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# Guaranteed Standards of Performance





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## **You contact us to book an appointment**

If you contact us to book an appointment and we can't offer a suitable appointment for you straight away, we'll respond to you within five working days to offer you an appointment and make sure:

- That the first arrival time band we offer is four hours or less in length
- That the appointment date is no greater than 56 calendar days in the future and
- That the right type of appointment is booked

Should we fail any of the above then the £30 compensation payment is due.

We won't make a failure payment if any of the following happens:

- You reject the first appointment offer and we offer alternative times and dates
- If we currently don't have a solution to replace the particular meter you have or you want a smart meter installed but we aren't currently installing in your area so haven't contacted you to book and appointment
- If you are a FIT (Feed in Tariff) customer i.e. you generate your own energy and don't have your energy supply with us, you will not be entitled to a compensation payment for any FIT related appointments.

If you are due a payment we'll pay you £30 for each appointment failure.

## **We need to rearrange your appointment**

If we need to rearrange your appointment we must give you at least 1 working days' notice. If we have been unable to give you at least 1 working day's notice then you may be entitled to a £30 compensation payment.

## **An appointment has been agreed with you**

On the day of the appointment we will make sure we arrive at your property on time and the technician has the required skills and resources to complete the appointment as we understood at the time of booking.

However if any of the following happens we don't have to make a failure payment:

- If you've agreed for us to alter the appointment, for example arrive earlier than the originally arranged arrival time, or
- If we identify an issue on the day of the appointment that we weren't aware of at the time of booking which required additional resource or required skills.

If you are due a payment, we'll pay you £30.

## **Reconnections**

This applies to residential customers

If we agree to reconnect your supply following a disconnection for failure to pay, we will make sure we reconnect you within 24 hours.

Should we fail to do so we will pay you £30.

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## Credit meters

This applies to residential customers with a credit meter

If you contact us and you or we believe you may have a faulty credit meter we will make sure we do each of the following:

- Complete an initial assessment to determine if the meter is faulty within five working days of you contacting us
- Take an appropriate action within five working days of you contacting us if we believe there is a fault with the meter. This can consist of booking an appointment to exchange or investigating the problem further
- Offer to confirm the result of our initial assessment and what we're going to do next in writing within five working days of you contacting us

Should we fail in any of the above, we will pay you £30 for each failure.

These apply to residential customers with a prepayment meter

If you contact us about a faulty prepayment meter and you're off supply we will make sure we do the following:

- Arrive at your property within three hours when the problem is reported between the working hours of 8am to 8pm Monday to Friday excluding bank holidays
- Arrive at your property within four hours when the problem is reported between the working hours of 9am to 5pm on Saturday, Sundays and bank holidays
- Start to take action at the beginning of the next day if the problem is reported outside of the working hours detailed above

Should we fail in any of the above, we will pay you a £30. If you contact us about a faulty prepayment meter and you're on supply we will make sure we do the following:

- Start action to confirm if the meter is faulty within three hours when the problem is reported between the working hours of 8am to 8pm Monday to Friday excluding bank holidays
- Start action to confirm if the meter is faulty within four hours when the problem is reported between the working hours of 9am to 5pm on Saturdays, Sundays and bank holidays
- Start to take action at the beginning of the next day if the problem is reported outside of the working hours detailed above

If the meter is confirmed faulty we will then arrange to either fix it or replace it.

Should we fail in any of the above, we will pay you £30.

## If we fail to pay your compensation payment as promised

This applies to residential and SME business customers.

If we owe you a Guaranteed Standards of Service payment and we don't pay you this within ten working days we'll pay you the original payment owed plus an additional £30.

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