

Guide to service standards 2014/2015

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



GUIDE TO DOMESTIC SERVICE STANDARDS 2014/2015

This Guide to Service Standards 2014/2015 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 Trust Agenda.

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 2013/2014 | Electricity Performance 2013/2014 | Gas Performance 2013/2014 |
|---|------------------|-----------------------------------|---------------------------|
| Supplies reconnected within one working day after agreement to pay | 100% | 100% | 100% |
| Meters moved within 15 working days | 100% | 100% | 100% |
| Meters changed (if needed for service plan change) within 10 working days | 100% | 100% | 99.2% |

| Fault prepayment meters | Target 2013/2014 | Electricity Performance 2013/2014 | Gas Performance 2013/2014 |
|---|-------------------|-----------------------------------|---------------------------|
| Attended within 3 hours (electricity) or 4 hours (gas) for working days | 98% (95% for gas) | 97.8% | 97.5% |
| Attended within 4 hours for non-working days (electricity & gas) | 95% | 97.5% | 98.2% |

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 (Careline)

If you are over 60, chronically sick or disabled, we have a priority service register (Careline) that gives you extra services for free. Call 0800 622 838 for more information.

Other Information

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

Paying Your Energy 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.

Electricity Distribution Network Operator Guaranteed Standards and Connection Standards

These are the standards of performance a customer can expect from their local electricity distribution company. If you're entitled to compensation from your local electricity distribution company they will pay you directly, or via us, within 10 working days otherwise you'll get an additional £22.

Your electricity distribution network operator will vary according to where you live. If you contact us with a distribution problem, we will be able to tell you who your local distributor is and whether you need to contact them.

Regulation 5 & 6 - Supply restoration during normal weather

If your electricity supply fails during normal weather conditions because of a problem on the distribution system, your local distribution company will restore a fault within 18 hours of being told about it. If they fail and you make a valid claim within 3 months of the date the supply was restored they'll pay £54 for domestic customers, £108 for business customers and a further £27 for every additional 12 hours you don't have electricity. If the incident affects more than 5,000 premises, they'll restore the fault within 24 hours of being told of the problem. If they fail and you make a valid claim within 3 months of the date the supply is restored, they'll arrange for you to receive £54 if you are a domestic consumer or £108 if you are a business consumer. You'll also receive a further payment of £27 for each additional 12 hour period that you are off supply up to a maximum of £216.

Regulation 7 - Supply restoration during severe weather

If your electricity supply fails because of a problem on the distribution system due to severe weather your distributor 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) | Lightning events – when a distributor experiences at least 8 times the normal amount of faults in 1 day – supplies will be restored within 24 hours Non-lightning events – when a distributor experiences between 8 and 13 times the normal amount of faults in 1 day – supplies will be restored within 24 hours |
| Category 2 (large events) | 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 |
| Category 3 (very large events) | 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 |

If they fail and you make a valid claim within three months of the date the supply is restored, they'll pay £27 initially with a further £27 for each additional 12 hours you are without supply. The maximum payment you will receive is £216.

Regulation 8 - Rota disconnections

On rare occasions there may be supply shortages and your electricity supply may need to be interrupted on a rota basis in order to share the available load. You should be without electricity for a total of no more than 24 hours during these periods. If your distributor fails and you make a valid claim within three months of the date the supply is restored, they will arrange for you to receive £54.

Regulation 11 - Multiple supply interruptions

If your supply is interrupted for more than 3 hours on 4 or more separate occasions during a 12 month period from 1 April, you can claim £54. You must claim within 3 months of the end of the 12 month period.

In order for your claim to be verified, you'll 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 can't be included in your claim.

Regulation 12 - Main fuse failure

If you report a mains fuse failure and this cuts off your electricity, your local distribution company will visit you as quickly as possible:

- On weekdays, if notified between 7am to 7pm, they guarantee to call within 3 hours.
- On weekends and bank holidays, if notified 9am to 5pm, they guarantee to call within 4 hours.

If they don't achieve either of the above, they'll pay you £22.

Regulation 14 - Planned interruption of supply

If your local distribution company needs to interrupt your supply, they'll give you at least 2 days' notice. If they don't, you can claim by contacting them within one month of the failure. They'll pay £22 for domestic customers and £44 for business customers.

