



**GUARANTEED STANDARDS  
OF PERFORMANCE**

## Guaranteed Standards of Performance

All energy suppliers must adhere to Guaranteed Standards of performance that the industry regulator Ofgem has set. Some standards apply to both domestic and micro-business customers, some apply to domestic customers only and entitle customers to compensation if we fail to meet them.

In this document we have detailed our commitments and what happens if we fail to meet them.

### Making and Keeping Appointments

(domestic and micro-business customers)

There are occasions we may need to visit you, for example if there are some problems with your meter. We will arrange an appointment with you and we will normally offer you a 4-hour slot. We may be able to agree to a 2-hour slot depending on availability.

We will keep our appointment unless we rearrange it or you tell us you want to cancel it. If we need to rearrange your appointment, we will let you know in advance.

### Faulty Meters

(Not Prepayment domestic customers only)

If you tell us that you think your meter is faulty or we believe it may be faulty based on the information you have given us, we'll complete an initial assessment within 5 working\* days and take appropriate action to rectify the matter as soon as possible. You can ask us to confirm in writing what we are doing to resolve the problem.

### Faulty Prepayment Meters

(domestic customers only)

If you have no supply, first check that your prepayment meter has not run out of credit, your own fuses and trip switch (if fitted) are working and check your neighbours still have a supply. If they are in order, you may have a fault with your meter.

If you have lost supply, we will start resolving the problem within 3 hours on a working day or 4 hours on any other day. This will involve visiting your home if needed. If you have not lost supply, we will also take action to start resolving the problem within 3 hours on a working day or 4 hours on any other day. We may not need to visit your home.

### Reconnection

(domestic customers only)

In the rare event that we have disconnected your supply

because you have not paid your gas or electricity charges, we will do everything we can to get you back on supply as soon as possible after the issue has been addressed. This may mean that you pay the outstanding charges, along with our reasonable expenses and any security deposit. Alternatively, it may mean that we agree a repayment plan with you.

Once either of these events have taken place, we will reconnect your supply within 24 hours. Please note that if either of these events occur outside normal working hours the 24 hour timescale will run from the start of the next day.

### Failing to Meet Standards

(domestic customers only)

If we have not met any of these standards, we will make a £30 payment to you within 10 working days for each standard we have not met. If we don't do this on time, you will be entitled to a further £30.

If we receive a payment owed to you from an electricity distribution company or gas transporter and we fail to pass this on within 10 working days we will pay you £30.

### Exceptions

There are some exceptions under which we are not required to make a compensation payment. These are:

- We and you disagree over whether a standard was not met. In these circumstances we will explain to you how you can raise a dispute with Ofgem.
- You told us that you did not want us to take any action.
- You have tampered with your meter, have attempted to restore the supply that we or the network companies disconnected when we had a right to do so or have not paid the charges due as a result of that behaviour.

It was not reasonably practical to meet these Guaranteed Standards because of:

- Severe weather;
- The behaviour of a person not working directly for us;
- We are unable to access a relevant building;
- We would be in breach of any regulation;
- The effects of an event covered by Part 2 of the Civil Contingencies Act, 2004 (war, terrorism, threat to national security, etc.);
- Other circumstances beyond our control, so long as we took all reasonable steps to prevent them from occurring and affecting us.

If you have any questions regarding the Guaranteed Standards and how these affect you as a customer, you

can contact our customer services by calling **0800 520 02 02** lines are open between **08:00-18:30 Monday to Friday, 09.00 – 13.00 Saturdays** or by emailing [care@greennetworkenergy.co.uk](mailto:care@greennetworkenergy.co.uk)

*\* A working day means any day other than a Saturday, a Sunday, Christmas Day, Good Friday or any other public/bank holiday. Any contact outside of working hours will count from the next day.*

### **Gas and Electricity distributor standards of performance**

The Energy Industry is split into 4 parts Generation, Transmission, Distribution and Supply. We are your Supplier at the end of this chain, but ensuring a steady and reliable source of energy requires commitment from all four parts.

In addition to our own Standards of performance as your Supplier, Ofgem sets guaranteed standards of performance for all Gas Transporters (GT) and Distribution Network Operators (DNO's - electricity).

These standards are set to ensure GTs and DNO's provide a required level of service and cover supply restoration; reinstatement following work at your premises; provision of alternative heating and cooking facilities for customers on the Priority Services Register; responding to complaints; notification of planned work where they need to interrupt your supply; and the provision of various services associated with providing a gas or electricity connection to your property. If the GT or DNO fails to meet these standards you are entitled to receive a compensation payment.

To find out more about your Gas Transporter visit: <http://www2.nationalgrid.com/UK/Our-company/Gas/Gas-Distribution-Network/>

To find out more about your Distribution Network Operator visit: <http://www2.nationalgrid.com/UK/Our-company/Electricity/Distribution-Network-Operator-Companies/>