

Guide to service standards 2015/2016

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



Guide to domestic service standards 2015/2016

This Guide to Service Standards 2015/2016 applies to all domestic electricity and gas customers supplied by SSE Energy Supply Limited and Southern Electric Gas Limited through the brands SSE, Southern Electric, Scottish Hydro, SWALEC, Atlantic, M&S Energy and Ebico (Equigas and Equipower).

Service Standards

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 Customer Charter and Treating Customers Fairly statement.

Energy Supplier Guaranteed Standards

Keeping Appointments – When we organise an appointment with you in relation to your gas or electricity supply, we like to keep our promise. SSE will offer you either a morning or afternoon slot between Monday and Friday. You can also request a 2 hour time slot. If we can't keep this appointment, and we fail to notify you in advance, we will credit your account with £20 (gas) or £22 (electricity)^.

Electricity bill queries – If you think you may be due a refund, think your bill is incorrect or would like to change the way you pay and we don't agree with this, we'll reply to you in writing within five working days with an explanation. If we don't, we will credit your account with £22^.

Prepayment meter (supply failure) – If your prepayment meter is faulty (and not related to credit running out) and you tell us between 7am and 7pm (electricity meters) or 8am and 8pm (gas meters) on working days, we will visit within 3 hours (electricity meters) or 4 hours (gas meters). If you tell us between 9am and 5pm at weekends or on bank holidays, we will visit within 4 hours. If we don't keep our word we will credit your account with £20 for gas and £22 for electricity.^

Meter disputes – If you tell us that you think your meter is faulty, we'll give you a written explanation within 5 working days or offer an appointment to visit within 7 working days. If we do not write to you or offer you an appointment when necessary we will credit your account with £22 (electricity) or £20 (gas).^

We also ensure that our customers are compensated quickly, so you should receive your credit within 10 working days or you'll receive a further £20 (gas) or £22 (electricity).

^ Prepayment customers – unless otherwise agreed, a signal will be sent for the credit to be picked up when you top-up. This credit will be applied within 10 days, but depending on where and how often you top up, it can sometimes take around 3-5 top-ups for the credit to be utilised.

Overall Standards for Electricity and Gas Suppliers

Our performance standard targets have been agreed with Ofgem, the industry regulator.

| Applies to electricity and gas customers | Target 2014/2015 | Electricity Performance 2014/2015 | Gas Performance 2014/2015 |
|---|------------------|-----------------------------------|---------------------------|
| Supplies reconnected within one working day after agreement to pay | 100% | 100% | 100% |
| Meters moved within 15 working days | 100% | 100% | 93.2% |
| Meters changed (if needed for service plan change) within 10 working days | 100% | 100% | 98.5% |

| Fault prepayment meters | | | |
|---|-------------------|-------|-------|
| Attended within 3 hours (electricity) or 4 hours (gas) for working days | 98% (95% for gas) | 96.7% | 97.3% |
| Attended within 4 hours for non-working days (electricity & gas) | 95% | 96.6% | 97.6% |

Other Information

Complaints Procedure

If you have cause to complain to us, then we have a Complaint Handling Statement that explains the process for making a complaint. A copy of the Complaints Handling Statement can be found on our website or you can request one by contacting us on the number shown on your bill.

Help and Advice

It's easy to get free, independent advice so that you "Know your rights" as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills. To "Know your rights" visit www.citizensadvice.org.uk/energy for up to date information or contact the Citizens Advice consumer service on 03454 04 05 06.

Priority Service Register

If you are over 60, chronically sick or disabled, we have a priority service register (PSR) that gives you extra services for free. As electricity and gas are essential services for health and wellbeing, the PSR is an extremely important tool for Energy Companies as it helps to identify the most vulnerable customers and provides additional support and protection.

Some of the services provided to customers registered on the PSR include:

- Password scheme – to help customers identify energy company representatives
- Free gas appliance safety check;
- Provision of a Bill, statement of account or other information relating to a service provided to the customer in a format which suits a customer's needs (large print, Braille, audio and talking bills, textline and relay services)
- Redirection of bill/statement of account to a nominated person (friend, family member or carer)
- Facilities to complain.
- Priority support in particular circumstances if supplies are interrupted.

