single LV service demand connection or for small-project demand connections. Customers have the right to challenge the accuracy of their quotation under the Quotation Accuracy Scheme. If the quotation is found to be inaccurate or incomplete, we will make a fixed payment to you. We will provide you with a correct quotation and also refund you the amount of any overpayment you have made. If we have undercharged you, we will require you to repay the additional amount.

Type of Connection Payment

Type of connection	Late payment per working day
Single LV service demand connection or alteration (including work associated with moving a meter)	£335
Small-project demand connection (domestic developments of 2 – 4 units requiring no LV network extension; or domestic developments of 1 – 4 units requiring LV network extension; or single premises of any kind requiring 2- or 3-phase connections requiring no LV extension, in all cases involving LV only and whole-current metering)	£670

Making Contact to Schedule Work and Completing Work for Single LV Service and Small LV Projects demand connections

Once we have received written acceptance of our quotation and you have paid any required amount quoted, we will contact you within 7 working days to discuss dates for carrying out the works. It may not always be possible to agree a date when we contact you initially, for example if wayleaves or other consents are required. Please note: works associated with moving meters are not covered by this standard.

If we fail to contact you we will pay you £15 for each working day we are late.

Once a date is agreed to complete the works (or a phase of works specified in the quotation), this may be varied at the customer's request or by agreement or as notified by us (for example if severe weather causes us to postpone planned works, if there are delays in obtaining wayleaves or other consents, or if prerequisite works have not been completed). We will complete the works on the agreed date.

If we fail we will pay you £35 for each working day we are late.

Making Contact to Schedule Work and Commencing and Completing Work for all Other LV Connections, HV and EHV Connections

Once we have received written acceptance of our quotation and you have paid the full amount quoted (or an amount for phases specified in the quotation), we will contact you to arrange to discuss dates to carry out the work. It may not always be possible to agree dates when we contact you initially, for example if wayleaves or other consents are required.

If we fail to contact you we will pay you a fixed amount for each working day we are late.

Type of Connection	Timescale to make contact (working days)	Late payment per working day
Other LV connections with LV works	7	£65
Connections involving HV works	10	£135
Connections involving EHV works	15	£200

Notification of Payment under Guaranteed Standards

If your Distributor fails to meet any of the standards they will make your payment by cheque, by electronic transmission or as a credit to your connection invoice within the following timescales:

If we fail to make the payment within the above timescales we will send you an additional £65.

Guaranteed Standard	Failure payment due within:
Budget estimates	10 working days of the date on which we should have issued the budget estimate
Quotations	10 working days of the date on which we issued the quotation
Quotation Accuracy Scheme	10 working days of the date on which a quotation is found to be incomplete or inaccurate
All other standards	10 working days of the date on which we either contacted you, commenced or completed the relevant activity, or energisation occurred as appropriate.

Complaints

Please let your Distributor know if you have a complaint about any aspect of their service. You will find their complaints handling procedure on their website or you can ring their general enquiry line to request a copy. If they are unable to resolve the matter with you and you are a domestic or small business customer and you are making a complaint in that capacity in respect of services they have provided, you can refer it to the Ombudsman Services: Energy. This is a free and independent dispute-resolution service. Ombudsman Services: Energy is able to offer free independent advice and will look at your complaint, but will expect you to let us try to sort it out first. You can telephone the Ombudsman Services: Energy on 0330 440 1624. You can find further information on the Ombudsman Services website: ombudsman-services.org/energy.

Disputes

If you are unable to resolve a dispute with us about whether you should receive a payment, you may refer the case to the Office of Gas and Electricity Markets (Ofgem), the independent regulator for the electricity industry, to request a formal decision. In line with Section 39A (5) of the Electricity Act 1989 (as amended by the Utilities Act 2000), any guaranteed standard payments you receive will not prejudice your entitlement to any other remedy or action that may be open to you because of your distributor's failure to meet the relevant standard.