Regulation 15 - Voltage complaints

If you tell your local distribution company about a problem with your voltage, they'll either give you a written explanation within 5 working days or offer to come and investigate within 7 working days. If they don't, they'll pay you £22.

Regulation 21 - Compensation payments

In cases where a payment is automatically due to you, we, or your local distribution company, will send it to you within 10 working days, except in the case of “Supply restoration during severe weather”. In this case, we, or your local distributor, will issue payment as soon as is reasonably practicable. If that doesn’t happen, you’ll get another £22. Sometimes the Guaranteed Standards may not apply, including under exceptional circumstances, events beyond the distributor’s control, industrial action, and actions of third parties or not being able to gain access to premises. If any of these exemptions are invoked, your distributor will need to demonstrate that it had taken all reasonable steps to prevent the circumstances occurring and to prevent failure.

Making a Claim for Payment

Should you wish to make a claim under Regulation 5, 6, 7, 8, 11 or 14, please telephone your distributor 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 have a dispute with your distributor about whether you should receive a payment which you cannot resolve with them, 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.

Electricity Connection Standards

The following sections set out the guaranteed standards for metered connection services provided by your electricity distribution company which owns the electricity wires and cables by which electricity is supplied to your premises.

Provision of Quotations

If you ask your distributor for a quotation for a connection, they will provide this within the following timescales from when you have given them all the information that they need and paid them any fees.

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

| Type of Connection | Timescale (demand) | Timescale (generation) | Late payment per working day |
|--|--------------------|------------------------|------------------------------|
| Single domestic Low Voltage service demand connection or alteration (including moving a meter) | 5 working days | - | £10 |
| 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 | - | £10 |
| Other Low Voltage connections with Low Voltage works | 25 working days | 45 working days | £50 |
| Connections involving HV works | 35 working days | 65 working days | £100 |
| Connections involving EHV works | 65 working days | 65 working days | £150 |

Quotation Accuracy Scheme

This only applies to customers asking for a quotation for a single Low Voltage domestic service or for a small Low Voltage demand project.

Customers have the right to challenge the accuracy of their electricity distributor's quotation under the Quotation Accuracy Scheme. If the quotation is found to be inaccurate or incomplete, the distributor will make a fixed payment. They will provide you with a correct quotation and also refund you the amount of any overpayment you have made. If they have undercharged you, they will require you to repay the additional amount.

| Type of Connection | Payment |
|---|---------|
| Single domestic LV service connection or alteration (including moving a meter) | £250 |
| 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) | £500 |

Making Contact to Schedule Work and Completing Work for Single Low Voltage Services

Once your distributor has received written acceptance of their quotation and you have paid the full amount quoted, they 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 they contact you initially, for example if wayleaves or other consents are required. Please note: works on moving meters are not covered by this standard. If they fail to contact you, they will pay you £10 for each working day they 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 your request or agreement or as notified by your distributor (for example if severe weather causes them to postpone planned works, delays in obtaining wayleaves or other consents, or if prerequisite works have not been completed). Your distributor will complete the works on the agreed date. If they fail, they will pay you £25 for each working day they are late.

Making Contact to Schedule Work and Commencing and Completing Work for Other Low Voltage Connections, High Voltage and Extra High Voltage Connections

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

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

| Type of Connection | Timescale to make contact | Late payment |
|------------------------------------|---------------------------|--------------|
| Other LV connections with LV works | 7 working days | £50 |
| Connections involving HV works | 10 working days | £100 |
| Connections involving EHV works | 15 working days | £150 |

Your distributor 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 the distributor (for example if severe weather causes them to postpone planned works, if there are delays in obtaining wayleave consents, or if they are unable to undertake live working on their system for safety reasons or prerequisite works have not been completed). They will commence on-site work, complete the on-site works, and energise if required, on the agreed dates.

