



WHAT YOU CAN EXPECT FROM YOUR ENERGY SUPPLIER

Information on EDF Energy's guaranteed
standards of service

WHAT YOU'LL FIND IN HERE

This booklet tells you about the service you can expect from:

EDF Energy, as your energy supplier

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The Network Operators

- electricity distributors

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- gas transporters

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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.

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 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.

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.

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 you refuse access or request that you don't want to be visited for a faulty credit or prepayment meter
- If there are circumstances which mean we'd need to break a regulation or law to do the work we need to.

METERED CONNECTIONS GUARANTEED
STANDARDS OF SERVICE FOR
ELECTRICITY DISTRIBUTION COMPANIES IN
ENGLAND, WALES & SCOTLAND

May 2018

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 No.698 (in relation to metered demand connections) and the Direction under Distribution Licence Condition 15A (in relation to generation connections).

Ofgem, the industry regulator, sets the guaranteed standards. If we fail to meet these standards you (“you” being a domestic or non-domestic customer) are entitled to receive a payment.

Sometimes the guaranteed standards may not apply including under exceptional circumstances, events beyond our control, industrial action, actions of third parties or not being able to gain access to premises. If any of these exemptions are invoked, we will need to demonstrate that we had taken all reasonable steps to prevent the circumstances occurring and to prevent failure.

These standards do not apply:

- a) Where some of the connections work is to be carried out by an independent connections provider. Separate service standards and compensation arrangements apply for the aspects we undertake 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 small-scale generation unit (SSEG), the relevant demand standards will apply. Where a new demand application includes the installation of multiple SSEG generation or large-scale (G59) generation, the relevant generation standards will apply.

CONNECTION GUARANTEED STANDARDS

We guarantee our key connection services. The guarantees apply to new or modified connections. However, please note that works solely associated with moving a customer’s meter are only included within the scope of ‘modified connections’ for the purposes of Budget Estimates, Quotations and 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 £65.

Provision of Quotations

If you ask us for a quotation (ie a formal offer of terms) for a connection, we will provide this within the following timescales from when you have given us all the information that we need and paid us any applicable fees, 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	–	£15
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	–	£15
Other LV connections with LV works	25 working days	45 working days	£65
Connections involving HV works	35 working days	65 working days	£135
Connections involving EHV works	65 working days	65 working days	£200

Quotation Accuracy Scheme

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

Customers have the right to challenge the accuracy of their quotation under the Quotation Accuracy Scheme. If the quotation is found to be inaccurate or incomplete, we will make a fixed payment 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)	£335
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)	£670

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

Once we have received written acceptance of our quotation and you have paid the 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 standard.

If we fail to contact you we will pay you £15 for each working day we are late.

Once a date is agreed to complete the works (or a phase of works specified in the quotation), this may be varied at the customer's request or 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 £35 for each working day we are late.

Making Contact to Schedule Work and Commencing and Completing Work for all Other LV Connections, HV and EHV Connections

Once we have received written acceptance of our quotation and you have paid the full amount quoted (or an amount for phases of work as specified in the quotation), we will contact you to arrange to discuss dates to carry out the work.

It may not always be possible to agree dates when we contact you initially, for example if wayleaves or other consents are required.

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

Type of Connection	Timescale to make contact	Late payment per working day
Other LV connections with LV works	7 working days	£65
Connections involving HV works	10 working days	£135
Connections involving EHV works	15 working days	£200

We will agree dates to commence the 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 work, complete the on-site works, and energise if required, on the agreed dates.

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

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

Notification of Payment under Guaranteed Standards

If we fail to meet any of the standards we will make your payment by cheque, by electronic transmission or as a credit to your connection invoice, within 10 working days of the failure (for budget estimates and quotations), within 10 working days of a quotation being found to be incomplete or inaccurate (for the quotation accuracy scheme) and within 10 working days of completion of the job (for all the other standards covered by this document).

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

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 Ombudsman Services: Energy. This is a free and independent dispute-resolution service.

