

**What you can
expect from your
energy supplier**

Information on EDF's guaranteed standards of service



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This booklet is only meant to be a guide and doesn't impose any extra obligations on us. If you'd like full details of the relevant standards of performance, you can get them from www.legislation.gov.uk.

Our Guaranteed Standards

Making and keeping our appointments with you

If we need to make an appointment to come to your house, we promise to make the appointment within a reasonable time frame and keep it. We'll give you a four-hour time slot between 8am and 8pm Monday to Friday or between 9am to 5pm on a Saturday or Sunday; a limited service applies during public holidays. If you ask us to, we'll try to give you a two-hour time slot, although we might not always be able to do this. Any representative visiting your house will have the right skills and materials to undertake the work required.

If we don't do what we said we would

If we don't follow the above (or cancel or rearrange it with less than one working day's notice) we'll give you £30 compensation. The above standard applies to both residential and business customer appointments*.

If your credit meter has a fault

If you think your meter isn't working properly, get in touch with us as soon as you can. Within five working days of hearing from you, we'll investigate to see if your meter may be operating incorrectly. This may or may not involve a visit to your house. If you'd like us to, we will confirm the outcome of this investigation to you in writing. If there is a fault with your credit meter, we'll agree a timescale with you to complete the work.

If we don't do what we said we would

If we don't follow the above we'll give you £30 compensation. The above standard applies to residential customers only.

Prepayment Meter faults

If you think your meter isn't working properly, get in touch with us as soon as you can and we'll investigate to see if your meter may be operating incorrectly. If you phone between 8am and 8pm on Monday to Friday (excluding bank holidays) we'll investigate within three hours. If you call between 9am and 5pm on a Saturday, Sunday or bank holiday, we'll investigate within four hours.

This may or may not involve a visit to your house. If there is a fault with your prepayment meter, we'll agree a timescale with you to complete the work.

If you have no supply, before calling us, first check your prepayment meter hasn't run out of credit. Then make sure your fuses and trip switch (if you have one) are working. You could also ask your neighbours if their gas/electricity is working.

If we don't do what we said we would

If we don't follow the above we'll give you £30 compensation. The above standard applies to residential customers only.

If you smell gas or are concerned about a gas safety matter please call National Grid free on 0800 111 999.

*Micro business - "Micro Business Consumer" means a Non-Domestic Customer:
(a) which is a "relevant consumer" (in respect of premises other than domestic premises) for the purposes in article 2(1) of The Gas and Electricity Regulated Providers (Redress Scheme) Order 2008 (S.I. 2008/2268); or
(b) which has an annual consumption of not more than 100,000 kWh.

Getting your supply back if we disconnected you (Reconnection)

If we disconnect you because you haven't paid your bill or got in touch with us to talk about the situation, we'll reconnect you within 24 hours* if you do one of the following:

- pay the amount you owe us in full, including any outstanding energy and service charges (you can pay by cash, debit card, banker's draft or building society cheque)
- agree a repayment plan
- agree to have a prepayment meter installed to pay back your debt. We'll set the meter to collect the amount you owe in weekly instalments you can afford. You'll also be able to use the meter to pay for your gas and/or electricity as you use it so you avoid getting into any more debt.

If we don't do what we said we would

If we don't follow the above we'll give you £30 compensation. The above standard applies to residential customers only.

Getting compensation from electricity distributors or gas transporters

If your electricity distributor or gas transporter decides they need to pay you compensation (for example if there's a power cut that's their fault), they'll give this money to us to pass on to you. We'll make sure you get the money within the 10 working days after we receive it.

If we don't do what we said we would

If we don't follow the above we'll give you £30 compensation.

Switching

When you agree a valid contract and we have all the information needed to start your switch, we will complete your switch:

- within 5 working days if you choose to switch within your cooling off period
- within 5 working days of the end of the cooling off period if you choose to switch after your cooling off period

This standard applies to residential customers only.

If we don't do what we said we would

If we don't follow the above we'll give you £30 compensation.

Erroneous transfers

If you notify us that you believe you have been switched to another supplier or you have been switched to us without a valid contract, we will investigate this.

We will work with the other supplier involved to investigate this and agree within 20 working days whether you have been transferred without a valid contract.

Where you contacted us, we will contact you within 20 working days and confirm the outcome of our investigation. Where, following investigation, we agree to return you to your old supplier we will do this within 21 working days of the date this is agreed with the other supplier.

This standard applies to residential customers only.

If we don't do what we said we would

If we find that we have switched you to us without a valid contract we'll give you £30 compensation. If we don't meet the timescales above we'll give you £30 compensation.

*if you make a payment outside of working hours the 24 hours to reconnect you starts at the beginning of the next set of working hours.

Final billing

If you switch to a new supplier we will send you a final bill within 6 weeks of your contract end date.

If you move out of your property we will send you a final bill within 6 weeks of your move out date. If your move out date is in the past, we will send you a final bill within 6 weeks from the date you tell us about this.

This standard applies to residential customers only.

If we don't do what we said we would

If we don't follow the above we'll give you £30 compensation.

Credit balances

If your final bill is accurate and in credit when you switch supplier or move home we will refund this within 10 working days

This standard applies to residential customers only.

If we don't do what we said we would

If we don't follow the above we'll give you £30 compensation.

Payments and additional payments

If we owe you compensation, you'll receive it within 10 working days of our failure. And if we don't pay you this in that time, we'll give you another £30 within 10 working days. (This doesn't include any payments for meter disputes.)