In addition to this SSE also offer the following benefits under Careline:

- Home visits – including a knock and wait service for customers who may need extra time to answer the door.
- To assist customers for whom English is not their first language, we have a dedicated list of staff available who speak other languages and who we can call upon when necessary. These staff members often build up an ongoing relationship and continue to serve that customer. In addition, we use the services of expert translation services where appropriate and in more complex cases which require a home visit, we will arrange for a translator to join us on the visit, with the agreement of the customer.
- Specialised freephone telephone number, with prioritised call queuing and no automated menus.

If you would like further detail on any of the information provided above, please visit our website or call the Careline on 0800 622 838.

Please note that electricity distributors (DNOs) and Gas Distribution Networks (GDNs) also have obligations to offer specified sets of services to eligible customers, these are outlined below.

Other Information

We produce customer statements outlining our obligations on the following topics:

- Difficulty Paying Your Bill – Payment difficulty and disconnection,
- Visiting Your Property – Arrangements for visiting your home,
- Careline Customer statement – Services for vulnerable customers,
- Prepayment Meter Statement – Information about prepayment meters,
- Gas Safety Statement – Gas safety information.

Copies of all of our customer statements can be found on our websites, or you can write to: SSE, PO Box 7506, Perth PH1 3QR and tell us which publication you would like to receive. Your electricity network operator or gas pipeline operator will also have codes of practice. Please contact them if you require a list of these publications.

Guaranteed Standards of Performance for metered demand customers of Electricity Distribution Companies in England, Wales & Scotland

Introduction

In this section, "we", "us" and "our" refers to the electricity distribution company, not your supplier.

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 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.

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.

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</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>Any severe weather events where at least 35% of exposed customers are affected – 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 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 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. (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 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.

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. As of 1 October 2010, this standard no longer applies to visits related to connections work.

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 notify you, or your supplier, or fail to send a payment within the above timescales, 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 our website.

Complaints

If you have a complaint about any aspect of our service, please let us know. You will find our complaints-handling procedure on our website or you can ring the general enquiry line to request a copy. If we are unable to resolve the matter with you, you can refer it to the Ombudsman Services: Energy. This is a free and independent dispute-resolution service.

They are 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: www.ombudsman-services.org/energy

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

Metered Connections Guaranteed Standards of Service for Electricity Distribution Companies in England, Wales & Scotland

Introduction

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 (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.
- 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 (G59) 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 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 | Generation Timescale | Late payment per working day |
|--|------------------|----------------------|------------------------------|
| Single LV service demand connection or service alteration (including work associated with moving a meter) | 5 working days | - | £15 |
| Small project demand connection (domestic developments of 2 – 4 units requiring no LV network extension; or 1 – 4 units requiring LV network extension; or single premises of any kind requiring 2- or 3-phase connections, in all cases involving LV only and whole-current metering) | 15 working days | - | £15 |
| Other LV connections with LV works | 25 working days | 45 working days | £65 |
| Connections involving HV works | 35 working days | 65 working days | £135 |
| Connections involving EHV works | 65 working days | 65 working days | £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. 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 |
|--|---------|
| 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 1 – 4 units requiring LV network extension; or single premises of any kind requiring 2- or 3-phase connections, 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 the full 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 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 | Late payment per working day |
|------------------------------------|---------------------------|------------------------------|
| Other LV connections with LV works | 7 working days | £65 |
| Connections involving HV works | 10 working days | £135 |
| Connections involving EHV works | 15 working days | £200 |

We will agree dates to commence the works, complete the works (or a phase of works specified in the quotation) and if required energise the supply. These dates may be varied at the customer's request or agreement or as notified by us (for example if severe weather causes us to postpone planned works, if there are delays in obtaining wayleave consents, or if we are unable to undertake live working on our system for safety reasons or prerequisite works have not been completed). We will commence on-site work, complete the on-site works, and energise if required, on the agreed dates.