Ombudsman Services: Energy 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 Ombudsman Services: Energy on 0330 440 1624. You can find further information on the Ombudsman Service website: www.ombudsman-services.org/energy

Disputes

If you are unable to resolve a dispute with us about whether you should receive a payment, you may refer the case to the Office of Gas and Electricity Markets (Ofgem), the independent regulator for the electricity industry, to request a formal decision.

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

Performance Information

Performance against these guaranteed standards, including the levels of compensation paid out, is published from time to time by the National Association of Citizens Advice Bureaux and Association of Citizens Advice Scotland.

Company	Area	Connections Enquiries (Mon-Fri) (unless otherwise stated)	Customer Relations No. (Mon-Fri) (unless otherwise stated)	Website Address
Western Power Distribution East Midlands:	East Midlands	0845 7240240 (09:00 to 17:00)	0800 096 3080 (09:00 to 17:00)	www.westernpower.co.uk
Western Power Distribution West Midlands	West Midlands	0845 7240240 (09:00 to 17:00)	0800 096 3080 (09:00 to 17:00)	www.westernpower.co.uk
Western Power Distribution South Wales	South & West Wales	0845 601 3341 (09:00 to 17:00)	0800 096 3080 (09:00 to 17:00)	www.westernpower.co.uk
Western Power Distribution South West	South West England	0845 601 2989 (09:00 to 17:00)	0800 096 3080 (09:00 to 17:00)	www.westernpower.co.uk
UK Power Networks – Eastern Power Networks plc	East Anglia	0800 029 4280 (09:00 to 17:00) (for homeowners or business connections - select option 3) 0800 029 4282 (08:00 to 17:00) (for commercial, multiple units or large electricity demand - select option 1)	0800 028 4587 (08:30 to 17:00)	www.ukpowernetworks.co.uk
UK Power Networks – London Power Networks plc	London	0800 029 4280 (09:00 to 17:00) (for homeowners or business connections - select option 3) 0800 029 4282 (08:00 to 17:00) (for commercial, multiple units or large electricity demand - select option 1)	0800 028 4587 (08:30 to 17:00)	www.ukpowernetworks.co.uk
UK Power Networks – South Eastern Power Networks plc	South East England	0800 029 4280 (09:00 to 17:00) (for homeowners or business connections - select option 3) 0800 029 4282 (08:00 to 17:00) (for commercial, multiple units or large electricity demand - select option 1)	0800 028 4587 (08:30 to 17:00)	www.ukpowernetworks.co.uk
Northern Powergrid (Northeast) Ltd	The Northeast & most of North Yorkshire	0800 011 3433 (08:00 to 20:00) Sat: 09:00 to 17:00	0800 781 8848 (24hours)	www.northernpowergrid.com
Northern Powergrid (Yorkshire) plc	West, South & East Yorkshire & northern Lincolnshire	0800 011 3433 (08:00 to 20:00) Sat: 09:00 to 17:00	0800 781 8848 (24hours)	www.northernpowergrid.com
Scottish Hydro Electric Power Distribution	North Scotland	08000 483 515 (08:00 to 17:00)	0800 9801 395 Mon-Fri 08:00 to 20:00 Saturday 08:00 to 17:00	www.ssen.co.uk
Southern Electric Power Distribution	South England	08000 483 516 (08.00 to 17.00)	0800 9801 395 (Mon-Fri 08:00 to 20:00 Saturday 08:00 to 17:00)	www.ssen.co.uk

