

What you can **expect** from us

npower's guaranteed standards of performance



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We only intend this leaflet to be a guide. It doesn't impose any extra obligations on us. For full details of the relevant standards of performance, just visit www.legislation.gov.uk

Our guaranteed standards

Appointments

When we make an appointment to visit your home, whether for a meter inspection or something else, we'll ensure it is within a reasonable timeframe and that we stick to it. You'll be given a four-hour time slot between Monday to Friday 8am to 8pm, or on Saturday or Sunday between 9am and 5pm. These hours may change due to public holidays. We may be able to give you a two-hour time slot if you ask for one.

Of course, any representative of npower who comes to your home will have the necessary skills and experience to carry out the task in hand.

These standards apply to appointments made with both residential and micro (small) business customers.

If we don't keep our appointment

You'll receive £30 in compensation if for any reason we can't make your appointment, or if we cancel or rearrange it with less than one working day's notice without your consent.

If your credit meter is faulty

If you think there's a problem with your meter, get in touch with us as soon as you can. We'll check for any faults within five working days of you contacting us. This may involve a visit to your home, but we'll let you know in advance if it does. If we can't solve the problem immediately, we'll complete the work within a timescale that we've both agreed to.

You're entitled to £30 compensation if we don't follow the above.

The above standard applies to residential customers only.

If your prepayment meter is faulty

Give us a call as soon as you can if you think there's a problem with your prepayment meter. We'll look into the problem within three hours if you phone us Monday to Friday 8am to 8pm, (excluding bank holidays), or within four hours if you call on Saturday, Sunday or a bank holiday from 9am to 5pm.

We'll try to identify the problem remotely, but we may have to visit your home to find out what's causing it. If we can't fix it on the spot, we'll agree a timescale with you for completing the job.

You'll receive £30 in compensation if we don't follow these standards.

The standard set out above applies to residential customers only.

Sometimes, issues with prepayment meters can be solved without having to call us. If you have no supply, check first to see if you still have credit on your prepayment meter – it can be easy to lose track of how much you've used, especially during a cold snap. Next, have a look at your fuse box – sometimes called a consumer unit – to see if all the trip switches are on. If you're still having problems, give us a call.

If you smell gas, call the National Grid immediately on 0800 111 9994.

Don't use a mobile phone in the presence of a suspected gas leak.

Reconnecting your supply.

We never want to disconnect your energy supply, but we may have to do this after a certain amount of time if you haven't paid your bill or got in touch to talk to us about it. Remember, you can always give us a call to discuss your payment options.

We'll reconnect your supply within 24 hours* if you do one of the following:

- Pay your outstanding bills in full
- Agree with us a repayment plan (which will take into account how much you can realistically afford)
- Agree to have a prepayment meter installed in your home as long as it's suitable for you – and for the meter to be set to collect the amount you owe in affordable weekly instalments.

You'll receive £30 compensation if we don't follow the above.

The standard set out above applies to residential customers only.

Getting compensation from your electricity distribution company and gas transporters

Sometimes you may be owed compensation by your electricity distribution company or gas transporter – e.g. if there's a power cut and it's their fault. If they owe you compensation, they'll pass on the money to us and we'll ensure you get it within 10 working days of when we receive it.

You'll receive £30 compensation if we don't do this, in addition to any money owed to you by the electricity distribution company or gas transporter.

Compensation payments

You'll receive any compensation that we owe you within 10 working days of the original failure on our part. You'll receive another £30 within 10 working days if you don't receive the above compensation in time. This doesn't apply to any payments relating to meter disputes.

* If you pay your outstanding bills in full outside of working hours (Monday to Friday 8am to 8pm, Saturday and Sunday 9am to 5pm) the 24 hours for reconnection begins at the start of the next day's working hours.

Disputes

If you disagree and cannot reach agreement with us about whether you should receive a payment, you may refer the case to the Ofgem, the gas and electricity regulator, to request a formal decision.

In line with Section 39(4) of the Electricity Act 1989 and 33A(5) of the Gas Act 1986, 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 our failure.

Exceptions

It's important that we're upfront and clear with you about when compensation payments are due and when they're not. That's why we want to clearly set out the exceptions to the compensation statements made above.

1. Only one compensation payment of £30 will be made for an ongoing failure.
2. If we don't fulfil our promise of paying compensation within 10 working days, we're only required to make one extra payment of £30.
3. If we fail to keep to an agreed appointment, only one compensation payment will be made – even if the appointment was for a number of different things.
4. If we haven't kept an appointment about a reconnection, prepayment meter or faulty credit meter, then we only have to give you one compensation payment (e.g. you'll receive payment only for the missed

appointment, not for the element that relates to another standard).