If your distributor fails to meet an agreed date they will pay you a fixed amount for each working day they 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 | £20 | £100 | £100 |
| Connections involving HV works | £20 | £150 | £150 |
| Connections involving EHV works | £20 | £200 | £200 |

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 | Emergency/ Supply Loss (24 hour) | Connection Enquiries** (Mon-Fri unless otherwise stated) | Website address |
|------|--|---|---|--|
| 10 | UK Power Networks – Eastern power Networks Plc Newington House, 237 Southwark Bridge Road, London SE1 6NP | 0800 783 8838 Mobile: 0333 202 2021 | 08456 014516 (09:00 to 17:00) | www.spenergynetworks.co.uk |
| 11 | Western Power Distribution – East Midlands Avonbank, Feeder Road, Bristol, BS2 0TB | 0800 6783 105 Mobile: 0330 123 5009 | 0845 724 0240 (08:30 to 17:00) | www.westernpower.co.uk |
| 12 | Northern Power Grid – North East Lloyds Court, 78 Grey Street, Newcastle Upon Tyne, NE1 6AF | 0800 66 88 77 Mobile: 0330 123 0877 | 0330 1010 444 (08:30 to 18:00) | www.northernpowergrid.com |

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

| MPAN | Company | Emergency/ Supply Loss (24 hour) | Connection Enquiries** (Mon-Fri unless otherwise stated) | Website address |
|------|---|---|---|---|
| 13 | <p>SP Energy Networks - Cheshire, Merseyside & North Wales</p> <p>3 Prenton Way, Prenton, CH43 3ET</p> | <p>0800 001 5400</p> <p>Mobile: 0330 1010 400</p> | <p>0300 1010 444</p> <p>(08:30 to 18:00)</p> | <p>www.spenergy networks.co.uk</p> |
| 14 | <p>Western Power Distribution - East Midlands</p> <p>Avonbank, Feeder Road, Bristol, BS2 0TB</p> | <p>0800 6783 105</p> <p>Mobile: 0330 123 5009</p> | <p>0845 724 0240</p> <p>(08:30 to 17:00)</p> | <p>www.westernpower .co.uk</p> |
| 15 | <p>Northern Power Grid - North East</p> <p>Lloyds Court, 78 Grey Street, Newcastle Upon Tyne, NE1 6AF</p> | <p>0800 66 88 77</p> <p>Mobile: 0330 123 0877</p> | <p>0330 1010 444</p> <p>(08:30 to 18:00)</p> | <p>www.northern powergrid.com</p> |

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| MPAN | Company | Emergency/ Supply Loss (24 hour) | Connection Enquiries** (Mon-Fri unless otherwise stated) | Website address |
|------|---|---|---|--|
| 16 | <p>Electricity North West</p> <p>304 Bridgewater Place, Birchwood Park, Warrington, WA3 6XG</p> | 0800 195 4141 | 0800 195 4141 (08:30 to 16:30) | www.enwl.co.uk |
| 17 | <p>SSE Power Distribution, North Scotland, Inveralmond House, 200 Dunkeld Road, Perth, Perthshire, PH1 3AQ</p> | 0800 300 999 Mobile: 0345 072 1901 | 08000 483 515 (08:00 to 20:00 Sat: 08:00-12:30) | www.ssepd.co.uk |
| 18 | <p>SP Energy Networks – Central & Southern Scotland</p> <p>1 Atlantic Quay, Robertson Street, Glasgow, G2 8SP</p> | 0800 092 9290 Mobile: 0330 1010 222 | 0330 1010 444 (08:30 to 18:00) | www.spenergy networks.co.uk |

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| MPAN | Company | Emergency/ Supply Loss (24 hour) | Connection Enquiries** (Mon-Fri unless otherwise stated) | Website address |
|------|--|--|---|--|
| 19 | UK Power Networks – South Eastern power Networks Plc Newington House, 237 Southwark Bridge Road, London SE1 6NP | 0800 783 8866 Mobile: 0333 202 2023 | 08456 014516 (09:00 to 17:00) | www.ukpowernetworks.co.uk |
| 20 | SSE Power Distribution, South England, 55 Vastern Road, Reading, RG1 8BU | 08000 72 72 82 Mobile: 0345 072 1905 | 08000 483 516 (08:00 to 20:00 Sat: 08:00-12:30) | www.ssepd.co.uk |
| 21 | Western Power Distribution South Wales Avonbank, Feeder Road, Bristol, BS2 0TB | 0800 6783 105 Mobile: 0330 123 5002 | 0845 601 3341 (08:00 to 18:00) | www.westernpower.co.uk |