Company	Area	Connections Enquiries (Mon-Fri) (unless otherwise stated)	Customer Relations No. (Mon-Fri)	Website Address
SP Energy Networks	Central & Southern Scotland	0845 270 0785 (08:30 to 16:45)	0330 1010 444	www.spenergynetworks.co.uk/
SP Energy Networks	Merseyside, Cheshire & North Wales	0845 270 0783 (08:30 to 16:45)	0330 1010 444	www.spenergynetworks.co.uk/
Electricity North West	North West England	0800 048 1820 (Mon – Thur 08.00 to 17.00 Fri 08.00 to 16.30)	0800 048 1820 (09:00 to 17:00)	enwl.co.uk
Electricity Network Co Ltd	UK	0135 924 3311 (08:00 to 17:00)	0135 924 3311 (08:00 to 17:00)	www.gtc-uk.co.uk
ESP Electricity Ltd	Great Britain	01372 587 500 (08.00 - 18.00)	01372 587 500 (08.00 - 18.00)	www.espug.com
Independent Power Networks	Great Britain	0845 055 6199 (08:00 to 17:00)	0845 055 6199 (08:00 to 17:00)	www.independentpowernetworks.co.uk
Energetics Electricity	Great Britain	03300 587 452 (08:30-16:45)	03300 587 452 (08:30-16:45)	www.energetics-uk.com
Leep Electricity Networks Ltd	North West	08451 226 786	08451 226 786 (Mon-Fri)	www.leeputilities.co.uk/electricity
Harlaxton Energy Networks Ltd	Great Britain	0844 800 1813	0844 800 1813	www.harlaxtonenergynetworks.co.uk
UK Power Distribution	Great Britain	0844 740 0074 (Mon-Fri 08:30 – 17:00)	0844 740 0074 (Mon-Fri 08:30 – 17:00)	www.ukpowerdistribution.co.uk
Eclipse Power Networks Limited	Great Britain	01234 486487	01234 486487	eclipsepower.co.uk/networks/
Energy Assets Networks Limited	Great Britain	01506 405405	01506 405405	www.energyassets.co.uk/
Energy Assets Power Networks Limited	Great Britain	01506 405405	01506 405405	www.energyassets.co.uk/
Fulcrum Electricity Assets Limited	Great Britain	03330 146466	03330 146466	www.fulcrum.co.uk/
Murphy Power Distribution Limited	Great Britain	020 7267 4366	020 7267 4366	www.murphygroup.co.uk/
Utility Assets Limited	Great Britain	01234 764652	01234 764652	www.utilityassets.co.uk/
Vattenfall Networks Limited	Great Britain	079767 83587	079767 83587	networks.vattenfall.co.uk/

GUARANTEED STANDARDS OF PERFORMANCE FOR METERED DEMAND CUSTOMERS OF ELECTRICITY DISTRIBUTION COMPANIES IN ENGLAND, WALES & SCOTLAND

May 2018

Introduction

In accordance with the Electricity (Standards of Performance) Regulations 2015, this document sets out the guaranteed standards of your electricity distribution company, which owns the electricity wires and cables by which electricity is supplied to your premises. Distributors are not responsible for meter reading or billing – your supplier does this.

Ofgem, the industry regulator, sets the guaranteed standards. If we, (the electricity distribution company) fail to meet these standards you (“you” being a domestic or non domestic customer) are entitled to receive a payment. We can either make payments via your electricity supplier or directly to you.

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

Sometimes the guaranteed standards may not apply due to events beyond our control, such as the actions of third parties, being unable to gain access to premises or our own equipment, being unable to identify the customers affected by supply interruptions and, in some cases, severe weather. If any of these exemptions are invoked, we will need to demonstrate that we had taken all reasonable steps to prevent the exceptional circumstances occurring and to prevent failure of the relevant standard. If you are a 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.

GUARANTEED STANDARDS

Regulation 5 - Supply Restoration during Normal Weather

If your electricity supply fails during normal weather conditions because of a problem on our distribution system we will restore it within 12 hours of first becoming aware of the problem.

If we fail, we will arrange for you to receive £75 if you are a domestic customer or £150 if you are a business customer. You will also receive a further £35 for each additional 12 hours you are without supply.

Regulation 6 - Supply Restoration during Normal Weather – Incidents affecting 5,000 customers or more

If your electricity supply fails during normal weather conditions because of a single incident on our distribution system affecting 5,000 premises or more, we will restore it within 24 hours of first becoming aware of the problem.

If we fail, we will arrange for you to receive £75 if you are a domestic customer or £150 if you are a business customer. You will also receive a further payment of £35 for each additional 12-hour period that you are off supply up to a maximum of £300.