Some exceptions to the above

There are some situations where the promises we've made might not apply. For example, if the same failure is ongoing, then we only need to pay you the £30 compensation once. If we make a mistake and don't pay you this money in 10 working days, then we only have to give you one extra payment of £30. If we've made one appointment to do two things (e.g. if we make one appointment to talk to you about a bill and to fix something) and we miss it, then we only have to give you one compensation payment. And, if we haven't kept an appointment that relates to a faulty credit meter, prepayment meter or a reconnection then we only have to give you one compensation payment (e.g. you receive payment for the missed appointment only, not for the element that relates to another standard).

Here are some other circumstances where we don't have to give you the £30.

- If you're already in a dispute with us over whether or not we owe you compensation.
- If you tell us you don't want us to take any action (or further action) over a problem.
- If you don't let us in when we've arranged to visit you, or you ask us not to come and check on a faulty credit or prepayment meter.
- If we think that you've made an appointment or call-out for a faulty meter when you knew there wasn't an issue with it.
- If you or somebody else has tampered with your meter.
- If you owe us money and we're shortly going to disconnect your supply.
- If something has happened which is outside our control (like bad weather, or action by people who aren't employed by us).
- If we can't get access to your home when we visit.
- If there are circumstances which mean we'd need to break a regulation or law to do the work we need to.
- You will not receive any compensation if your switch was as a result of a last resort supplier direction issued by the regulator.
- If you provide us with incomplete or inaccurate information that means we are unable to issue you information by post or electronically.

- The amount or method of receiving a refund is subject to an ongoing dispute.
- There is otherwise a delay in refunding the credit balance due to events outside of our control.
- We are missing information relating to the person living at the premises e.g. Owner/ Occupier account.
- If we are missing information required to initiate your switch e.g. Post Code / address information.
- If your final meter reading is under dispute.
- If we hold a valid contract but agree to return you to your previous supplier as a goodwill gesture.

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

October 2023

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 as amended by the Electricity (Standards of Performance) (Amendment) Regulations 2023, insofar as those regulations relate 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 guaranteed 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 if we are not 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 guaranteed 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 failure payment arrangements apply for the aspects we undertake; and
- b) Where reinforcement is required due to the installation of approved equipment (such as small-scale generation) at domestic premises or small businesses where no modification to the physical connection is required and no connection charge is made

Where a new demand connection includes the installation of a single micro-generator (previously known as a small-scale generation unit (SSEG)), the relevant demand standards will apply. Where a new demand application includes the installation of multiple micro-generators or large-scale (G99, previously known as 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 the Quotation Accuracy Scheme.

Provision of Budget Estimates

If you ask us for a desk-top budget estimate of connection costs that does not require a visit, we will provide this within the following timescales from when you have given us all the information that we need and paid us any applicable fees, including any connection offer expenses that we may require.

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 £75.

Provision of Quotations

If you ask us for a quotation (i.e. 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, including any connection offer expenses that we may require.

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	-	£20
Small project demand connection (domestic developments of 2 - 4 units requiring no LV network extension; or domestic developments of 1 - 4 units requiring LV network extension; or single premises of any kind requiring 2 or 3 phase connections requiring no LV network extension, in all cases involving LV only and whole-current metering)	15 working days	-	£20
Other LV connections with LV works	25 working days	45 working days	£75
Connections involving HV works	35 working days	65 working days	£160
Connections involving EHV works	65 working days	65 working days	£235

Quotation Accuracy Scheme

This only applies to customers asking for a quotation for a single LV service demand connection or for small-project demand connections.

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

Type of Connection	Payment
Single LV service demand connection or alteration (including work associated with moving a meter)	£395
Small-project demand connection (domestic developments of 2 - 4 units requiring no LV network extension; or domestic developments of 1 - 4 units requiring LV network extension; or single premises of any kind requiring 2- or 3-phase connections requiring no LV extension, in all cases involving LV only and whole-current metering)	£785

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

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

If we fail to contact you, we will pay you £20 for each working day we are late.

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

If we fail, we will pay you £40 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 of work as specified in the quotation), we will contact you 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	£75
Connections involving HV works	10 working days	£160
Connections involving EHV works	15 working days	£235

We will agree dates to commence the work, complete the work (or a phase of the work as specified in the quotation) and if required energise the supply. These dates may be varied at the customer's request or by agreement or as notified by us (for example if severe weather causes us to postpone planned works, if there are delays in obtaining 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 works, 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	£30	£160	£160
Connections involving HV works	£30	£235	£235
Connections involving EHV works	£30	£315	£315

Notification of Payment under Guaranteed Standards

If we fail to meet any of the guaranteed standards we will make your payment by cheque, by electronic transmission, including by bank transfer, if you provide us with your bank details in order for us to do so, or as a credit to your connection invoice within the following timescales:

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

If we fail to make the payment within the required timescale, we will send you an additional £75.

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 and you are making a complaint in that capacity in respect of services we have provided, you can refer it to the Energy Ombudsman. This is a free and independent dispute-resolution service.

The Energy Ombudsman is able to offer free independent advice and will look at your complaint but will expect you to let us try to sort it out first. You can telephone the Energy Ombudsman on 0330 440 1624. You can find further information on the Ombudsman Services 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 to meet the relevant standard.

Contacting Your Electricity Distributor

For further information about any of the guaranteed standards, or if you would like to request a service from us, please telephone us on the relevant number below. If you are unsure of who your distributor is, please refer to an electricity bill from your supplier.