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| MPAN | Company | Emergency/ Supply Loss (24 hour) | Connection Enquiries** (Mon-Fri unless otherwise stated) | Website address |
|------|--|---|---|--|
| 22 | Western Power Distribution South West Avonbank, Feeder Road, Bristol, BS2 0TB | 0800 6783 105 Mobile: 0330 123 5001 | 0845 601 2989 (08:00 to 18:00) | www.westernpower.co.uk |
| 23 | Northern Power Grid - Yorkshire Lloyds Court, 78 Grey Street, Newcastle Upon Tyne, NE1 6AF | 0800 37 56 75 Mobile: 0330 123 0675 | 0845 070 7172 (08:30 to 16:40) | www.northernpowergrid.com |
| 24 | Independent Power Networks Energy House, Woolpit Business Park, Bury St Edmunds, Suffolk, IP30 9UP | 0800 013 0849 | 01359 243 311 (Mon - Thurs: 08:30 to 17:00 Fri 08:30 to 16:30) | www.independentpowernetworks.co.uk |

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| MPAN | Company | Emergency/ Supply Loss (24 hour) | Connection Enquiries** (Mon-Fri unless otherwise stated) | Website address |
|------|--|--|---|--|
| 25 | ESP Electricity Ltd Hazeldean, Station Road, Leatherhead, Surrey, KT22 7AA | 0800 731 6945 | 01372 227560 (08.00 to 18.00) | www.espelectricity.com |
| 26 | Energetic Electricity International House, Stanley Boulevard, Hamilton International Technology Park, Glasgow, South Lanarkshire, G72 0BN | 0800 804 8688 | 01698 404640 (08:30-16:45) | www.energetics-uk.com |
| 27 | Electricity Network Co Ltd Energy House, Woolpit Business Park, Woolpit, Bury, St Edmunds, Suffolk, IP30 9UP | 0800 032 6990 | 01359 240363 (08:30 to 17:00) | www.gtc-uk.co.uk |

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| MPAN | Company | Emergency/ Supply Loss (24 hour) | Connection Enquiries** (Mon-Fri unless otherwise stated) | Website address |
|------|--|--|---|--|
| 28 | UK Power Networks (IDNO) Ltd Newington House, 237 Southwark Bridge Road, London SE1 6NP | 0800 171 2013 | 08456 014516 (09:00 to 17:00) | www.ukpowernetworks.co.uk |

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

Notification of Payment under Guaranteed Standards

If your local 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 10 working days of the failure. If they fail to make the payment within the above timescales you will be entitled to an additional £50.

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 your distributor's failure.

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 is available from your distributor or to download from their website.

Complaints

If you have a complaint about any aspect of your distributor's service please contact them. You will find their complaints handling procedure on their website or you can ring the general enquiry line to request a copy. If they are unable to resolve the matter with you, you can refer it to Ombudsman Services: Energy who can offer free independent advice on dispute resolution and will look at your complaint, but will expect you to let your distributor try to sort it out first. You can telephone Ombudsman Services: Energy on 0330 440 1624. You can find further information on the Ombudsman Services: Energy website www.os-energy.org.

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.

GT Guaranteed Standards

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.

| 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. | <p>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.</p> <p>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.</p> |
| | 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 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 |
|--|---|---|
| <p>GS3. Heating and cooking facilities for priority domestic customers</p> | <p>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).</p> <p>NOTE - this must be claimed within 3 months of failure</p> | <p>If the GT fails and you inform them of their failure within 3 months of the interruption you will receive a payment of £24.</p> |
| <p>GS13. Notification in advance of planned supply interruptions</p> | <p>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.</p> <p>NOTE - this must be claimed within 3 months of failure</p> | <p>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 nondomestic customer.</p> |

| Guaranteed Standard | Standard Description | Compensation for failure |
|--------------------------------|--|--|
| GS14. Responding to Complaints | <p>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.</p> <p>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.</p> | <p>If the GT fails to meet this standard you will receive a payment of £20 and £20 for each succeeding period of 5 working days thereafter, up to a maximum of £100.</p> <p>If the 20 day extension has been applied and the GT fails to meet this standard you will receive the compensation amounts set out above.</p> |

GT Connection 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 |
|--|---|--|
| 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 |
|---|---|--|
| GS5. Provision of non standard quotations (up to 275kWh) | If you request a nonstandard 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 nonstandard 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. | |
| GS7. Accuracy of quotations | <p>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.</p> <p>You can contact your GT on the details provided for further information on their accuracy scheme.</p> | 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. |

| Guaranteed Standard | Standard Description | Compensation for failure |
|--|--|---|
| GS9. Provision of commencement & substantial completion dates (up to 275kWh) | 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 | <p>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.</p> <p>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.</p> | 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 |

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

| 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 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.