Regulation 7 - Supply Restoration during Severe Weather

If your electricity supply fails because of a problem on our distribution system due to severe weather we will restore it within the period prescribed by the Regulations dependent upon the scale of the event:-

Category of severe weather	Definition
Category 1 (medium events)	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.
Category 3 (very large events)	For severe weather events affecting a very large number of customers as specified in the Regulations – 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 we fail we will arrange for you to receive £70 (for both domestic and business customers). You will also receive a further £70 for each additional 12 hours you are without supply. The maximum payment you will receive is £700. These payments will be made as soon as reasonably practicable.

Regulation 8 – Rota Disconnections

On very rare occasions there may be supply shortages in your locality and your electricity supply may need to be interrupted on a rota basis in order to share the available load. We aim to minimize the amount of time that your supply would be affected in such cases. We will, at any rate, ensure 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 £75 if you are a domestic customer or £150 if you are a business 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 single year (12-month period) starting on 1 April, you are entitled to a £75 payment. You must make a valid claim for this payment within three months of the end of the year to which the claim applies. In order for your claim to be verified you will need to provide the address of the premises affected and the dates of the electricity supply failures. Incidents for which a payment has already been made cannot be included in your claim.

Regulation 11 - Distributor's Fuse

If you report information that leads us to believe that the main fuse between the incoming supply cable and your meter has or might have failed, we will attend your premises within 3 hours on weekdays if you notify us between 7am and 7pm. At weekends and 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 we will arrange for you to receive a £30 payment.

Regulation 12 - Notice of Planned Supply Interruption

If we need to switch off your power to work on our network for planned maintenance work we will give you at least 2 days' notice. This is normally a letter delivered to the address 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 claim (within 1 month of the failure) £30 if you are a domestic customer or £60 if you are a business customer.

Regulation 13 - Voltage Complaints

If you report a problem with the voltage of the electricity to your premises we will send you an explanation within 5 working days or offer to visit you to investigate within 7 working days. (Should you call after 4pm on a working day, we will treat the enquiry as being received the following day).

If we fail we will arrange for you to receive a £30 payment.

Regulation 17 – Appointments

Should we need to visit you, or should you request a visit from us for any reason, you will be offered an appointment during the morning or afternoon or within a two-hour time band. However, this standard does not apply to visits arising out of the application of the Electricity (Connection Standards of Performance) Regulations 2015.

If we fail to make or keep an appointment we will arrange for you to receive a £30 payment.

Regulation 19 - Notification of Payment under Guaranteed Standards

We will notify you, or your supplier, of any guaranteed standards that we have failed to meet (other than those for which you have to make a claim for payment). In any case, we will send your payment either directly to you or to your electricity supplier within 10 working days of becoming aware of the failure except in the case of Regulation 7, Supply Restoration during Severe Weather, when we will issue payment as soon as is reasonably practicable.

If we fail to make the required payment to you or your supplier within the above timescales, we will arrange for you to receive an additional £30.

Making a Claim for Payment

Should you wish to make a claim under Regulation 5, 6, 7, 8, 10 or 12, please telephone us for details of how to claim on the general enquiries number listed in the section on “Contacting your Electricity Distributor”. If you make a claim outside the hours listed, your claim will be treated as if you had called on the next working day.

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

Contacting your Electricity Distributor

For further information about any of the guaranteed standards, or if you would like to enquire about a service provided by us, please telephone us on the number below. If you are unsure of who your distributor is, please refer to an electricity bill from your supplier. Please note if you ring or email us outside normal working hours, we will treat this as having been received at the start of business on the next working day.

Codes of Practice

Electricity distributors have statements that describe services available to customers. These might include services for customers who are blind, deaf or hearing impaired, for customers who depend on electricity for health reasons and for customers who require a password during appointments for extra security. A copy of our statements is available free of charge from us or can be downloaded from our website.