Contacting Your Electricity Distributor

For further information about any of the guaranteed standards, or if you would like to request a service from us, please telephone us on the relevant number below. If you are unsure of who your distributor is, please refer to an electricity bill from your supplier. Please note if you ring or email us outside normal working hours, we will treat your enquiry as having been received at the start of business on the next working day. Where we have indicated willingness to accept requests by telephone for estimates and quotations, such requests are covered by these Standards.

Performance Information

Performance against these guaranteed standards, including the levels of compensation paid out, is published from time to time by the National Association of Citizens Advice Bureaux and Association of Citizens Advice Scotland.

4 Unmetered Connections Standards of Service for Electricity Distribution Companies in England, Wales & Scotland

This guide sets out the standards for unmetered services to street lighting or street furniture provided by the electricity distribution company that owns the electricity wires and cables by which electricity is supplied to your equipment. In this document the electricity distribution company is referred to as “we” and “us”. This guide summarises the Electricity (Connection Standards of Performance) Regulations 2015, insofar as those regulations relate to unmetered connections.

Ofgem, the industry regulator, sets the standards. If we fail to meet these standards then you are entitled to receive a payment. These standards apply to authorities responsible for street lighting and street furniture, referred to in this document as “you”.

These standards do not apply to schemes involving more than 100 units of street lighting or other street furniture, or street lighting or street furniture schemes requiring HV works. These standards do not apply if you have entered into a separate bilateral agreement with the electricity distributor in respect of performance standards.

Sometimes the standards may not apply including:-

- under exceptional circumstances;
- due to events beyond our control;
- industrial action;
- actions of third parties;
- not being able to gain access to our equipment;
- NRSWA restrictions; or
- where the total number of units of street lighting or other street furniture for which you have requested quotations, in the current month, exceeds 115% of the monthly average for the last calendar year.

If any of these exemptions are invoked, we will need to demonstrate that we had taken all reasonable steps to prevent the circumstances occurring and to prevent failure of the relevant standard.

Unmetered Connection Standards

Fault Repairs

If you notify us of a fault affecting your unmetered equipment such that we need to carry out a repair to our equipment, we will respond:

Fault repairs

Street lighting or street furniture

Service	Timescale	Failure Payment
Works to remove immediate danger to the public or property arising from the electricity distribution network	Attend on site within 2 hours	£65
High-priority fault repair involving traffic lights	Restore supplies within 2 calendar days	£15 per working day late
High-priority fault repair not involving traffic lights	Restore supplies within 10 working days	£15 per working day late
Multiple-unit fault repair to street lights	Restore supplies within 20 working days	£15 per working day late
Single-unit fault repair to street lights or street furniture	Restore supplies within 25 working days	£15 per working day late

Provision of Quotations for New Works

If you ask your network company for an individual quotation for a connection scheme outside their published standard charges, they will provide this within 25 working days from when you have given them all the information that they need and paid them any applicable fees.

If they fail they will pay you £15 for each working day we are late.

Completing New Works

(a) Works on a new site

Once we have received written acceptance of our quotation and you have paid the full amount quoted, and you have confirmed that any prerequisite works for which you are responsible have been completed (e.g. erecting street lighting columns), we will agree a date to complete the requested scheme. Once a date is agreed to complete the works, this may be varied at your request or by agreement or as notified by us (for example due to delays in obtaining permits, Local Authority restrictions or other access problems, or if severe weather causes us to postpone planned works). We will complete the works on the agreed date.

If we fail we will pay you £15 for each working day we are late completing the scheme.

(b) Works in an Existing Adopted Highway

We will complete the requested scheme within 35 working days provided that any prerequisite works for which you are responsible have been completed (e.g. erecting street light columns). This may be varied at your request or by agreement or as notified by us (for example due to delays in obtaining permits, Local Authority restrictions or other access problems, or if severe weather causes us to postpone planned works).