Please note if you ring or email us outside normal working hours, we will treat your enquiry as having been received at the start of business on the next working day.

Where we have indicated willingness to accept requests by telephone for estimates and quotations, such requests are covered by these guaranteed standards.

Performance Information

Performance against these guaranteed standards, including the levels of failure payments made, is published from time to time by the National Association of Citizens Advice Bureaux and Consumer Scotland.

Company	Area	Connections Enquiries (Mon-Fri) (unless otherwise stated)	Customer Relations No. (Mon-Fri)	Website Address
National Grid Electricity Distribution	East Midlands	0800 096 3080 (9am to 5pm)	0800 096 3080 (9am to 5pm)	www.nationalgrid.co.uk
National Grid Electricity Distribution	West Midlands	0800 096 3080 (9am to 5pm)	0800 096 3080 (9am to 5pm)	www.nationalgrid.co.uk
National Grid Electricity Distribution	South Wales	0800 096 3080 (9am to 5pm)	0800 096 3080 (9am to 5pm)	www.nationalgrid.co.uk
National Grid Electricity Distribution	South West England	0800 096 3080 (9am to 5pm)	0800 096 3080 (9am to 5pm)	www.nationalgrid.co.uk
UK Power Networks – Eastern Power Networks PLC	East Anglia	0203 324 1460 (8.30am to 5pm)	Customer Care 0800 028 4587 8.30am to 5pm	www.ukpowernetworks.co.uk
UK Power Networks – London Power Networks PLC	London	0203 324 1460 (8.30am to 5pm)	Customer Care 0800 028 4587 8.30am to 5pm	www.ukpowernetworks.co.uk
UK Power Networks – South Eastern Power Networks PLC	South East England	0203 324 1460 (8.30am to 5pm)	Customer Care 0800 028 4587 8.30am to 5pm	www.ukpowernetworks.co.uk
Northern Powergrid (Northeast) PLC	The Northeast & most of North Yorkshire	0800 011 3433 8am to 8pm Sat: 9am to 5pm	0800 781 8848 24 hours	www.northernpowergrid.com
Northern Powergrid (Yorkshire) PLC	West, South & East Yorkshire & Northern Lincolnshire	0800 011 3433 8am to 8pm Sat: 9am to 5pm	0800 781 8848 24 hours	www.northernpowergrid.com
Scottish Hydro Electric Power Distribution	North Scotland	08000 483 515 8am to 5pm	0800 9801 395 Mon-Fri 8am to 8pm Saturday 8am to 5pm	www.ssen.co.uk
Southern Electric Power Distribution	South England	08000 483 516 8am to 5pm	0800 9801 395 Mon-Fri 8am to 8pm Saturday 8am to 5pm	www.ssen.co.uk
SP Energy Networks	Central & Southern Scotland	0845 270 0785 8.30am to 4.45pm	0330 1010 444	www.spenergynetworks.co.uk
SP Energy Networks	Merseyside, Cheshire & North Wales	0845 270 0783 8.30am to 4.45pm	0330 1010 444	www.spenergynetworks.co.uk
Electricity North West	North West England	0800 988 1730 (Mon-Thur 8am to 5pm 8am to 4.30pm)	0800 048 1820 9am to 5pm	www.enwl.co.uk
Electricity Network Co Ltd	UK	01359 243311 8am to 5pm	01359 243311 8am to 5pm Emergency - 0800 032 6990	www.gtc-uk.co.uk
ESP Electricity Ltd	Great Britain	01372 587500 8am to 5pm	01372 587500 8am to 5pm	www.espug.com
Independent Power Networks Ltd	Great Britain	01359 243311 8am to 5pm	01359 243311 8am to 5pm Emergency - 0800 032 6990	www.gtc-uk.co.uk
Last Mile Electricity Ltd	Great Britain	03300 587 440 8.30am to 4.45pm	03300 587 440 8.30am to 4.45pm	www.lastmile-uk.com
Leep Electricity Networks Ltd	North West	0345 122 6786	0345 122 6786	www.leeputilities.co.uk/electricity
Harlaxton Energy Networks Ltd	Great Britain	0800 055 6288	0800 055 6288	www.harlaxtonenergynetworks.co.uk
UK Power Distribution	Great Britain	0800 311 8074 8.30am to 5pm	0800 311 8074 8.30am to 5pm	www.ukpowerdistribution.co.uk
Eclipse Power Networks Ltd	Great Britain	01234 486487	01234 486487	www.eclipsepower.co.uk
Energy Assets Ltd	Great Britain	01254 819600	01254 819600	www.energyassets.co.uk
Fulcrum Electricity Assets Ltd	Great Britain	0808 1644 714	0808 1644 714	www.fulcrum.co.uk
Indigo Power Limited	Great Britain	0345 300 2314	0118 436 2510	www.indigonetworks.co.uk
MUA Electricity Ltd	Great Britain	020 7267 4366	020 7267 4366	www.murphygroup.co.uk
Optimal Power Networks Ltd	Great Britain	0345 078 3237 or email OPNConnections@sse.com	0345 078 3237 or email OPNGeneralEnquiries@sse.com	www.optimalpowernet-works.com
Utility Assets Ltd	Great Britain	01234 764652	01234 764652	www.utilityassets.co.uk
Vattenfall Networks Ltd	Great Britain	020 3955 5140	020 3955 5140	networks.vattenfall.co.uk

Guaranteed Standards of Performance Customer Payment Scheme



September 2023

Introduction

This document sets out the guaranteed standards scheme operated by the electricity distribution companies. These standards have been set by the energy regulator Ofgem in accordance with the Electricity (Standards of Performance) Regulations 2015, as amended by the Electricity (Standards of Performance) (Amendment) Regulations 2023.