Complaints

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

Ombudsman Services: Energy 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 Ombudsman Services: Energy on 0330440 1624. You can find further information on the Ombudsman Services website: www.ombudsman-services.org/energy

Performance Information

Performance against these guaranteed standards, including the levels of compensation paid out, is published from time to time by the National Association of Citizens Advice Bureaux and Association of Citizens Advice Scotland at www.citizensadvice.org.uk

GAS TRANSPORTATION CUSTOMER STANDARDS OF PERFORMANCE 2017/18

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.

GUARANTEED STANDARDS OF PERFORMANCE (GSOP)

Most compensation payments for failure to meet Guaranteed Standards are paid automatically when the GT fails the standard. However, for some standards customers must make a claim to the GT using the contact details at the end of this document. The table below indicates which standards must be claimed by customers.

NON-CONNECTIONS GUARANTEED STANDARDS

Guaranteed Standard	Standard Description	Compensation for failure
GS1. Supply restoration	If you are a domestic customer and your gas supply is interrupted as a result of a failure, fault or damage to your GTs pipeline system you will be reconnected/ gas will be available at your property within 24 hours.	If the GT fails you will receive a payment of £30 if you are a domestic customer, and £30 for each additional complete 24 hour you are without gas up to a maximum of £1000. If you are a non-domestic customer, (and your annual gas consumption does not exceed 73,200kWh) the payment will be £50 for the failure and £50 for each additional complete 24 hour you are without gas up to a maximum of £1000.
	Note for GS1: If you are a non-domestic customer and your annual gas consumption exceeds the 73,200kWh threshold, you are entitled to similar payments to GS1 but under alternative arrangements.	
GS2. Reinstatement of customer's premises	If the GT initiates work on your premises, your premises will be permanently reinstated 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.
GS3. Heating and cooking facilities for priority domestic customers	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). NOTE – this standard must be claimed within 3 months of failure	If the GT fails and you inform them of their failure within 3 months of the interruption you will receive a payment of £24.
GS3. Heating and cooking facilities for priority domestic customers	When the GT carries out planned work to replace pipes or maintain the integrity of the gas system, they may need to interrupt your gas supply, if so, your GT will inform you of the date they expect to interrupt you and the reason why your supply needs to be interrupted, at least 5 working days before the interruption occurs. NOTE – this standard must be claimed within 3 months of failure	If the GT fails and you inform them of their failure within 3 months of the interruption you will receive a payment of £20 if you are a domestic customer and £50 if you are a non-domestic customer.
GS14. Responding to Complaints	If you complain to a GT in writing or over the telephone, the GT will respond substantively to your complaint within 10 working days of receiving your complaint. However, if a visit to your premises or additional information from a 3rd party is required to enable resolution of the complaint, the GT will issue an initial written response within 10 working days of receiving your complaint to explain this situation and will then respond substantively within 20 working days from receipt of the complaint.	If the GT fails you will receive a payment of £20 and £20 for each succeeding period of 5 working days thereafter, up to a maximum of £100. If the 20-day extension has been applied and the GT fails to meet it, you will receive the compensation amount.

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)	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.
GS5 Provision of non-standard quotations (up to 275kWh)	If you request a non-standard quotation from your GT for a new connection or an alteration to an existing connection up to and including a rate of flow of 275kWh, the GT will issue it within 11 working days.	If the GT fails you will receive a payment of £10 and an additional £10 for each succeeding working day up to the quotation sum or £250 whichever is lowest.
GS6 Provision of non-standard quotations (greater than 275kWh)	If you request a non -standard quotation from your GT for a new connection or an alteration to an existing connection exceeding a rate of flow of 275kWh, the GT will issue it within 21 working days.	If the GT fails you will receive a payment of £20 and an additional £20 for each succeeding working day up to the quotation sum or £500 whichever is lowest.
	Note for GS4, GS5 & GS6: these standards do not apply where the information you provided to your GT was incorrect or incomplete or where consents are required from third parties.	
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 £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.
GS9 Provision of commencement & substantial completion dates (up to 275kWh)	If the GT receives an accepted quotation for a new connection or an alteration to an existing connection up to and including a rate of flow of 275kWh, it will offer a planned date within 20 working days for commencement and substantial completion of this work	If the GT fails you will receive a payment of £20 and an additional £20 per working day thereafter up to the quotation sum or £250 whichever is lowest.
GS10 Provision of commencement & substantial completion dates (greater than 275kWh)	If the GT receives an accepted quotation for a new connection or an alteration to an existing connection exceeding a rate of flow of 275kWh, it will offer a planned date within 20 working days for commencement and substantial completion of this work.	If the GT fails you will receive a payment of £40 and an additional £40 per working day thereafter up to the quotation sum or £500 whichever is lowest.

