

# Our Guaranteed Standards of Performance

We work hard to ensure that we always deliver the very highest levels of customer service. However, if you feel we haven't come up to scratch you may be entitled to compensation.

The energy regulator, Ofgem, sets performance standards for our sector, set out below. These are known in the industry as Guaranteed Standards of Performance (GSOP). These are our minimum service-level standards that cover restoration of supply, customer communications and connections. If we fail to meet these standards customers are entitled to receive compensation.

We will make payments to you directly, or via your gas supplier.

## Interruptions: Customers who face planned or unplanned interruptions to their gas supply

| Standard  | What the standard requires  | Compensation if we miss the standard  |
|---|---|---|
| <b>GS1 Restoring a gas supply after an unplanned interruption</b>     | If you are a domestic or a small non-domestic customer and your gas supply is interrupted, we will reconnect you within 24 hours.   | We will pay £65 for domestic customers and £105 for small non-domestic customers plus the same amount for each succeeding full 24 hour period until the supply is restored.                               |
| <b>GS3 Domestic customers on the Priority Services Register (PSR)</b> | If your gas supply is interrupted we will provide alternative heating and cooking facilities within 4 hours, or within 8 hours if 250 or more premises are affected. Where an unplanned interruption to gas supplies affects 250 or more customers and lasts longer than 48 hours we will offer a hot meal to priority service registered customers every 24 hours. We will also offer access to hot water to those customers who are medically dependent on water. | We will pay £50, plus an extra £50 for every 24 hour period without the offer of alternative provisions within the timescales set out, up to a maximum of £525 per customer until the supply is restored. |
| <b>G13 Prior notice of planned interruptions to gas supply</b>        | We'll give you at least 7 working days' notice before any planned interruption to your gas supply.  | We will pay £40 for domestic customers and £105 for non domestic customers.   |

## Reinstatement: Work to restore a customers' property to as close to how it was prior to our work as possible following our work

| Standard                                       | What the standard requires   | Compensation if we miss the standard  |
|--|--|---|
| <b>GS2 Reinstatement of customers premises</b> | Once we've completed any initiated work on your premises, the premises will be reinstated within 5 working days, or 3 working days if you are on the Priority Services Register (PSR). | We will pay £105 for domestic customers and £210 for non domestic customers. Plus the same amount for each period of 5 working days, or 3 working days for priority registered customers until reinstatement is complete. |

## Customer communications: Timely communication with our customers

| Standard                              | What the standard requires   | Compensation if we miss the standard  |
|---------------------------------------|--|---|
| <b>GS12 Notification and Payments</b> | Where we have failed any of the above Standards we will write to you and make the payment within 10 working days of the compensation becoming due.   | We will pay £40 in addition to any payments made under the other Guaranteed Standards.  |
| <b>GS14 Responding to complaints</b>  | Once we have received your complaint, we'll issue a detailed response within 5 working days. Where a site visit or third party enquiries are required, we will give you a first response within 5 working days and a full response within 10 working days. | We will pay £40 plus an extra £40 for each succeeding period of 5 working days until you receive a detailed response up to a maximum of £210. |

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## Connections: Connecting a new gas supply or isolating a new one. Or altering the position of a gas pipe

| Standard    | What the standard requires   | Compensation if we miss the standard   |  |
|-------------|--|--|--|
| <b>GS4</b>  | <b>Provision of standard quotations up to 275kWh</b>                           | If you request a standard quotation for a new connection or an alteration to an existing connection up to and including a flow rate of 275kWh per hour, or a disconnection up to 2 bar guage, with no site visit, we will issue the quotation within 4 working days.   | We will pay £20, plus an extra £20 for each working day after this quotation is received up to a sum, or £525, whichever is the lowest.  |
| <b>GS5</b>  | <b>Provision of non standard quotations up to 275kWh</b>                       | If you request a non standard quotation for a new connection or an alteration to an existing connection up to and including a flow rate of 275kWh per hour, or a diversion involving a single main not exceeding 75mbar of pressure and pipes less than 180mm in diameter, or other disconnections up to 2 bar guage, we will issue the quotation within 11 working days.      | We will pay £20, plus an extra £20 for each working day after this quotation is received up to a sum, or £525, whichever is the lowest.  |
| <b>GS6</b>  | <b>Provision of non standard quotations over 275kWh</b>                        | If you request a non-standard quotation for a new connection or an alteration to an existing connection up to and including a rate of flow of over 275kWh per hour or a diversion involving a single main not exceeding 75mbar or pressure and pipes less than 180mm in diameter, or other disconnections up to 2 bar guage, we will issue the quotation with 21 working days. | We will pay £40, plus an extra £40 for each working day after this up to a sum, or £1,050, whichever is the lowest.  |
| <b>GS7</b>  | <b>Accuracy of quotations</b>  | If we fail to provide an accurate quotation.   | We will refund you any overcharge.   |
| <b>GS8</b>  | <b>Response to Land Enquiries</b>  | We will respond to land enquiries for a new connection, the alteration of an existing connection, a disconnection or a diversion within 5 working days.  | We will pay £85 plus the same amount every working day until a response is received up to the maximum of £525 for connections up to and including 275kWh or a disconnection up to 2 bar guage with no site visit required. We will pay £1,050 per customer for connections exceeding 275kWh per hour, or other disconnections or a diversion.            |
| <b>GS9</b>  | <b>Provision of commencement and substantial completion dates up to 275kWh</b> | Within 17 days of you accepting our quotation, we'll specify the dates for starting and completing the work for connections and service alterations up to and including 275kWh.  | We will pay £40 plus the same amount for each working day after until you receive this information, up to the quotation sum or £525, whichever is the lowest.  |
| <b>GS10</b> | <b>Provision of commencement and substantial completion dates over 275kWh</b>  | Within 20 days of you accepting our quotation, we'll specify the dates for starting and completing the installation and commission or your supply, for connections over 275kWh.  | We will pay £85 plus the same amount for each working day after until you receive this information, up to the quotation sum, or £1,050, whichever is the lowest.   |
| <b>GS11</b> | <b>Substantial completion by agreed date</b>                                   | Where we have provided a date for installation and commission of a new connection or an alteration to an existing connection with contract sum of:- <ul style="list-style-type: none"> <li>i. up to and including £1000</li> <li>ii. over £1000 to £4000</li> <li>iii. over £4000 to £20000</li> <li>iv. over £20000 to £50000</li> <li>v. over £50000 to £100000</li> </ul>   | We will pay you: <ul style="list-style-type: none"> <li>i. £40 (capped at the lesser of £420 or the contract sum)</li> <li>ii. Lesser of £210 or 5% of the contract sum (capped at 50% of the contract sum)</li> <li>iii. £210 (capped at 50% of the contract sum)</li> <li>iv. £210 (capped at £10,490)</li> <li>v. £315 (capped at £18,880)</li> </ul> |