Other reasons why compensation may not be paid include:

- If you're already in a dispute with us over whether or not you're owed compensation.
- If you don't allow us to enter your home when we've agreed an appointment slot with you, or if we can't gain access for any reason.
- If you tell us not to visit your home to check on a faulty credit or prepayment meter.
- If you ask us not to take action over a new problem, or to stop taking action over an ongoing one.
- If we've reason to believe that you requested an appointment/call-out for a faulty meter despite knowing that there wasn't an issue with it.
- If your meter has been deliberately interfered with or damaged by you or somebody else.
- If something happens that's outside our control (and we've taken steps to prevent them occurring).
- Severe weather.
- If you have outstanding bills to pay which are overdue (for which we could disconnect your property).
- If completing necessary work would mean breaking the law.

What you can expect from your electricity distribution company – section 1

This section is for you if you already have an electricity supply. Here's what to expect if you lose your electricity supply – and how soon it can be reconnected. It covers the standards of performance for electricity distribution companies in England, Scotland and Wales.

While npower is your supplier – we do meter readings and supply you with your energy bills – we are not your distribution company (it owns the wires that bring electricity to your home or business).

In line with the Electricity (Standards of Performance) Regulations 2015, we've set out the guaranteed standards that apply to your electricity distribution company.

The guaranteed standards are set by Ofgem, the industry regulator. You as a domestic or non-domestic customer are entitled to receive a payment if the distribution company fails to meet these standards. The distribution company can make these payments either directly to you or via npower.

In line with Section 39A (5) of the Electricity Act 1989, any guaranteed standard payments you receive won't prejudice your entitlement to any other action or remedy that may be open to you due to your distribution company's failure.

Sometimes the guaranteed standards may not apply. This can be due to: events beyond the distribution company's control

– such as severe weather; or the actions of third parties; or if the distribution company can't gain access to premises or their own equipment, or they can't identify customers affected by supply interruptions. If the distribution company claims any of these exemptions, they must demonstrate that they'd taken all reasonable steps to prevent such circumstances from occurring and to prevent failure.



Guaranteed Standards

Regulation 5 – Restoring your electricity supply in normal weather

If your electricity supply fails in normal weather conditions due to a problem on the distribution system, the distribution company will restore it within 12 hours of them becoming aware of the problem.

You'll receive £75 if you are a domestic consumer or £150 if you are a business consumer and it fails to restore it within 12 hours.

Regulation 6 – Restoring your supply in normal weather where 5,000 customers or more are affected

If your electricity supply fails in normal weather conditions due to a single incident on the distribution system that affects 5,000 premises or more, the distribution company will restore it within 24 hours of it becoming aware of the problem.

You'll receive £75 if you are a domestic consumer or £150 if you are a business consumer and it fails to restore it within 24 hours.

You'll also receive an extra £35 for every extra 12-hour period that your supply is off – up to a maximum of £300.

Regulation 7 – Restoring your electricity supply in severe weather

If your electricity supply fails in severe weather conditions due to a problem on the distribution system, the distribution company will restore it within the period shown below, as prescribed by the Regulation:-

Category of severe weather	Definition
Category 1 (medium events)	Lightning events – when a distribution company 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 distribution company 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 distribution company 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)	Any severe weather events where at least 35% of exposed customers are affected – 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 your electricity supply

As a domestic or business consumer, you'll receive £70 if we fail to arrange supply within these timescales. You'll also receive an extra £70 for each extra 12 hours your supply is off – up to a maximum of £300. Payments will be made as soon as reasonably practicable.

Regulation 8 – Rota Disconnections

Very occasionally there may be a shortage of electricity supply in your local area and so your supply may need to be interrupted on a rota basis, so that the available load is shared out. The distribution company always aim to keep the impact of this to a minimum.

It will ensure that you're not without electricity for more than a total of 24 hours due to this rota disconnection. If you're without supply before they start rota disconnections, this is covered by the appropriate Regulations - 5, 6 or 7.

You'll receive £75 as a domestic consumer or £150 as a business consumer if your distribution company fails the above standard.

Regulation 10 – Multiple Interruptions

You're entitled to £75 compensation if your electricity supply fails because of a distribution system problem leaving you without power for 3 or more hours on four or more different occasions in any 12-month period starting on 1 April.