Guaranteed Standard	Standard Description	Compensation for failure
GS11 Substantial completion by agreed date	Where the GT has agreed a substantial completion date for a new connection or an alteration to an existing connection it will meet that date. However, this does not necessarily mean that gas will be available for use inside the premises as the fitting of a meter, which will enable the flow of gas, must be arranged by you and your chosen gas supplier.	If the GT fails, you will receive a payment related to the value of the contract and a payment for each working day thereafter up to a maximum level. Your contract will be allocated to one category of the table below and payments will be made in line with that category up to the relevant cap.
Contract Value	Payment	Cap
Up to & incl. £1k	£20	The lesser of £200 or the contract sum
Up to & incl. £4k	Lesser of £100 or 2.5% of contract sum	25% of the contract sum
Up to & incl. £20k	£100	25% of the contract sum
Up to & incl. £50k	£100	£5k
Up to & incl. £100k	£150	£9k
Note: for GS9, GS10 & GS11 these standards do not apply where you have specifically asked your GT to delay the work.		

PAYMENTS

Guaranteed Standard	Standard Description	Compensation for failure
GS12 Notification and payments under the Guaranteed Standards.	Where a GT has failed any of the above Guaranteed Standards or the Connections Guaranteed Standards they will write to inform you (or your supplier) and make the payment within 20 working days of compensation becoming due.	If the GT fails to contact you and make required payment in time you will receive a payment of £20 in addition to any payments made under the other Guaranteed Standards.
For failures under GS1, GS2, GS3, GS13, GS14 and GS12 payment(s) will be made either directly to you or via your gas supplier who is obliged to forward this payment to you. For failures under GS4-GS11 the payment(s) will be made directly to you.		

GUARANTEED STANDARD EXCLUSIONS





Ofgem has agreed a set of circumstances for when the Guaranteed Standards referred to above may not apply; these are known as exclusions. They include events beyond the GTs' control such as severe weather, industrial action, damage caused by customer, actions by third parties or not being able to gain access to premises as well as legislative constraints, labour disputes and reasons of safety. If any of these exclusions apply, the GT will need to demonstrate that all reasonable steps had been taken to meet the standard. Further information on exclusions is available on request.

LICENCE CONDITIONS

The GTs listed in this document are required to meet standards set out in Licence Conditions on an annual basis. In addition to the 90% standard for connections work mentioned above, GTs are also required to meet the Licence Conditions set out in the table below:

Licence Condition	Definition	Annual Target
Standard Special Condition D10 – Quality of service standards. Paragraph 2(f) – Responding to telephone calls	Telephone calls to the National Gas Emergency Service (which operates 24 hours a day), the general enquiry line and the meter point reference number helpline (during the hours which they operate) shall be answered within 30 seconds of the call being connected.	90%
Standard Special Condition D10 – Quality of service standards Paragraph 2(g) – Responding to gas emergencies	Where a GT receives a report of a gas escape or other gas emergency, including a significant escape of carbon monoxide or other hazardous situations, it shall attend as quickly as possible within the following timescales: (a) All uncontrolled escapes/gas emergencies within 1 hour. (b) All controlled escapes/gas emergencies within 2 hours.	97% 97%

The performance actually achieved by each GT for the period 1 April 2017 to 31 March 2018 is shown in the table on the next page.