If we fail to meet an agreed date we will pay you a fixed amount for each working day we are late.

| Type of Connection | Late payment per working day for commencing work | Late payment per working day for completing work | Late payment per working day for energising where required |
|------------------------------------|--|--|--|
| Other LV connections with LV works | £25 | £135 | £135 |
| Connections involving HV works | £25 | £200 | £200 |
| Connections involving EHV works | £25 | £270 | £270 |

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 failure (for budget estimates), within 10 working days of a quotation being found to be incomplete or inaccurate (for the quotation accuracy scheme) and within 10 working days of completion of the job (for all the other standards covered by this document).

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

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.

Complaints

If you have a complaint about any aspect of our service, please contact us. You will find our complaints handling procedure on our website (see details below) or you can ring our general enquiry line to request a copy. If we are unable to resolve the matter with you, and you are a domestic or small business customer, you can refer it to the Ombudsman Services: Energy. This is a free and independent dispute-resolution service.

They are 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 Service website: www.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.

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 your distributor, please contact them directly. If you are unsure of whom your distributor is, look for the unique 'supply number' that is written on your electricity bill. An example of this number is shown below. If you look at the 13 digit number in the second line, the first two digits indicate your electricity distribution area. In the example below it is the number 17, which is the SSE Power Distribution area in the North of Scotland.

S 01 901 100
17 0009 9999 999

| MPAN | Company | Area | Connections Enquiries** (Mon - Fri) (unless otherwise stated) | Customer Relations No.** (Mon - Fri) | Website address |
|------|---|---|---|---|----------------------------|
| 10 | UK Power Networks Ⓓ Eastern Power Networks plc | East Anglia | 0845 234 0040 (08:30 - 18:00) | 0800 028 4587 (08:30 - 17:00) | www.ukpowernetworks.co.uk |
| 11 | Western Power Distribution East Midlands: | East Midlands | 0845 7240240 (09:00 - 17:00) | 0800 055 6833 (08:30 - 17:00) | www.westernpower.co.uk |
| 12 | UK Power Networks Ⓓ London Power Networks plc | London | 0845 234 0040 (08:30 - 18:00) | 0800 028 4587 (08:30 - 17:00) | www.ukpowernetworks.co.uk |
| 13 | SP Energy Networks | Merseyside, Cheshire & North Wales | 0845 270 0783 (08:30 - 16:45) | 0330 1010 444 | www.spenergynetworks.co.uk |
| 14 | Western Power Distribution West Midlands | West Midlands | 0845 7240240 (09:00 - 17:00) | 0800 055 6833 (08:30 - 17:00) | www.westernpower.co.uk |
| 15 | Northern Powergrid (Northeast) Ltd | The Northeast & most of North Yorkshire | 08450 702 703 (08:00 - 20:00) Sat: 09:00 - 17:00 | 0800 781 8848 (09:30 - 17:00) | www.northernpowergrid.com |