If we (the electricity distribution companies) fail to meet these standards, you are entitled to receive a payment. In most cases we make payments automatically, but in some cases where we may be unaware that we have failed, you need to make a claim.

Your supplier keeps us informed of your customer contact details. Please ensure that you provide up-to-date details to your supplier as we use information such as the bill payer's name to make automatic payments.

Exclusions

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, for example, when prevented from accessing our equipment by the emergency services or other utilities, due to severe weather conditions such as flooding, snowdrifts or fallen trees, or due to an impediment such as parked cars, skips, scaffolding or locked gates. In some cases we may not have been able to identify the customers affected by supply interruptions.

If any of these exemptions are invoked, we will need to demonstrate that we had taken all reasonable steps to prevent the exceptional circumstances occurring and to prevent failure of the relevant standard. In some cases where we need access to your property to restore your supply, you may ask us to delay the work and agree an alternative timescale for restoration.

If you are supplied via a landlord's private cable or a private network (i.e. one that is not operated under an electricity distribution licence), these standards do not apply. However, the standards do apply if you are supplied via an Independent Distribution Network Operator (IDNO) network, in which case we will arrange for payment to be made via your IDNO.

These standards do not apply to unmetered supplies or for generation export MPANs. There are separate guaranteed standards relating to unmetered supplies, and connections work.

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 you are without electricity for more than a continuous period of 12 hours, we will arrange for you to receive a £90 payment if you are a domestic customer or £175 if you are a non-domestic customer. You will also receive a further £40 for each additional 12-hour period that you are off 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 you are without electricity for more than a continuous period of 24 hours, we will arrange for you to receive a £90 payment if you are a domestic customer or £175 if you are a non-domestic customer. You will also receive a further payment of £40 for each additional 12-hour period that you are off supply up to a maximum of £360.

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 as defined below:

Category of severe weather	Definition
Category 1 (medium events)	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.
	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.
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.

If you are without electricity for more than a continuous period of 24 or 48 hours from the time we are aware of the problem we will arrange for you to receive an £80 payment (for both domestic and non-domestic customers). You will also receive a further £40 for each additional 6-hour period that you are off supply. The maximum payment you will receive is £2,000. These payments will be made as soon as reasonably practicable.

Regulation 8 - Rota Disconnections

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

If we fail, we will arrange for you to receive a £90 payment if you are a domestic customer or £175 if you are a non-domestic customer.

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 12-month period starting on 1 April, you are entitled to a £90 payment. Because our systems are currently unable to readily provide us with this information, you must make a valid claim for this payment by the end of June following 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 reason for your loss of supply is due to a failure of the main fuse between the incoming supply cable and your meter, we will attend your premises within 3 hours on weekdays if you notify us between 7am and 7pm. At weekends and on bank holidays we will attend within 4 hours if you contact us between 9am and 5pm. If you notify us outside these times, we will treat your call as if we had received it at the start of the next day.

If we fail to attend within the prescribed period, we will arrange for you to receive a £35 payment.

Regulation 12 - Notice of Planned Supply Interruption

If we need to switch off your power to carry out planned maintenance work on our network, we will give you at least 2 calendar days' notice. This may be a letter, a card or a text or email, delivered to the address or contact details held on our records. We will always give as much notice of a planned interruption as possible, even if we know we've already failed the standard.

If we fail to give you 2 days' notice or we switch your electricity off on a different day, then you can make a claim within 1 month of the failure. You will receive a payment of £35 if you are a domestic customer or £70 if you are a non-domestic customer.

Exclusions

If we have provided you with estimated times when we plan to switch off your supply, and we switch you off at an earlier time on the same day or take longer than expected before we switch you back on, we have not failed the standard, even if the amount of time you are off supply exceeds 12 hours.

If we have to cancel the planned work, we will notify you of the rescheduled date. However, if we cancel at short notice and we do not notify you of the cancellation, we have not failed the standard.

Regulation 13 - Voltage Complaints

If you report that you believe that the voltage of the electricity to your premises is operating beyond the permitted limits (+/-6% of 230V), we will send you an explanation within 5 working days or offer to visit you to investigate within 7 working days. If you call after 4pm on a working day, we will treat the enquiry as being received on the next working day.

If we offer to visit your premises, we must keep the appointment.

If we fail to respond within the required timescales or fail to attend the appointment, we will arrange to make you a £35 payment.

Regulation 17 - Appointments

If we need to visit you at your property, or if you request a visit from us for any reason, you will be offered an appointment during the morning or afternoon or within a two-hour time band. However, this standard does not apply to visits relating to connections work.

If we fail to make or keep an appointment, we will arrange for you to receive a £35 payment.

Regulation 19 - Notification of Payment under Guaranteed Standards

We will notify you 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 you payment 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. We will make your payment by cheque or by bank transfer if you provide us with your bank details for us to do so.

If we fail to make the required payment to you or your supplier within the above timescales, we will arrange for you to receive an additional £35.