Gas Transporter Owner	Network area owned by Gas Transporter	% Performance achieved against Licence Standards in 2017/18		
		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	92.03%	97.08%	97.72%
	London	92.03%	97.35%	97.78%
	North West	92.03%	98.40%	98.90%
	West Midlands	92.03%	97.34%	98.23%
 Your gas. Our network.	Scotland	92.03%	98.08%	98.59%
	Southern	92.03%	98.42%	98.97%
	Wales & West	92.03%	98.00%	98.64%
	Northern	92.03%	99.61%	99.72%

SOME TERMS EXPLAINED

Domestic customer	A customer whose gas supply is taken wholly or mainly for domestic purposes.
Non-Domestic customer	A customer whose gas supply is taken wholly or mainly for non-domestic purposes.
Priority customer	A domestic customer who has been identified to us by a registered gas supplier in accordance with their licence conditions, as having special needs. If you think you should be on this list please contact your gas supplier.
Controlled gas escape	Where the person reporting the escape, or someone on their behalf, has taken all the actions advised by the emergency call centre agent and can no longer smell gas.
Uncontrolled gas escape	Where the person reporting the escape, or someone on their behalf, has taken all the actions advised by the emergency call centre agent and can still smell gas.

OTHER SERVICES PROVIDED FOR GAS CUSTOMERS

Each GT provides various services for priority and vulnerable customers. These must comply with certain requirements when visiting customer premises and GTs must have in place a procedure for dealing with any complaints made by customers. These services are described in a statement(s) produced by each GT. These statements are available free of charge and can be downloaded from the GTs' websites. Contact details for each company are shown in the table on the next page.

For all enquiries please contact your GT at the following address:

	<p>Customer Centre – Customer Care Team Cadent Brick Kiln Street Hinckley Leicestershire LE10 0NA</p> <p>Tel: 0345 070 0203</p> <p>email: wecare@cadentgas.com</p> <p>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</p> <p>www.northerngasnetworks.co.uk</p>
	<p>SGN Customer Service Inveralmond House 200 Dunkeld Road Perth PH1 3AQ</p> <p>Tel: 0800 912 1700</p> <p>email: customer@sgn.co.uk</p> <p>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</p> <p>www.wwutilities.co.uk</p>

THE NATIONAL GAS EMERGENCY SERVICE OPERATES 365 DAYS A YEAR, 24 HOURS A DAY

Smell Gas? Call free on **0800 111 999***
(MINICOM 0800 371787)

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

UNMETERED CONNECTIONS STANDARDS
OF SERVICE FOR ELECTRICITY
DISTRIBUTION COMPANIES IN
ENGLAND, WALES & SCOTLAND

May 2018

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, 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; or
- 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	£65
High-priority fault repair involving traffic lights	Restore supplies within 2 calendar days	£15 per working day late
High-priority fault repair not involving traffic lights	Restore supplies within 10 working days	£15 per working day late
Multiple-unit fault repair to street lights	Restore supplies within 20 working days	£15 per working day late
Single-unit fault repair to street lights or street furniture	Restore supplies within 25 working days	£15 per working day late

Provision of Quotations for New 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 £15 for each working day we are late.

Completing New Works

(a) Works on a New Site

Once we have received written acceptance of our quotation and 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 £15 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 £15 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 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 £65.

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.

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 compensation paid out, is published from time to time by the National Association of Citizens Advice Bureaux and Association of Citizens Advice Scotland.