| MPAN | Company | Area | Connections Enquiries** (Mon - Fri) (unless otherwise stated) | Customer Relations No.** (Mon - Fri) | Website address |
|------|---|--|---|---|------------------------------------|
| 16 | Electricity North West | North West England | 0800 048 1820 (08.30 - 16:30) | 0800 0481820 (8.00 - 19.30) | enwl.co.uk |
| 17 | Scottish and Southern Energy Power Distribution | North Scotland | 08000 483 515 (08:00 - 17:00) Sat: 08:00 - 14:00) | 0800 980 1394 (Mon - Thurs 08.30 - 17.00 Fri: 08.30 - 16.30) | www.ssepd.co.uk |
| 18 | SP Energy Networks | Central & Southern Scotland | 0845 270 0785 (08:30 - 16:45) | 0330 1010 444 | www.spenergynetworks.co.uk |
| 19 | UK Power Networks Ⓓ South Eastern Power Networks plc | South East England | 0845 234 0040 (08:30 - 18:00) | 0800 028 4587 (08:30 - 17:00) | www.ukpowernetworks.co.uk |
| 20 | Scottish and Southern Energy Power Distribution | South England | 08000 483 516 (08.00 - 17.00) Sat: 08:00 - 14:00) | 0800 980 1395 (Mon - Thurs 08.30 - 17.00 Fri: 08.30 - 16.30) | www.ssepd.co.uk |
| 21 | WPD South Wales | South & West Wales | 0845 601 3341 (08:00 - 18:00) | 0800 055 6833 (08:30 - 17:00) | www.westernpower.co.uk |
| 22 | WPD South West | South West England | 0845 601 2989 (08:00 - 18:00) | 0800 055 6833 (08:30 - 17:00) | www.westernpower.co.uk |
| 23 | Northern Powergrid (Yorkshire) plc | West, South & East Yorkshire & northern Lincolnshire | 08450 702 703 (08:00 - 20:00) Sat: 09:00 - 17:00 | 0800 781 8848 (09:00 - 17:00) | www.northernpowergrid.com |
| 24 | Independent Power Networks | Great Britain | 0845 055 6199 (Mon - Thurs: 08:30 - 17:00 Fri: 08:30 - 16:30) | 0845 055 6199 (Mon - Thurs: 08:30 - 17:00 Fri: 08:30 - 16:30) | www.independentpowernetworks.co.uk |

| MPAN | Company | Area | Connections Enquiries** (Mon - Fri) (unless otherwise stated) | Customer Relations No.** (Mon - Fri) | Website address |
|------|----------------------------|---------------|---|---|-------------------------|
| 25 | ESP Electricity Ltd | Great Britain | 0137 222 7560 (08.00 - 18.00) | 0137 222 7560 (08.00 - 18.00) | www.esp-electricity.com |
| 26 | Energetics Electricity | Great Britain | 0169 840 4640 (08:30 - 16:45) | 01698 404640 (08:30 - 16:45) | www.energetics-uk.com |
| 27 | Electricity Network Co Ltd | UK | 0135 924 3311 (08:30 - 17:00) | 0135 924 3311 | www.gtc-uk.co.uk |

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.

Gas Transporter Guaranteed Standards and Connection Standards

Your Gas Transporter (GT) owns the network of gas pipes which supply gas to your premises. They are not responsible for meter readings or for billing you, your gas supplier does this.

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.

**This telephone number is for calls to the distributor relating to the connection of your power supply. It is not for general billing or supplier customer service related enquiries.

| 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 GTs 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 up to a maximum of £1000. |
| | 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. | |
| 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. |

| Guaranteed Standard | Standard Description | Compensation for failure |
|---|---|---|
| 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. |
| 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. |

| Guaranteed Standard | Standard Description | Compensation for failure |
|--------------------------------|---|---|
| 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. |

Connection 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.

| Guaranteed Standard | Standard Description | Compensation for failure |
|--|--|--|
| GS5 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. |

| Guaranteed Standard | Standard Description | Compensation for failure |
|--|--|--|
| GS6 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. |
| GS7 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 or £500 whichever is lowest. |
| | 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. | |
| GS8 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. |
| GS9 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. |

| Guaranteed Standard | Standard Description | Compensation for failure |
|---|--|---|
| 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 (greater than 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. |

| Contract Value | Payment | Cap |
|--|--|--|
| Up to & incl. £1k | £20 | The lesser of £200 or the contract sum |
| Up to & incl. £4k | Lesser of £100 or 2.5% of contract sum | 25% of the contract sum |
| Up to & incl. £20k | £100 | 25% of the contract sum |
| Up to & incl. £50k | £100 | £5k |
| Up to & incl. £100k | £150 | £9k |
| Note: for GS9, GS10 & GS11 these standards do not apply where you have specifically asked your GT to delay the work. | | |

Payments

| Guaranteed Standard | Standard Description | Compensation for failure |
|---|--|---|
| 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. |
| 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 Standards 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. | 97% |