If we fail we will pay you £15 for each working day we are late completing the scheme.

Notification of Payment under Guaranteed Standards

If we fail to meet any of the standards we will make your payment by cheque, by electronic transmission or as a credit to your connection invoice, within 10 working days of the working day after the day of the failure (for emergency-response fault repairs) or within 10 working days of completing the service (for all other standards covered by this document).

If we fail to make the payment within the above timescales we will send you an additional £65.

Please note that for administrative convenience you can agree a different timescale within which to receive payments in bulk. For example, you may wish to receive payments quarterly. Please contact us to agree this.

Disputes

If you have a dispute that you cannot resolve with us about whether you should receive a payment, you may refer the case to the Office of Gas and Electricity Markets (Ofgem), the independent regulator for the electricity industry, to request a formal decision. In line with Section 39A (5) of the Electricity Act 1989 (as amended by the Utilities Act 2000), any guaranteed standard payments you receive will not prejudice your entitlement to any other remedy or action that may be open to you because of the distributor's failure to meet the relevant standard.

Contacting Your Electricity Distributor

To request a service from your network company, please contact them on the relevant number below. Further contact details are available on their website.

Performance Information

Performance against these guaranteed standards, including the levels of compensation paid out, is published from time to time by the National Association of Citizens Advice Bureaux and Association of Citizens Advice Scotland.

5 Gas transportation customer standards of performance 2018/19

Ofgem (Office of Gas and Electricity Markets) sets guaranteed standards of performance for all Gas Transporters (GT). These standards ensure that we provide the required level of service.

The standards cover:

- supply restoration;
- reinstatement following work at your premises;
- provision of alternative heating and cooking facilities for priority domestic customers;
- response to complaints;
- notification of planned work where there is a requirement to interrupt the gas supply; and
- connection services.

If we fail to meet these standards you are entitled to receive a compensation payment.

This document provides information on the standards of performance and the compensation payments you are entitled to receive where we fail to meet these standards.

Ofgem also sets Licence Conditions which require GTs to meet minimum service levels measured on an annual basis. Licence Conditions cover response to telephone calls made to the National Gas Emergency Service and the time taken to respond to gas emergencies.

Your GT owns the network of gas pipes which supply gas to your premises. GTs do not supply gas or read your gas meter. For any queries in relation to these services you should contact your gas supplier.

Guaranteed Standards of Performance (GSOP)

Most compensation payments for failure to meet Guaranteed Standards are paid automatically when the GT fails the standard. However, for some standards customers must make a claim to the GT using the contact details at the end of this document. The table below indicates which standards must be claimed by customers.