You must make a valid claim for this payment within three months of year ending 31 March. Just give the address of the premises affected and the dates of the electricity supply failures. Incidents can't be included if a payment for them has already been made.

Regulation 11 – Distribution company's Fuse

Your electricity distribution company will come to your premises within 3 hours, if you report information to us so that we believe there may be a failure of the main fuse between the incoming supply cable and your meter. It'll come to you within 3 hours on weekdays if you notify us between 7am and 7pm.

It'll come to you within 4 hours at weekends and bank holidays if you contact it between 9am and 5pm. Outside of these times, it'll view your call as if it had received it at the start of the next working day.

You'll receive £30 compensation if it fails to meet these times.

Regulation 12 – Informing you about a planned supply interruption

Your electricity distribution company will give you at least 2 working days' notice if it fails this standard. It'll always give you as much notice of a planned interruption as possible.

As a domestic customer you can claim £30 – or £60 if you're a business consumer – within 1 month of a failure to give 2 working days' notice or if it switches your electricity off on a different day.

Regulation 13 – Voltage Complaints

Your electricity distribution company will send an explanation about any problems with the voltage of electricity to your premises within 5 working days of you reporting it. Or it may offer to visit your premises to investigate within 7 working days.

You'll receive £30 compensation if it fails to adhere to these timescales.

Regulation 17 – Appointments

You'll be offered a morning or afternoon appointment within a 2-hour time slot, if the electricity distribution company needs to visit your premises, or if you request that it visits you. This standard doesn't apply to visits involving connections work.

You'll receive £30 compensation if it fails to make or keep such an appointment.

Regulation 19 – Notification of Payment under Guaranteed Standards

Your electricity distribution company will notify you, or your electricity supplier (that's us), of any guaranteed standards which it's failed to meet – except those where you need to make a compensation claim. It'll send payment either directly to you, or to npower to pass onto you, within 10 working days of becoming aware of the failure.

This timescale doesn't apply to failures under Regulation 7 – restoring your supply in the event of severe weather. Compensation payments for failures under this regulation will be made as soon as reasonably practicable.

You're entitled to an extra £30 in compensation if the electricity distribution company fails to notify you or us of any standards it hasn't met, or if any compensation payments are delayed.

Claiming compensation

To make a claim under any of the above regulations applying to your distribution company, please call its general enquires number – listed in "How to contact your electricity distribution company" on Page 19 of this document. It'll give you details on how to claim.

Claims made outside the office hours listed are treated as having been made on the next working day.

You may refer your case to Ofgem, if you can't reach an agreement with your electricity distribution company over whether you are entitled to compensation.

Contacting your electricity distribution company

If you need any more information about the guaranteed standards required by Ofgem, or if you want to know more about the services of your electricity distribution company, just call them on the number on Page 19 of this document.

Unsure of who your distribution company is? You can find out by looking at an electricity bill from your supplier (us).

Calls or emails to your electricity distribution company outside office hours are treated as having been received at the start of business on the next working day.

Codes of Practice

Your electricity distribution company will have an official Code of Practice describing its customer services – including those for anyone who is blind, deaf or hearing impaired, those who rely on electricity for health reasons, and those who require a password for appointments. Copies of your distribution's Codes of Practice can be requested free of charge or can be downloaded from its website.

How to make a complaint

Your distribution company's complaints-handling procedure can usually be found on its website. You can also get in touch with it on the general enquires number on Page 19 to ask how to make a formal complaint.

If your distribution company can't resolve the matter with you, you can take your case to the Ombudsman Services: Energy – a free and independent service for the resolution of disputes.

The Ombudsman Services: Energy will consider your complaint only after you've tried to resolve the matter directly with your energy distribution company.

You can call the Ombudsman Services: Energy on **0330 440 1624** and see more information on its services at **www.ombudsman-services.org/energy**



What you can expect from your electricity distribution company – section 2

This section is for you if you want to set up a new or enhanced connection. It covers the standards of service for electricity distribution companies in England, Scotland and Wales.

To supply energy to your home, we work with electricity distribution companies who own the wires and cables that connect it to the grid. These distribution companies are not responsible for taking meter readings or billing you for your electricity consumption, but they are expected to meet the guaranteed standards required by Ofgem for metered demand and generation connection services.

It's important for you to know what to expect from your electricity distribution company. Otherwise you might not know who is responsible for a problem and where compensation might be due.

