

## Guaranteed Standards of Performance (GSOP)

The industry regulator, Ofgem, works with all energy companies to set Guaranteed Standards. Customers are entitled to compensation if these Guaranteed Standards are not met.

As your energy supplier, our priority is to provide you with the highest standards of service covering your meter and bill. To do this, we must meet the Guaranteed Standards set by Ofgem, relating to:

- Making and keeping appointments;
- Fixing faulty credit meters;
- Fixing faulty prepayment meters;
- Reconnection after disconnection for debt;
- Issuing a final bill;
- Issuing final bill credit refunds;
- Erroneous transfers;
- 15 working day switches.

If we fail to provide you with a service that meets these standards, we will pay you compensation.

### Appointments

Our engineers may occasionally need to visit your property, either at your request, or whenever we need to carry out work in accordance with our supplier obligations. When we visit your property in relation to an appointment to do with your gas and/or electricity we will try our best to keep to a reasonable timeframe of four hours between 8am - 6pm Monday-Friday excluding weekends and bank holidays. If required we can also offer two hour time slots on request. We will also ensure that the engineer has the necessary skill, experience and resource to do what is scheduled to be done.

Unfortunately, despite our best efforts, there are occasions where things can go wrong. If we cannot make your appointment or we cancel or rearrange with less than one working days' notice without your consent, we will compensate domestic and microbusiness customers £30 within 10 working days. If we fail to do this, a further £30 payment will follow.

### **Faulty Credit Meters**

If you believe your gas or electricity meter is not functioning correctly, please notify us as soon as possible so we can take appropriate action within 5 working days of you contacting us. This may mean that we will book an engineer appointment within an agreed timeframe to get your meter back up and running.

Our telephone lines operate Mon-Thurs 9am – 1pm & 1:45pm – 5pm, Fri 9am – 1pm & 2pm – 5pm (excluding bank holidays). If we receive your notification outside of working hours the 5 working day timeframe will commence the next working day.

If we fail to honour the above, you will be entitled to £30 compensation and this will be applicable to domestic customers only. If your compensation is not paid to you within 10 working days, we will issue you an additional £30.

### **Faulty Pre-payment Meters**

If you have a gas or electricity pre-payment meter which you believe is functioning incorrectly, please notify us as soon as possible to reach an outcome within a desired timeframe.

If you have lost supply of gas or electricity, on a weekday we will investigate within 3 hours and 4 hours on weekends and bank holidays.

If you have not lost supply of gas or electricity we will investigate within 3 hours on a weekday and 4 hours on weekends and bank holidays. We will then take the appropriate action to investigate whether your meter is faulty and restore or replace the faulty meter.

Our telephone lines operate Mon-Thurs 9am – 1pm & 1:45pm – 5pm, Fri 9am – 1pm & 2pm – 5pm (excluding bank holidays). If we receive your notification outside normal working hours, the 3 or 4 hour timescale will run from the start of the next working day.

If we fail to honour the above, you will be entitled to £30 compensation and this will be applicable to domestic customers only. If your compensation is not paid to you within 10 working days, we will issue you an additional £30.

### **Reconnection**

If your gas or electricity supply has been disconnected by us due to non-payment of charges we will reconnect you in 24 hours following an agreement to pay the full amount of outstanding charges. This may include our reasonable expenses, paying a security deposit or agreeing to a repayment plan in relation to the relevant charges.

If any of the above payments are made outside of working hours the reconnection will commence the next working day. If we fail to meet this standard, we will pay you compensation of £30 within 10 working days, you will be entitled to a further £30 if we fail to pay you your initial compensation amount. Applicable to domestic customers only.

### **Distributed payments**

Sometimes, we may be required to pass on a payment to you from a gas transporter or electricity distributor if either of their individual activities disrupt your supply. In such case we will pass on the payment to you on their behalf within 10 working days, however, if we fail to do so in the allotted timeframe, we will be pay you an additional £30.

### **Issuing a final bill**

You should expect to receive your final bill within 6 weeks of your energy supply leaving us. If we fail to send you your final bill within this timeframe, we will pay you £30 compensation within 10 working days. If your compensation is not paid to you within 10 working days, we will issue you a further £30. Applicable to domestic customers only.

This will not apply to customers who have been erroneously transferred as these customers are separately protected under the Guaranteed Standards.

### **Issuing final bill credit refunds**

Once you receive your final bill, you may be owed your credit balance back from us. We will issue this amount as a credit refund within 10 working days of sending you your final bill (or corrected/re-issued final bill). This will only apply to you if you have transferred to another supply or have moved out of a property we supply. If we fail to pay your credit balance back within this timeframe, we will compensate you £30. If your compensation is not paid to you within 10 working days, we will issue you a further £30. Applicable to domestic customers only.

This will not apply to customers who have been erroneously transferred as these customers are separately protected under the Guaranteed Standards.

### **Erroneous Transfers**

An erroneous transfer occurs when your energy supply is taken over by mistake and you gain a new energy supplier, without a valid contract. The reasons for this can vary and is often the result of human error.

In the event of an erroneous transfer, we will compensate you £30. If your compensation is not paid to you within 10 working days, we will issue you a further £30. Applicable to domestic customers only.

## 15 Working Day Switch

We will ensure your energy supply is switched over to us within 15 working days of receiving the information we need for the switch. If we fail to switch your supply within the allotted timeframe, we will pay you £30 compensation. If your compensation is not paid to you within 10 working days, we will issue you a further £30. Applicable to domestic customers only.

## Payment obligations and exemptions or limitations to obligations

If we fail to meet any of the above standards, we will compensate you a standard £30 payment within 10 working days. If we fail to do so a further £30 additional payment will follow.

However, there may be circumstances, in which we are not obliged to make the payments under the following exemptions:

- If there is a genuine dispute between you and us regarding standard or additional payments.
- If you inform us you would like no further action to be taken.
- If you fail to pay additional charges in relation to debt, disconnection & reconnection.
- If you are not in for the arranged visit or refuse to allow access for the agreed appointment.
- If the meter has been tampered with.
- If unforeseen circumstances occur, out of our control, for example extreme weather conditions.
- If conditions are unsafe and impracticable.
- Issuing a final bill: if there is a dispute over your billing.
- 15 working day switches: if we have reason to believe there is evidence of fraudulent behaviour relating to a switch or the switch is delayed for reasons outside of our control.

As your supplier we will take all reasonable steps to ensure that any of the above exemptions and circumstances are prevented when possible.

## Related Documents

[The Electricity and Gas \(Standards of Performance\) \(Suppliers\) Regulations 2015](#)

[Electricity Act 1989](#)

[Gas Act 1986](#)