Non Connections

Guaranteed Standards

Guaranteed Standard	Standard Description	Compensation for failure
GS1 Supply restoration	If you are a domestic customer and your gas supply is interrupted as a result of a failure, fault or damage to your GT's pipeline system you will be reconnected/gas will be available at your property within 24 hours.	If the GT fails you will receive a payment of £30 if you are a domestic customer, and £30 for each additional complete 24 hours you are without gas up to a maximum of £1000. If you are a non-domestic customer, (and your annual gas consumption does not exceed 73,200kWh) the payment will be £50 for the failure and £50 for each additional complete 24 hours you are without gas
GS2 Reinstatement of customer's premises	If the GT initiates work on your premises, your premises will be permanently re-instated within 5 working days of the completion of the engineering work.	If the GT fails you will receive a payment of £50 if you are a domestic customer, and £50 for each succeeding period of 5 working days thereafter. If you are a non-domestic customer the payment will be £100 for the failure and £100 for each succeeding period of 5 working days thereafter.
GS3 Heating and cooking facilities for priority domestic customers	If you are registered on your supplier's Priority Service Register and your gas supply is interrupted, you will be provided with alternative heating and cooking facilities within 4 hours, or if more than 250 customers are affected, within 8 hours. (8pm-8am excluded). NOTE – this standard must be claimed within 3 months of failure	If the GT fails and you inform them of their failure within 3 months of the interruption you will receive a payment of £24.
GS13 Notification in advance of planned supply interruptions	When the GT carries out planned work to replace pipes or maintain the integrity of the gas system, they may need to interrupt your gas supply. If so, your GT will inform you of the date they expect to interrupt you and the reason why your supply needs to be interrupted, at least 5 working days before the interruption occurs. NOTE – this standard must be claimed within 3 months of failure	If the GT fails and you inform them of their failure within 3 months of the interruption you will receive a payment of £20 if you are a domestic customer and £50 if you are a non-domestic customer.
GS14 Responding to Complaints	If you complain to a GT in writing or over the telephone, the GT will respond substantively to your complaint within 10 working days of receiving your complaint. However, if a visit to your premises or additional information from a 3rd party is required to enable resolution of the complaint, the GT will issue an initial written response within 10 working days of receiving your complaint to explain this situation and will then respond substantively within 20 working days from receipt of the complaint.	If the GT fails you will receive a payment of £20 and £20 for each succeeding period of 5 working days thereafter, up to a maximum of £100 If the 20 day extension has been applied and the GT fails to meet it, you will receive the compensation amount.

Note for GS1: If you are a non-domestic customer and your annual gas consumption exceeds the 73,200kWh threshold, you are entitled to similar payments to GS1 but under alternative arrangements.

Connections Guaranteed Standards

If you request a new connection or service alteration the following standards apply. In addition to these Guaranteed Standards, the GTs listed in this document are also required to meet Licence Conditions

(under Standard Special Condition D10 of their Licence) and should achieve these standards in 90% of cases.

Connections

Guaranteed Standards

Guaranteed Standard	Standard Description	Compensation for failure
GS4 Provision of standard quotations (up to 275kWh)	If you request a standard quotation from your GT for a new connection or an alteration to an existing connection up to and including a rate of flow of 275kWh, the GT will issue it within 6 working days.	If the GT fails you will receive a payment of £10 and an additional £10 for each succeeding working day up to the quotation sum or £250, whichever is lowest.
GS5 Provision of non-standard quotations (up to 275kWh)	If you request a non-standard quotation from your GT for a new connection or an alteration to an existing connection up to and including a rate of flow of 275kWh, the GT will issue it within 11 working days	If the GT fails you will receive a payment of £10 and an additional £10 for each succeeding working day up to the quotation sum or £250, whichever is lowest.
GS6 Provision of non-standard quotations (greater than 275kWh)	If you request a non-standard quotation from your GT for a new connection or an alteration to an existing connection exceeding a rate of flow of 275kWh, the GT will issue it within 21 working days.	If the GT fails you will receive a payment of £20 and an additional £20 for each succeeding working day up to the quotation sum
GS7 Accuracy of quotations	If the quotation is found to be inaccurate in accordance with the GTs published accuracy scheme, the GT will reissue you with a correct quotation and any overcharge paid will be refunded. You can contact your GT on the details provided for further information on their accuracy scheme.	If the quotation is found to be inaccurate in accordance with the GTs published accuracy scheme then you will be entitled to payment(s) under GS4, GS5 or GS6 until an accurate quote is issued.
GS8 Responses to land enquiries	If you ask for a Land Enquiry from your GT in relation to a new connection or an alteration to an existing connection the GT will issue a response within 5 working days.	If the GT fails you will receive a payment of £40 and an additional £40 per working day thereafter, up to a maximum of £250 for connections up to and including 275kWh and £500 for connections exceeding 275kWh.
GS9 Provision of commencement & substantial completion dates (up to 275kWh)	If the GT receives an accepted quotation for a new connection or an alteration to an existing connection up to and including a rate of flow of 275kWh, it will offer a planned date within 20 working days for commencement and substantial completion of this work	If the GT fails you will receive a payment of £20 and an additional £20 per working day thereafter, up to the quotation sum or £250 whichever is lowest.
GS10 Provision of commencement & substantial completion dates (up to 275kWh)	If the GT receives an accepted quotation for a new connection or an alteration to an existing connection exceeding a rate of flow of 275kWh, it will offer a planned date within 20 working days for commencement and substantial completion of this work.	If the GT fails you will receive a payment of £40 and an additional £40 per working day thereafter, up to the quotation sum or £500 whichever is lowest.
GS11 Substantial completion by agreed date	Where the GT has agreed a substantial completion date for a new connection or an alteration to an existing connection it will meet that date. However, this does not necessarily mean that gas will be available for use inside the premises as the fitting of a meter, which will enable the flow of gas, must be arranged by you and your chosen gas supplier.	If the GT fails, you will receive a payment related to the value of the contract and a payment for each working day thereafter up to a maximum level. Your contract will be allocated to one category of the table below and payments will be made in line with that category up to the relevant cap.
GS12 Notification and payments under the Guaranteed Standards.	Where a GT has failed any of the above Guaranteed Standards or the Connections Guaranteed Standards they will write to inform you (or your supplier) and make the payment within 20 working days of compensation becoming due.	If the GT fails to contact you and make required payment in time you will receive a payment of £20, in addition to any payments made under the other Guaranteed Standards.