GT Licence Standards (LS)

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 |
|---|---|-----------------------|
| <p>Standard Special Condition D10 - Quality of service standards.</p> <p>Paragraph 2(f) - Responding to telephone calls</p> | <p>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.</p> | <p>90%</p> |
| <p>Standard Special Condition D10 - Quality of service standards</p> <p>Paragraph 2(g) - Responding to gas emergencies</p> | <p>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:</p> <p>(a) All uncontrolled escapes/gas emergencies within 1 hour.</p> <p>(b) All controlled escapes/gas emergencies within 2 hours.</p> | <p>97%</p> <p>97%</p> |

| Gas Transporter Owner | Network area owned by Gas Transporter | % Performance achieved against Licence Standards in 2013/14 | | |
|--|---------------------------------------|---|---------------------------------------|-------------------------------------|
| | | 2(f) Telephone response times | 2(g) Response to uncontrolled escapes | 2(g) Response to controlled escapes |
| nationalgrid | East of England | 93.87% | 97.91% | 98.99% |
| | London | 93.87% | 97.72% | 98.53% |
| | North West | 93.87% | 98.52% | 99.23% |
| | West Midlands | 93.87% | 97.91% | 98.83% |
|  SGN | Scotland | 93.87% | 99.00% | 99.80% |
|  SGN | Southern | 93.87% | 98.50% | 99.50% |
|  WALES&WEST UTILITIES | Wales & West | 93.87% | 98.33% | 99.49% |

| Gas Transporter Owner | Network area owned by Gas Transporter | % Performance achieved against Licence Standards in 2013/14 | | |
|--|---------------------------------------|---|---------------------------------------|-------------------------------------|
| | | 2(f) Telephone response times | 2(g) Response to uncontrolled escapes | 2(g) Response to controlled escapes |
|  Northern Gas Networks | East of England | 93.87% | 97.91% | 98.99% |
| | London | 93.87% | 97.72% | 98.53% |
| | North | 93.87% | 98.52% | 99.23% |
| | West | 93.87% | 97.91% | 98.83% |
| | West Midlands | | | |

OTHER SERVICES PROVIDED FOR GAS CUSTOMERS

Each GT provides various services for 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:

| | |
|---|--|
|  nationalgrid | <p>Customer Centre – Enquiries team National Grid Brick Kiln Street Hinckley Leicestershire LE10 0NA Tel: 0845 070 0203</p> <p>email: customersupport@uk.ngrid.com</p> <p>National Grid gas complaint procedure www.nationalgrid.com/uk/Gas/About/complaints/</p> <p>www.nationalgrid.com</p> |
|---|--|



Northern Gas Networks
1100 Century Way
Thorpe Park Business Park
Colton
Leeds, LS15 8TU
Tel: 0845 634 0508

email: customer@northerngas.co.uk

www.northerngasnetworks.co.uk



SGN
2nd Floor
Inveralmond House
200 Dunkeld Road
Perth
PH1 3AQ

Tel: 0800 912 1700

email: customer@sgn.co.uk

SGN
2nd Floor
Inveralmond House
200 Dunkeld Road
Perth
PH1 3AQ

Tel: 0800 912 1700

email: customer@sgn.co.uk

www.sgn.co.uk



Customer Services
Wales & West Utilities
Wales & West House
Spooer Close
Celtic Springs
Coedkernew
Newport
NP10 8FZ

Tel: 0800 912 2999

email: enquiries@wwutilities.co.uk

www.wwutilities.co.uk

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 Electrical Emergencies

Please call the number on your bill
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 2013 to March 2014.

| Electricity supplied has been sourced from the following fuels: | Standard Description | Compensation for failure |
|---|--|--------------------------|
| 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 |

SSE Radioactive waste calculations 0.00014659 g per kWh. Carbon
SSE CO2 525 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

SSE Energy Supply Limited is authorised and regulated by the Financial Conduct Authority for certain consumer credit activities.

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