In this guide, we'll set out the standards relating to getting a connection to its system with which your electricity distribution company must comply. In part A, we summarise the Electricity (Connected Standards of Performance) Regulations 2015, in relation to metered demand connections – and the Direction under Distribution Licence Condition 15A, in relation to generation connections. Part B summarises the above regulations insofar as they relate to unmetered connections.

A. Standards relating to connections to properties with a metered supply of electricity

Where the standards do not apply

The guaranteed standards set by Ofgem may not apply if:

- Your electricity distribution company is unable to meet them due to exceptional circumstances, events beyond their control, industrial action, third party action or if they can't access the premises to complete work. If they invoke any of these exemptions, they must show that they have taken all reasonable steps to prevent such circumstances and to prevent failure.
- The connections work has been completed by an independent connections provider.
- 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.

The relevant demand standards will apply where a new demand connection includes the installation of a single small scale generation unit (SSEG). The relevant generation standards will apply where a new demand application includes the installation of multiple SSEG generation or large scale (G59) generation.

Guaranteed standards for generation connection

Your electricity distribution company offers certain guarantees on their key connection services. These apply to new or modified connections, although works that are solely associated with moving your meter are only included as part of ‘modified connections’ for Budget Estimates, Quotations and the Quotation Accuracy Scheme.

Provision of Budget Estimates

If we request a desk-top budget estimate of connection costs, the electricity distribution company will provide it within timescales below. These timescales begin after you’ve given them all the information they need and paid any applicable fees.

Please note: timescales may be different if your electricity distribution company needs to visit your property to make a budget estimate.

You’ll receive a budget estimate within 10 working days if the required capacity of the connection is less than 1MVA (Mega Volt Amp). Anything above this and the estimate will be provided within 20 working days.

You will receive £65 compensation if your distribution company fails to keep to these timeframes. This will be paid to us, your energy supplier – and we’ll pass it onto you within 10 working days of us receiving it.

Provision of Quotations

Your energy distribution company can provide you with a quotation (i.e. a formal offer of terms) for a connection after they’ve all the information they need, and after you have paid them any applicable fees. This will be provided within the timescales below.

You are entitled to a fixed amount of compensation for each working day that the distribution company is late with these timeframes.

Quotation Accuracy Scheme

This only applies if you’re asking for a quotation for small-project demand connections or a single LV service demand connection.

You can challenge the accuracy of your quotation with the Quotation Accuracy Scheme. Your distribution company will make a fixed payment if your quotation is found to be inaccurate or incomplete. It will give you a correct quotation and refund you any overpayment that you’ve made. You’ll need to repay an additional amount if your distribution company has undercharged you.

Contacting you about scheduled work and completing work for single LV service and small LV projects demand connections

After you’ve given your distribution company written acceptance of our quotation and paid the full amount, you’ll be contacted by us within 7 working days so it can arrange dates to carry out the work.

Sometimes when it first contacts you, it may not be possible to agree dates, e.g. if consents and wayleaves are needed.

Please note: works associated with moving meters are not covered by this standard.

You’ll receive £15 for each working day if your distribution company fails to contact you.

Once a date is agreed to complete the works – or a phase of works specified in the quotation –this may be varied at your request or as agreed or notified by us e.g. if the planned works are postponed due to severe weather; or if there are delays in obtaining wayleaves or other consents, or if prerequisite works haven’t been completed.

Your distribution company will complete the works on the agreed date.

It will pay you £35 for each working day that it’s late if it fails to connect you.

Type of Connection	Demand Timescale	Generation Timescale	Late payment per working day
Single LV (Low Voltage) 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 1 – 4 units requiring LV network extension; or single premises of any kind requiring 2- or 3-phase connections, 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 (High Voltage) works	35 working days	65 working days	£135
Connections involving EHV (Extra High Voltage) works	65 working days	65 working days	£200

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 1 – 4 units requiring LV network extension; or single premises of any kind requiring 2- or 3-phase connections, in all cases involving LV only and whole-current metering)	£670

Contacting you about scheduled work and commencing and completing work for all other LV connections, HV and EHV connections

After you've given your distribution company written acceptance of its quotation and paid the full amount – or the specified amount for phases of work in the quotation – it will contact you to arrange dates to carry out the work.

Sometimes when it first contacts you, it may not be possible to agree dates, e.g. if consents or wayleaves are needed.

You'll receive the following fixed amount for each working day it's late if it fails to contact you:

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

You'll receive the following fixed amount for each working day it's late if we fail to meet an agreed date:

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

Your distribution company will agree dates with you to begin and finish the work – or the specified work phase in the quotation – plus energise the supply if it's needed.