Note for GS4, GS5 & GS6: these standards do not apply where the information you provided to your GT was incorrect or incomplete or where consents are required from third parties.

Note: for GS9, GS10 & GS11 these standards do not apply where you have specifically asked your GT to delay the work.

Payments

Contract value Upto and including	Payment	Cap
£1k	£20	The lesser of £200 or the contract sum
£4k	Lesser of £100 or 2.5% of contract sum	25% of the contract sum
£20k	£100	25% of the contract sum
£50k	£100	£5k
£100k	£150	£9k

For failures under GS1, GS2, GS3, GS13, GS14 and GS12 payment(s) will be made either directly to you or via your gas supplier who is obliged to forward this payment to you. For failures under GS4-GS11 the payment(s) will be made directly to you.

Guaranteed Standard Exclusions

Ofgem has agreed a set of circumstances for when the Guaranteed Standards referred to above may not apply; these are known as exclusions. They include events beyond the GTs' control such as severe weather, industrial action, damage caused by customer, actions by third parties or not being able to gain access to premises as well as legislative constraints, labour disputes and reasons of safety. If any of these exclusions apply, the GT will need to demonstrate that all reasonable steps had been taken to meet the standard. Further information on exclusions is available on request.

Licence Conditions

The GTs listed in this document are required to meet standards set out in Licence Conditions on an annual basis. In addition to the 90% standard for connections work mentioned above, GTs are also required to meet the Licence Conditions set out in the table below:

Licence condition	Definition	Annual Target
Standard Special Condition D10 – Quality of service standards. Paragraph 2(f) – Responding to telephone calls	Telephone calls to the National Gas Emergency Service (which operates 24 hours a day), the general enquiry line and the meter point reference number helpline (during the hours which they operate) shall be answered within 30 seconds of the call being connected.	90%
Standard Special Condition D10 – Quality of service standards Paragraph 2(g) – Responding to gas emergencies	Where a GT receives a report of a gas escape or other gas emergency, including a significant escape of carbon monoxide or other hazardous situations, it shall attend as quickly as possible within the following timescales: (a) All uncontrolled escapes/gas emergencies within 1 hour. (b) All controlled escapes/gas emergencies within 2 hours.	(a) 97% (b) 97%

The performance actually achieved by each GT for the period 1 April 2018 to 31 March 2019 is shown in the table below.