Contacting your Electricity Distributor to Make a Claim for Payment

To make a claim for payment, please telephone us on the general enquiries number or via the website 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 are unsure of who your distributor is, please refer to an electricity bill from your supplier or search “Who is my network operator UK” for the Electricity Network Association search facility.

If you 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. 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 and you are a domestic or small non-domestic customer and you are making a complaint in that capacity in respect of services we have provided, you can refer it to the Energy Ombudsman. This is a free and independent dispute-resolution service.

The Energy Ombudsman is able to offer free independent advice and will look at your complaint but will expect you to let us try to sort it out first. You can telephone the Energy Ombudsman on 0330 440 1624. You can find further information on the Ombudsman Services website: www.ombudsman-services.org/energy

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

Company	Area	Emergency/ Supply Loss (24 hour)	Connections Enquiries (Mon-Fri) (unless otherwise stated)	Customer Relations No. (Mon-Fri)	Website Address
National Grid Electricity Distribution	East Midlands	105	0800 096 3080 (9am to 5pm)	0800 096 3080 (9am to 5pm)	www.nationalgrid.co.uk
National Grid Electricity Distribution	West Midlands	105	0800 096 3080 (9am to 5pm)	0800 096 3080 (9am to 5pm)	www.nationalgrid.co.uk
National Grid Electricity Distribution	South Wales	105	0800 096 3080 (9am to 5pm)	0800 096 3080 (9am to 5pm)	www.nationalgrid.co.uk
National Grid Electricity Distribution	South West England	105	0800 096 3080 (9am to 5pm)	0800 096 3080 (9am to 5pm)	www.nationalgrid.co.uk
UK Power Networks – Eastern Power Networks PLC	East Anglia	105	0203 324 1460 (8.30am to 5pm)	Customer Care 0800 028 4587 8.30am to 5pm	www.ukpowernetworks.co.uk
UK Power Networks – London Power Networks PLC	London	105	0203 324 1460 (8.30am to 5pm)	Customer Care 0800 028 4587 8.30am to 5pm	www.ukpowernetworks.co.uk
UK Power Networks – South Eastern Power Networks PLC	South East England	105	0203 324 1460 (8.30am to 5pm)	Customer Care 0800 028 4587 8.30am to 5pm	www.ukpowernetworks.co.uk
Northern Powergrid (Northeast) PLC	The Northeast & most of North Yorkshire	105	0800 011 3433 8am to 8pm Sat: 9am to 5pm	0800 781 8848 24 hours	www.northernpowergrid.com
Northern Powergrid (Yorkshire) PLC	West, South & East Yorkshire & Northern Lincolnshire	105	0800 011 3433 8am to 8pm Sat: 9am to 5pm	0800 781 8848 24 hours	www.northernpowergrid.com
Scottish Hydro Electric Power Distribution	North Scotland	105	08000 483 515 8am to 5pm	0800 9801 395 Mon-Fri 8am to 8pm Saturday 8am to 5pm	www.ssen.co.uk
Southern Electric Power Distribution	South England	105	08000 483 516 8am to 5pm	0800 9801 395 Mon-Fri 8am to 8pm Saturday 8am to 5pm	www.ssen.co.uk
SP Energy Networks	Central & Southern Scotland	105	0845 270 0785 8.30am to 4.45pm	0330 1010 444	www.spenergynetworks.co.uk
SP Energy Networks	Merseyside, Cheshire & North Wales	105	0845 270 0783 8.30am to 4.45pm	0330 1010 444	www.spenergynetworks.co.uk
Electricity North West	North West England	105	0800 988 1730 (Mon-Thur 8am to 5pm 8am to 4.30pm)	0800 048 1820 9am to 5pm	www.enwl.co.uk
Electricity Network Co Ltd	UK	105	01359 243311 8am to 5pm	01359 243311 8am to 5pm Emergency - 0800 032 6990	www.gtc-uk.co.uk
ESP Electricity Ltd	Great Britain	105	01372 587500 8am to 5pm	01372 587500 8am to 5pm	www.espug.com
Independent Power Networks Ltd	Great Britain	105	01359 243311 8am to 5pm	01359 243311 8am to 5pm Emergency - 0800 032 6990	www.gtc-uk.co.uk
Last Mile Electricity Ltd	Great Britain	105	03300 587 440 8.30am to 4.45pm	03300 587 440 8.30am to 4.45pm	www.lastmile-uk.com
Leep Electricity Networks Ltd	North West	105	0345 122 6786	0345 122 6786	www.leeputilities.co.uk/electricity
Harlaxton Energy Networks Ltd	Great Britain	105	0800 055 6288	0800 055 6288	www.harlaxtonenergynetworks.co.uk
UK Power Distribution	Great Britain	105	0800 311 8074 8.30am to 5pm	0800 311 8074 8.30am to 5pm	www.ukpowerdistribution.co.uk
Eclipse Power Networks Ltd	Great Britain	0800 0548 192	01234 486487	01234 486487	www.eclipsepower.co.uk
Energy Assets Ltd	Great Britain	105	01254 819600	01254 819600	www.energyassets.co.uk
Fulcrum Electricity Assets Ltd	Great Britain	105	0808 1644 714	0808 1644 714	www.fulcrum.co.uk
Indigo Power Limited	Great Britain	105	0345 300 2314	0118 436 2510	www.indigonetworks.co.uk
MUA Electricity Ltd	Great Britain	105	020 7267 4366	020 7267 4366	www.murphygroup.co.uk
Optimal Power Networks Ltd	Great Britain	0800 107 6930 or email on OPNEmer- gencies@sse.com	0345 078 3237 or email OPNConnections@sse.com	0345 078 3237 or email OPNGeneralEnquiries@ sse.com	www.optimalpowernet-works.com
Utility Assets Ltd	Great Britain	105	01234 764652	01234 764652	www.utilityassets.co.uk
Vattenfall Networks Ltd	Great Britain	105	020 3955 5140	020 3955 5140	networks.vattenfall.co.uk

Gas Transportation Customer Standards of Performance

2022/23



Introduction

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

The standards cover:

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

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

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





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

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 number helpline (during the hours which they telephone calls 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 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% 97%

The performance achieved by each GT for the period 1 April 2022 to 31 March 2023 is shown in the table on the next page.