You can vary the dates – or it can notify you of a change of date, e.g. if it has to postpone the works due to bad weather, or prerequisite works haven't been finished, or if there are delays in getting the wayleave consents, or it can't carry out live working on our system for safety reasons.

Complaints

Please contact your distribution company if you've a complaint about any aspect of its service. Contact details can be found on page 19.

If your distribution company can't resolve the issue with you – and you're either a domestic or small business customer – you can refer it to the Ombudsman Services: Energy. It offers free and independent dispute-resolution advice. It will look at your complaint, but will expect you to allow your distribution company to try to sort it out first. You can contact them by calling 0330 440 1624 or visiting www.ombudsman-services.org/energy

B. Standards relating to connections to equipment which do not have a metered supply of electricity

This part 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.

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 distribution company in respect of performance standards.

Sometimes the standards may not apply including :-

- under exceptional circumstances
- or due to events beyond our control
- industrial action
- actions of third parties
- not being able to gain access to our equipment
- New Roads and Street Works Act 1991 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.

Unmetered Connection Standards

Fault Repairs

If you notify your distribution company of a fault repair affecting your unmetered equipment that needs to be carried out by it, we will respond in the following timescales. If it fails to meet the standard it will make the appropriate payment.

Provision of Quotations for New Works

If you ask your distribution company for an individual quotation for a connection scheme outside its published standard charges, it will provide this within 25 working days from when you have given it all the information that it needs and paid it any applicable fees.

If it fails it will pay you £15 for each working day it's late.

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

Completing New Works

(a) Works on a New Site

Once the distribution company receives written acceptance of its 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), it will agree a date to complete the requested scheme. Once a date is agreed to complete the works, this may be varied by your request or 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 it to postpone planned works). It will complete the works on the agreed date.

If it fails we will pay you £15 for each working day it's late completing the scheme.

(b) Works in an Existing Adopted Highway

Your distribution company 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 by your request or agreement or as notified by your distribution company (for example due to delays in obtaining permits, local authority restrictions or other access problems, or if severe weather causes it to postpone planned works).

If it fails it will pay you £15 for each working day it's late completing the scheme.

Notification of Payment under Guaranteed Standards

If your distribution company fails to meet any of the standards it will pay you by cheque, electronic transmission or as a credit to your connection invoice if it fails to meet any of the standards. It'll pay you within 10 working days of the failure (for budget estimates); or of a quotation being found to be inaccurate or incomplete (for the Quotation Accuracy Scheme); or of completion of the job (for all the other standards in this document).

You'll receive an extra £65 if it fails to make the payment within the above timescales.

Disputes

If you can't resolve a dispute with your distribution company about whether you should receive a payment, you can refer the case to Ofgem (the Office of Gas and Electricity Markets) which is the independent regulator for the electricity industry, to ask for it to give you a formal decision.

In line with Section 39A (5) of the Electricity Act 1989, any guaranteed standard payments you receive won't prejudice your entitlement to any other action or remedy that may be open to you due to your distribution company's failure.

How to contact your electricity distribution company

Please telephone the relevant number if you want more information about any of the guaranteed standards, or if you would like to request a service from it.

Unsure who your distribution company is? Just look at your electricity bill from your supplier.

Please note: if you call or email it outside of normal working hours, it will treat your enquiry as being received from the start of business on the next working day.

These Standards also cover where we've accepted requests for quotations and estimates by telephone.