Gas Transporter Owner	Network area owned by Gas Transporter	Performance achieved against Licence Standards in 2018/19		
		2(f) Telephone response times (proportion answered within 30 seconds)	2(g) Response to uncontrolled escapes (proportion attended within 1 hour)	2(g) Response to controlled escapes (proportion attended within 2 hours)
Cadent	East of England	94.46%	98.5%	99.3%
	London	94.46%	98.1%	98.8%
	North West	94.46%	98.9%	99.7%
	West Midlands	94.46%	98.9%	99.4%
Scotland Gas Networks	Scotland	94.46%	98.7%	99.5%
Southern Gas Networks	Southern	94.46%	98.7%	99.4%
Wales & West Utilities	Wales & West	94.46%	99.0%	99.8%
Northern Gas Networks	Northern	94.46%	99.7%	99.9%

SOME TERMS EXPLAINED

Domestic customer - A customer whose gas supply is taken wholly or mainly for domestic purposes.

Non-Domestic customer - A customer whose gas supply is taken wholly or mainly for non-domestic purposes.

Priority customer - A domestic customer who has been identified to us by a registered gas supplier in accordance with their licence conditions, as having special needs. If you think you should be on this list, please contact your gas supplier.

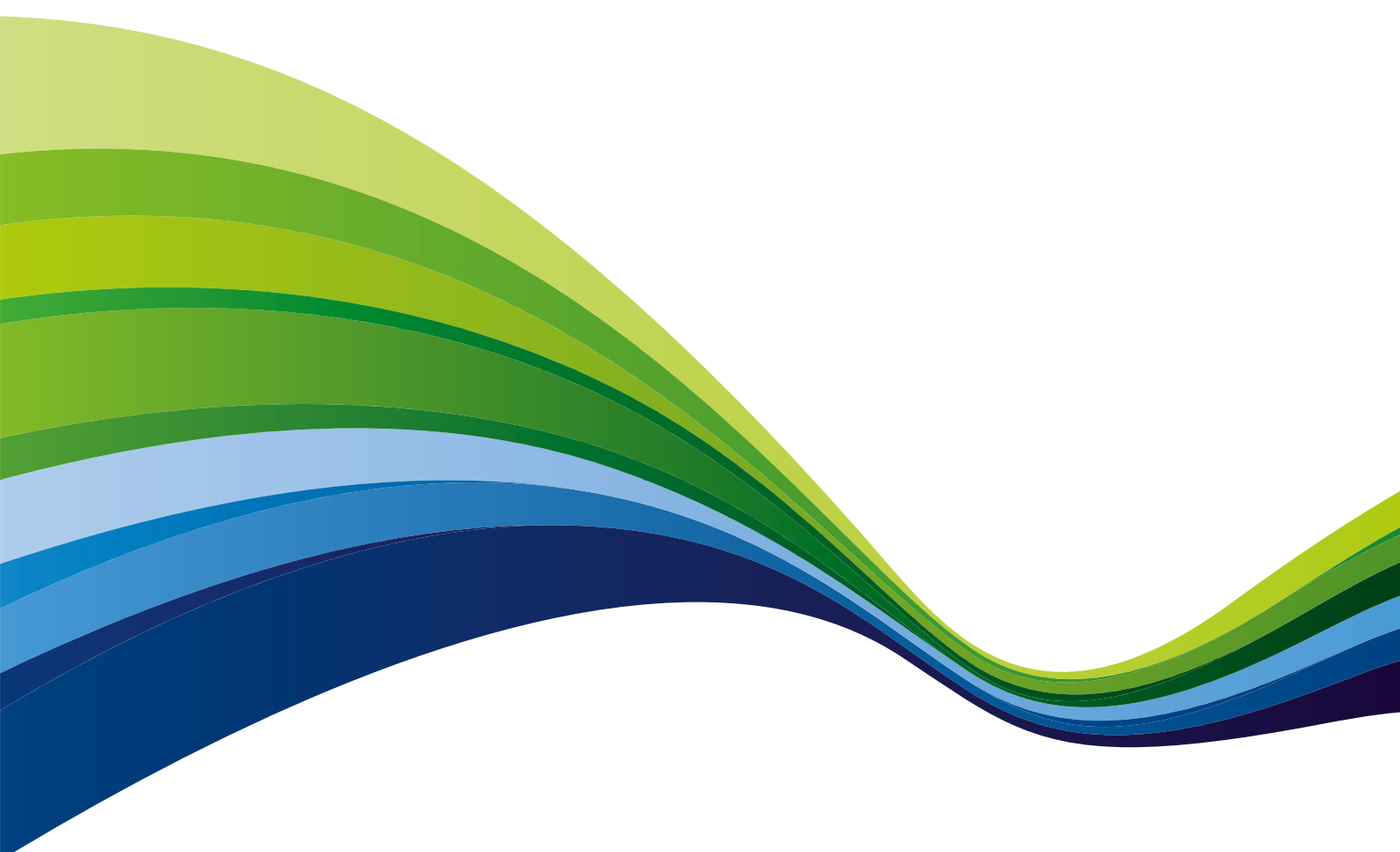
Controlled gas escape - Where the person reporting the escape, or someone on their behalf, has taken all the actions advised by the emergency call centre agent and can no longer smell gas.