Gas Transporter Owner	Network area owned by Gas Transporter	% Performance achieved against Licence Standards in 2022/23		
		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)
 Your Gas Network	East of England	90%	97.1%	97.7%
	London	90%	95.2%	94.9%
	North West	90%	96.0%	96.5%
	West Midlands	90%	97.6%	97.8%
 Your gas. Our network.	Scotland	90%	97.2%	96.6%
	Southern	90%	91.9%	92.9%
	Wales & West	90%	99.4%	98.6%
	Northern	90%	99.5%	99.7%

2023/24 - Guaranteed Standards of Performance (GSOP)

Compensation payments for failure to meet Guaranteed Standards are paid automatically when the GT fails the standard. Please note the payment values are subject to increase year on year due to CPIH (Consumer Prices Index).

Non-Connection Guaranteed Standards

Guaranteed Standard	Standard Description	Compensation for failure
GS1. Supply restoration	<p>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.</p> <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.</p>	<p>If the GT fails you will receive a payment of £70 if you are a domestic customer, and £70 for each additional complete 24 hour you are without gas.</p> <p>If you are a non-domestic customer, (and your annual gas consumption does not exceed 73,200kWh) the payment will be £115 for the failure and £115 for each additional complete 24 hour you are without gas.</p>
GS2. Reinstatement of customer's premises	<p>If the GT initiates work on your premises, your premises will be permanently reinstated within 5 working days of the completion of the engineering work or 3 working days where the customer has been a priority domestic customer for more than thirty days prior to the start of the relevant event;</p>	<p>If the GT fails you will receive a payment of £115 if you are a domestic customer, and £115 for each succeeding period of 5 working days or 3 working days for PSR customers thereafter.</p> <p>If you are a non-domestic customer, the payment will be £230 for the failure and £230 for each succeeding period of 5 working days thereafter.</p>
GS3. Heating and cooking facilities for priority domestic customers	<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 within 8 hours where more than 250 customers are affected. Where the interruption affects 250 or more customers and lasts longer than 48 hours, the GT should offer (after the initial 48 hours):</p> <ul style="list-style-type: none"> Access to a hot meal every 24 hours to all priority domestic customers. Access to hot water every 24 hours where customers are medically dependent on showering and water dependent for medical reasons. <p>(Note: The period from 10:00pm – 6:00am is excluded)</p>	<p>If the GT fails you will receive a payment of £55 and £55 for each complete 24-hour period until the provisions are in place, up to a maximum of £570.</p>

Non-Connection Guaranteed Standards Continued

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 7 working days before the interruption occurs.	If the GT fails, you will receive a payment of £45 if you are a domestic customer and £115 if you are a non-domestic customer.
GS14. Responding to Complaints	If you complain to a GT in writing or over the telephone, the GT will respond substantively to your complaint within 5 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.	If the GT fails you will receive a payment of £45 and £45 for each succeeding period of 5 working days thereafter, up to a maximum of £230

Connections Guaranteed Standards

If you request a new connection or service alteration the following standards apply. In addition to these Guaranteed Standards, the GTs listed in this document are also required to meet Licence Conditions (under Standard Special Condition D10 of their Licence) and should achieve these standards in 90% of cases.

Guaranteed Standard	Standard Description	Compensation for failure
GS4 Provision of standard quotations (up to 275kWh disconnections <2 bar gauge)	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 and ≤275kWh, disconnections less than 2 bar gauge, the GT will issue it within 4 working days.	If the GT fails, you will receive a payment of £25 and an additional £25 for each succeeding working day up to the quotation sum or £570 whichever is lowest.
GS5 Provision of non- standard quotations (up to 275kWh disconnections <2 bar gauge)	GTs are required to provide a nonstandard quotation within 11 working days of receiving a request for a quotation for a new connection, or an alteration to an existing connection up to and including 275kWh per hour and other disconnections less than 2 bar gauge.	If the GT fails, you will receive a payment of £25 and an additional £25 for each succeeding working day up to the quotation sum or £570 whichever is lowest.
GS6 Provision of non- standard quotations (greater than 275kWh disconnections ≥2 bar gauge, diversions)	GTs are required to provide a nonstandard quotation within 21 working days of receiving a request for a quotation for a new connection, or an alteration to an existing connection exceeding 275kWh per hour, diversions, and a disconnection greater than or equal to 2 bar gauge.	If the GT fails, you will receive a payment of £45 and an additional £45 for each succeeding working day up to the quotation sum or £1,140 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	If the quotation is found to be inaccurate in accordance with the GTs published accuracy scheme, the GT will reissue you with a correct quotation and any overcharge paid will be refunded. You can contact your GT on the details provided for further information on their accuracy scheme.	If the quotation is found to be inaccurate in accordance with the GTs published accuracy scheme then you will be entitled to payment(s) under GS4, GS5 or GS6 until an accurate quote is issued.
GS8 Responses to land enquiries	If you ask for a Land Enquiry from your GT in relation to a new connection or an alteration to an existing connection the GT will issue a response within 5 working days.	If the GT fails, you will receive a payment of £90. Further payment each subsequent working day during which the failure continues, up to a cap of: £570 per customer, for connections ≤275kWh per hour, or a disconnection less than 2 bar gauge with no site visit required, or £1,140 per customer, for connections >275kWh per hour, or other disconnections greater than or equal to 2 bar gauge.
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 17 working days for commencement and substantial completion of this work	If the GT fails, you will receive a payment of £45 and an additional £45 per working day thereafter up to the quotation sum or £570 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 £90 and an additional £90 per working day thereafter up to the quotation sum or £1,140 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	£45 per day	Up to lesser of £455 or contract sum
Up to & incl. £4k	Lesser of £230 per day or 5% of contract sum	Up to 50% of the contract sum
Up to & incl. £20k	£230 per day	Up to 50% of the contract sum
Up to & incl. £50k	£230 per day	Capped at £11,420
Up to & incl. £100k	£345 per day	Capped at £20,555
Note: for GS9, GS10 & GS11 these standards do not apply where you have specifically asked your GT to delay the work.		