The performance actually achieved by each GT for the period 1 April 2014 to 31 March 2015 is shown in the table on the next page.

| Gas Transporter Owner | Network area owned by Gas Transporter | % Performance achieved against Licence Standards in 2014/15 | | |
|--|---------------------------------------|---|---|--|
| | | 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) |
| nationalgrid | East of England | 92.96% | 97.60% | 98.47% |
| | London | 92.96% | 97.39% | 97.73% |
| | North West | 92.96% | 98.20% | 98.93% |
| | West Midlands | 92.96% | 97.52% | 98.29% |
|  SGN | Scotland | 92.96% | 98.75% | 99.59% |
|  SGN | Southern | 92.96% | 98.50% | 99.37% |
|  WALES & WEST UTILITIES | Wales & West | 92.96% | 98.48% | 99.60% |
|  Northern Gas Networks | Northern | 92.96% | 99.86% | 99.99% |

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 at the following address:

| | |
|---|--|
|  | <p>Customer Centre – Enquiries team National Grid Brick Kiln Street Hinckley Leicestershire LE10 0NA Tel: 0845 070 0203 email: customersupport@uk.ngrid.com www.nationalgrid.com</p> |
|  | <p>Northern Gas Networks 1100 Century Way Thorpe Park Business Park Colton Leeds, LS15 8TU Tel: 0845 634 0508 email: customercare@northerngas.co.uk www.northerngasnetworks.co.uk</p> |

| | |
|---|---|
|  | <p>Scotland Gas Networks plc 2nd Floor Inveralmond House 200 Dunkeld Road Perth PH1 3AQ Tel: 0800 912 1700 email: customer@sgn.co.uk</p> |
|  | <p>Southern Gas Networks plc 2nd Floor Inveralmond House 200 Dunkeld Road Perth PH1 3AQ Tel: 0800 912 1700 email: customer@sgn.co.uk www.sgn.co.uk</p> |
|  | <p>Customer Services Wales & West Utilities Wales & West House Spooner Close Celtic Springs Coedkernew Newport NP10 8FZ Tel: 0800 912 2999 email: enquiries@wwutilities.co.uk www.wwutilities.co.uk</p> |

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)

Any questions?

Care line Call 0800 622 838
8am-8pm Mon-Fri, 8am-2pm Sat

Gas Emergencies Call 0800 111 999
Any gas emergencies should be reported immediately

Gas and Electricity General Enquiries Please call the number on your bill
Electrical Emergencies Please call the number on your bill.

SSE Generation Mix

The table below shows you a breakdown of the source of electricity supplied to your home in the period April 2014 to March 2015.

| Electricity supplied has been sourced from the following fuels: | Electricity supplied by SSE % of total Average for GB (for comparison) % of total | Average for GB (for comparison) % of total |
|---|--|--|
| Coal | 31% | 26.7% |
| Natural Gas | 27% | 29.7% |
| Nuclear | 3% | 22.2% |
| Renewable | 37% | 19.3% |
| Other | 2% | 2.1% |
| Total | 100% | 100% |

SSE Radioactive waste calculations 0.00022623 g per kWh. Carbon SSE CO2 398 g/kWh
Environmental Impact: For information on the environmental impact of your electricity supply visit www.sse.com or write to SSE PO Box 7506, Perth PH1 3QR

M&S Energy, Equigas, and Equipower are supplied under SSE, Southern Electric, SWALEC and Scottish Hydro.

SSE and associated brands: Scottish Hydro, Southern Electric, SWALEC and Atlantic are all trading names of SSE Energy Supply Limited. Registered in England & Wales No. 03757502 and Southern Electric Gas Limited Registered in England & Wales No. 02716495, both members of the SSE Group

The Registered Office of SSE Energy Supply Limited and Southern Electric Gas Limited is 55 Vastern Road Reading Berkshire RG1 8BU

www.sse.co.uk www.southern-electric.co.uk www.swalec.co.uk www.hydro.co.uk www.atlantic.co.uk www.mandsenergy.com
www.ebico.org.uk