Uncontrolled gas escape - Where the person reporting the escape, or someone on their behalf, has taken all the actions advised by the emergency call centre agent and can still smell gas.

Other Services Provided for Gas Customers

Each GT provides various services for priority and vulnerable customers. These must comply with certain requirements when visiting customer premises and GTs must have in place a procedure for dealing with any complaints made by customers. These services are described in a statement(s) produced by each GT. These statements are available free of charge and can be downloaded from the GTs' websites. Contact details for each company are shown in the table on the next page.

For all enquiries please contact your GT using the information set out below under 'Contact details for local electricity and gas network operators'.



6 Contact details for local electricity and gas network operators

WHO IS MY NETWORK OPERATOR?

You can find out your network operator for gas or electricity at the Energy Networks Association website:

www.energynetworks.org

EMERGENCY PHONE NUMBERS

The National Power Cut Helpline operates 365 days a year, 24 hours a day.

Power cut? Call free on 105.

The National Gas Emergency Service operates 365 days a year, 24 hours a day.

Smell Gas? Call free on 0800 111 999* (MINICOM 0800 371787)

*All calls are recorded and may be monitored for training purposes



ELECTRICITY

Area	Company	Telephone No.
Central Southern England	Scottish and Southern Electricity Networks	0800 072 7282
Cheshire, Merseyside, North Wales, and North Shropshire	SP Energy Networks	0800 001 5400
East England	UK Power Networks	0800 783 8838
East Midlands	Western Power Distribution	0800 056 8090
London Area	UK Power Networks	0800 028 0247
Midlands	Western Power Distribution	0800 328 1111
North East England	Northern Powergrid	0800 668 877
North West England	Electricity North West	0800 195 4141
North of Scotland	Scottish and Southern Electricity Networks	0800 300 999
South East England	UK Power Networks	0800 783 8866
South Wales and South West England	Western Power Distribution	0800 052 0400
South of Scotland	SP Energy Networks	0800 092 9290
Yorkshire	Northern Powergrid	0800 375 675
Independent	Independent Power Networks Ltd	0800 013 0849
Independent	ESP Electricity Ltd	0800 731 6945
Independent	Energetics Electricity Ltd	0800 804 8688
Independent	The Electricity Network Company Ltd (GTC)	0800 032 6990
Independent	Harlaxton Energy Networks Ltd	0800 055 6288
Independent	Peel Electricity Networks Ltd	01924 871 558



GAS

Cadent

Tel: 0345 070 0203

SGN

Tel: 0800 912 1700

Northern Gas Networks

Tel: 0800 040 7766

Wales & West Utilities

Tel: 0800 912 2999