Failure Payment

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 10 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 £45 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 Standard Exclusions

There are 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.

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 Care Team Customer Centre Cadent Brick Kiln Street Hinckley Leicestershire LE10 ONA</p> <p>Tel: 0800 389 5555</p> <p>email: wecare@cadentgas.com www.cadentgas.com</p>		<p>Northern Gas Networks 1100 Century Way Thorpe Park Business Park Colton Leeds LS15 8TU</p> <p>Tel: 0800 040 7766</p> <p>email: customer@northerngas.co.uk www.northerngasnetworks.co.uk</p>
	<p>SGN Customer Service Stroma Suite Grampian House Perth PH1 3XX</p> <p>Tel: 0800 912 1700</p> <p>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</p> <p>Tel: 0800 912 2999</p> <p>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*** (0800 371787 - minicom)

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

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

October 2023

Introduction

This guide sets out the standards for unmetered services to street lighting or street furniture provided by the electricity distribution company that owns the electricity wires and cables by which electricity is supplied to your equipment. In this document the electricity distribution company is referred to as “we” and “us”. This guide summarises the Electricity (Connection Standards of Performance) Regulations 2015, as amended by the Electricity (Standards of Performance) (Amendment) Regulations 2023, insofar as those regulations relate to unmetered connections.

Ofgem, the industry regulator, sets the standards. If we fail to meet these standards then you are entitled to receive a payment.

These standards apply to authorities responsible for street lighting and street furniture, referred to in this document as “you”. These standards do not apply to schemes involving more than 100 units of street lighting or other street furniture, or street lighting or street furniture schemes requiring HV works.

These standards do not apply if you have entered into a separate bilateral agreement with the electricity distributor in respect of performance standards.

Sometimes the standards may not apply including:

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

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

Unmetered Connection Standards

Fault Repairs

If you notify us of a fault affecting your unmetered equipment such that we need to carry out a repair to our equipment, we will respond in the following timescales. If we fail to meet the standard, we will make the appropriate payment.

Service	Fault Repairs - street lighting or street furniture	
Type of Connection	Timescale	Failure Payment
Works to remove immediate danger to the public or property arising from the electricity distribution network	Attend on site within 2 hours	£75
High-priority fault repair involving traffic lights	Restore supplies within 2 calendar days	£20 per working day late
High-priority fault repair not involving traffic lights	Restore supplies within 10 working days	£20 per working day late
Multiple-unit fault repair to street lights	Restore supplies within 20 working days	£20 per working day late
Single-unit fault repair to street lights or street furniture	Restore supplies within 25 working days	£20 per working day late

Provision of Works

If you ask us for an individual quotation for a connection scheme outside our published standard charges, we will provide this within 25 working days from when you have given us all the information that we need and paid us any applicable fees, including any connection offer expenses that we may require.

If we fail, we will pay you £20 for each working day we are late.

Completing New Works

a) Works on New Site

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

If we fail, we will pay you £20 for each working day we are late completing the scheme.

b) Works in an Existing Adopted Highway

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

If we fail, we will pay you £20 for each working day we are late completing the scheme.

Notification of Payment under Guaranteed Standards

If we fail to meet any of the standards we will make your payment by cheque, by electronic transmission, including by bank transfer, if you provide us with your bank details in order to do so, or as a credit to your connection invoice, within 10 working days of the working day after the day of the failure (for emergency-response fault repairs) or within 10 working days of completing the service (for all other standards covered by this document).

If we fail to make the payment within the above timescales, we will send you an additional £75.

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

Disputes

If you have a dispute that you cannot resolve with us about whether you should receive a payment, you may refer the case to the Office of Gas and Electricity Markets (Ofgem), the independent regulator for the electricity industry, to request a formal decision.

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

Contacting Your Electricity Distributor

To request a service from us, please telephone us on the relevant number below. Further contact details are available on our website.

Please note if you ring or email us outside normal working hours, we will treat your request as having been received at the start of business on the next working day.

Where we have indicated willingness to accept requests for quotations by telephone, such requests are covered by the 'provision of quotations' standard referred to above.