Company	Area	Emergency loss of supply (24 hour)	Unmetered Connections Enquiries (Mon-Fri unless otherwise stated)	Website Address
Western Power Distribution	East Midlands	105	0845 724 0240 (09:00 to 17:00)	www.westernpower.co.uk
Western Power Distribution West Midlands	West Midlands	105	0845 724 0240 (09:00 to 17:00)	www.westernpower.co.uk
Western Power Distribution South Wales	South & West Wales	105	0845 601 3341 (09:00 to 17:00)	www.westernpower.co.uk
Western Power Distribution South West	South West England	105	0845 601 2989 (09:00 to 17:00)	www.westernpower.co.uk
UK Power Networks – Eastern Power Networks plc	East Anglia	105 0800 31 63 105	01279 824761 (08:30 to 17:00)	www.ukpowernetworks.co.uk
UK Power Networks – London Power Networks plc	London	105 0800 31 63 105	0207 055 4315 (08:30 to 17:00)	www.ukpowernetworks.co.uk
UK Power Networks – South Eastern Power Networks plc	South East England	105 0800 31 63 105	01622 352621 (08:30 to 17:00)	www.ukpowernetworks.co.uk
Northern Powergrid (Northeast) Ltd	The Northeast & most of North Yorkshire	105	0800 011 3433 (08:00 to 20:00 Mon-Fri) (09:00 to 17:00 Sat)	www.northernpowergrid.com
Northern Powergrid (Yorkshire) plc	West, South & East Yorkshire & northern Lincolnshire	105	0800 011 3433 (08:00 to 20:00 Mon-Fri) (09:00 to 17:00 Sat)	www.northernpowergrid.com
Scottish Hydro Electric Power Distribution	North Scotland	105 (0800 300 999 if 105 is not available on your network)	0800 048 3515 (08:00 to 17:00)	www.ssen.co.uk
Southern Electric Power Distribution	South England	(0800 072 7282 if 105 is not available on your network)	0800 048 3516 (08:00 to 17:00)	www.ssen.co.uk
SP Energy Networks	Central & Southern Scotland	105 0800 092 9290 mobile: 0330 110 222	0845 270 0785 (08:30 to 18:00)	http://www.spenergynetworks.co.uk/
SP Energy Networks	Merseyside, Cheshire & North Wales	105 0800 001 5400 mobile: 0330 1010 400	0845 270 0783 (08:30 to 16:45)	http://www.spenergynetworks.co.uk/
Electricity North West	North West England	105 0800 195 4141	0800 048 1820 (08:30 to 16:30)	enwl.co.uk
Electricity Network Co Ltd	Great Britain	105 0800 0326990	0135 924 3311 (08:00 to 17:00)	www.gtc-uk.co.uk
ESP Electricity Ltd	Great Britain	105 0800 731 6945	0137 2587 500 (08.00 - 18.00)	www.espug.com
Independent Power Networks Ltd	Great Britain	105 0800 013 0849	0845 055 6199 (08:00 to 17:00)	http://www.independentpowernet-works.co.uk/
Energetics Electricity Ltd	Great Britain	105 0800 8048688	03300 587 452 (08:30-16:45)	www.energetics-uk.com
Leep Electricity Networks Ltd	North West	105 01924 871 558 (24 hour)	08451 226 786	www.leeputilities.co.uk/electricity
Harlaxton Energy Networks Ltd	Great Britain	105 0800 055 6288	0844 800 1813	www.harlaxtonenergynetworks.co.uk
UK Power Distribution	Great Britain	105 0800 311 8074	0844 7400074 (Mon-Fri 08:30 – 17:00)	www.ukpowerdistribution.co.uk
Eclipse Power Networks Limited	Great Britain	105 01234 486487	01234 486487	eclipsepower.co.uk/networks/
Energy Assets Networks Limited	Great Britain	105 01506 405405	01506 405405	www.energyassets.co.uk/
Energy Assets Power Networks Limited	Great Britain	105 01506 405405	01506 405405	www.energyassets.co.uk/
Fulcrum Electricity Assets Limited	Great Britain	105 03330 146466	03330 146466	www.fulcrum.co.uk/
Murphy Power Distribution Limited	Great Britain	105 020 7267 4366	020 7267 4366	www.murphygroup.co.uk/
Utility Assets Limited	Great Britain	105 01234 764652	01234 764652	www.utilityassets.co.uk/
Vattenfall Networks Limited	Great Britain	105 079767 83587	079767 83587	networks.vattenfall.co.uk/

[edfenergy.com](https://www.edfenergy.com)

EDF Energy is a trading name used by EDF Energy Customers Ltd, Reg. No. 02228297 whose Registered Office is at 90 Whitfield Street, London, W1T 4EZ, incorporated in England and Wales.

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