Performance Information

Performance against these guaranteed standards, including the levels of failure payments made, is published from time to time by the National Association of Citizens Advice Bureaux and Consumer Scotland.

Company	Area	Emergency/ Supply Loss (24 hour)	Connections Enquiries (Mon-Fri) (unless otherwise stated)	Customer Relations No. (Mon-Fri)	Website Address
National Grid Electricity Distribution	East Midlands	105	0800 096 3080 (9am to 5pm)	0800 096 3080 (9am to 5pm)	www.nationalgrid.co.uk
National Grid Electricity Distribution	West Midlands	105	0800 096 3080 (9am to 5pm)	0800 096 3080 (9am to 5pm)	www.nationalgrid.co.uk
National Grid Electricity Distribution	South Wales	105	0800 096 3080 (9am to 5pm)	0800 096 3080 (9am to 5pm)	www.nationalgrid.co.uk
National Grid Electricity Distribution	South West England	105	0800 096 3080 (9am to 5pm)	0800 096 3080 (9am to 5pm)	www.nationalgrid.co.uk
UK Power Networks – Eastern Power Networks PLC	East Anglia	105	0203 324 1460 (8.30am to 5pm)	Customer Care 0800 028 4587 8.30am to 5pm	www.ukpowernetworks.co.uk
UK Power Networks – London Power Networks PLC	London	105	0203 324 1460 (8.30am to 5pm)	Customer Care 0800 028 4587 8.30am to 5pm	www.ukpowernetworks.co.uk
UK Power Networks – South Eastern Power Networks PLC	South East England	105	0203 324 1460 (8.30am to 5pm)	Customer Care 0800 028 4587 8.30am to 5pm	www.ukpowernetworks.co.uk
Northern Powergrid (Northeast) PLC	The Northeast & most of North Yorkshire	105	0800 011 3433 8am to 8pm Sat: 9am to 5pm	0800 781 8848 24 hours	www.northernpowergrid.com
Northern Powergrid (Yorkshire) PLC	West, South & East Yorkshire & Northern Lincolnshire	105	0800 011 3433 8am to 8pm Sat: 9am to 5pm	0800 781 8848 24 hours	www.northernpowergrid.com
Scottish Hydro Electric Power Distribution	North Scotland	105	08000 483 515 8am to 5pm	0800 9801 395 Mon-Fri 8am to 8pm Saturday 8am to 5pm	www.ssen.co.uk
Southern Electric Power Distribution	South England	105	08000 483 516 8am to 5pm	0800 9801 395 Mon-Fri 8am to 8pm Saturday 8am to 5pm	www.ssen.co.uk
SP Energy Networks	Central & Southern Scotland	105	0845 270 0785 8.30am to 4.45pm	0330 1010 444	www.spenergynetworks.co.uk
SP Energy Networks	Merseyside, Cheshire & North Wales	105	0845 270 0783 8.30am to 4.45pm	0330 1010 444	www.spenergynetworks.co.uk
Electricity North West	North West England	105	0800 988 1730 (Mon-Thur 8am to 5pm 8am to 4.30pm)	0800 048 1820 9am to 5pm	www.enwl.co.uk
Electricity Network Co Ltd	UK	105	01359 243311 8am to 5pm	01359 243311 8am to 5pm Emergency - 0800 032 6990	www.gtc-uk.co.uk
ESP Electricity Ltd	Great Britain	105	01372 587500 8am to 5pm	01372 587500 8am to 5pm	www.espug.com
Independent Power Networks Ltd	Great Britain	105	01359 243311 8am to 5pm	01359 243311 8am to 5pm Emergency - 0800 032 6990	www.gtc-uk.co.uk
Last Mile Electricity Ltd	Great Britain	105	03300 587 440 8.30am to 4.45pm	03300 587 440 8.30am to 4.45pm	www.lastmile-uk.com
Leep Electricity Networks Ltd	North West	105	0345 122 6786	0345 122 6786	www.leeputilities.co.uk/electricity
Harlaxton Energy Networks Ltd	Great Britain	105	0800 055 6288	0800 055 6288	www.harlaxtonenergynetworks.co.uk
UK Power Distribution	Great Britain	105	0800 311 8074 8.30am to 5pm	0800 311 8074 8.30am to 5pm	www.ukpowerdistribution.co.uk
Eclipse Power Networks Ltd	Great Britain	0800 0548 192	01234 486487	01234 486487	www.eclipsepower.co.uk
Energy Assets Ltd	Great Britain	105	01254 819600	01254 819600	www.energyassets.co.uk
Fulcrum Electricity Assets Ltd	Great Britain	105	0808 1644 714	0808 1644 714	www.fulcrum.co.uk
Indigo Power Limited	Great Britain	105	0345 300 2314	0118 436 2510	www.indigonetworks.co.uk
MUA Electricity Ltd	Great Britain	105	020 7267 4366	020 7267 4366	www.murphygroup.co.uk
Optimal Power Networks Ltd	Great Britain	0800 107 6930 or email on OPNEmer- gencies@sse.com	0345 078 3237 or email OPNConnections@sse.com	0345 078 3237 or email OPNGeneralEnquiries@ sse.com	www.optimalpowernetworks.com
Utility Assets Ltd	Great Britain	105	01234 764652	01234 764652	www.utilityassets.co.uk
Vattenfall Networks Ltd	Great Britain	105	020 3955 5140	020 3955 5140	networks.vattenfall.co.uk