Company	Area	Connections Enquiries (Mon-Fri) (unless otherwise stated)	Customer Relations No. (Mon-Fri)	Website Address
Western Power Distribution East Midlands:	East Midlands	0845 724 0240 (09:00 to 17:00)	0800 055 6833 (08:30-17:00)	www.westernpower.co.uk
Western Power Distribution West Midlands	West Midlands	0845 724 0240 (09:00 to 17:00)	0800 055 6833 (08:30-17:00)	www.westernpower.co.uk
Western Power Distribution South Wales	South & West Wales	0845 601 3341 (09:00 to 17:00)	0800 055 6833 (08:30-17:00)	www.westernpower.co.uk
Western Power Distribution South West	South West England	0845 601 2989 (09:00 to 17:00)	0800 055 6833 (08:30-17:00)	www.westernpower.co.uk
UK Power Networks – Eastern Power Networks plc	East Anglia	0845 234 0040 (08:30 to 18:00)	0800 028 4587 (08:30 to 17:00)	www.ukpowernetworks.co.uk
UK Power Networks – London Power Networks plc	London	0845 234 0040 (08:30 to 18:00)	0800 028 4587 (08:30 to 17:00)	www.ukpowernetworks.co.uk
UK Power Networks – South Eastern Power Networks plc	South East England	0845 234 0040 (08:30 to 18:00)	0800 028 4587 (08:30 to 17:00)	www.ukpowernetworks.co.uk
Northern Powergrid (Northeast) Ltd	The Northeast & most of North Yorkshire	08450 702 703 (08:00 to 20:00) Sat: 09:00 to 17:00	0800 781 8848 (09:00 to 17:00)	www.northernpowergrid.com
Northern Powergrid (Yorkshire) plc	West, South & East Yorkshire & northern Lincolnshire	08450 702 703 (08:00 to 20:00) Sat: 09:00 to 17:00	0800 781 8848 (09:00 to 17:00)	www.northernpowergrid.com
Scottish and Southern Energy Power Distribution	North Scotland	08000 483 515 (08:00 to 17:00) Sat: 08:00-14:00)	0800 980 1394 (Mon- Thurs 08.30 to 17.00 Fri – 08.30 to 16.30)	www.ssepd.co.uk
Scottish and Southern Energy Power Distribution	South England	08000 483 516 (08.00 to 17.00 Sat: 08:00-14:00)	0800 980 1395 (Mon- Thurs 08.30 to 17.00 Fri – 08.30 to 16.30)	www.ssepd.co.uk
SP Energy Networks	Central & Southern Scotland	0845 270 0785 (08:30 to 16:45)	0330 1010 444	http://www.spenergynetworks.co.uk/
SP Energy Networks	Merseyside, Cheshire & North Wales	0845 270 0783 (08:30 to 16:45)	0330 1010 444	http://www.spenergynetworks.co.uk/
Electricity North West	North West England	0800 048 1820 (08.30 to 16:30)	0800 048 1820 (8.00 – 19.30)	enwl.co.uk

What you can expect from your gas transporter

Customer standards of performance for gas transporters

Gas transporters (GT) own the network of pipes that supply gas to your property. We work with them to ensure you receive a constant, uninterrupted supply of gas. As they're responsible for maintaining the network – and therefore the continuity of supply – they're required by the government to deliver certain standards of service.

All gas transporters in Britain must adhere to the guaranteed standards of service set out by Ofgem, the government regulator for the gas and electricity markets. These standards help to ensure that you are treated fairly and that you receive the right level of service.

The standards cover:

- Restoration of supply
- Reinstatement after work at your premises
- Providing alternative heating and cooking facilities for priority domestic customers
- Responding to complaints
- Notifying you of planned work where there's an interruption of your gas supply
- Connection services

You may be entitled to compensation if your gas transporter fails to meet any of these standards.

This document includes information on your gas transporter's standards of performance and the compensation payments you're entitled to if they failed to meet these standards.

As well as these guaranteed standards, Ofgem sets Licence Conditions of the minimum service standards that gas transporters must meet. For example, a gas transporter is measured in its response to telephone calls made to the National Gas Emergency Service and the time it takes to respond to gas emergencies.

Guaranteed Standards of Performance

In most cases, compensation payments for failure to meet Ofgem's guaranteed standards are paid automatically. But some standards require you to make a compensation claim should your gas transporter fail to meet them. These standards are shown on the next page:

Guaranteed Standards of Performance

Guaranteed Standard (GS)	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 hours 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 re-instated 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).	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.
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 5 working days before the interruption occurs.	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.
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 5 working days before the interruption occurs.	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.
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.	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.

Guaranteed Standards for Connections

In the following tables you'll find the guaranteed standards for new connections and service alterations. As well as these standards, your gas transporter is required to meet Ofgem's Licence Conditions – under Standard Special Condition D10 of their Licence – in 90% of cases.

Guaranteed Standard (GS)	Standard Description	Compensation for failure
GS5 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.
GS6 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.	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.
GS7 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.		
GS8 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.
GS9 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.

Guaranteed Standard (GS)	Standard Description	Compensation for failure
GS10 Provision of commencement & substantial completion dates (greater than 275kWh)	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	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.	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.
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 (GS)	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	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.
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.		

Exclusions to Guaranteed Standards

Please note: there are certain exclusions, agreed by Ofgem, where the guaranteed standards in the previous tables may not apply.

These exclusions include events beyond the gas transporter’s control – such as severe weather, industrial action, damage cause by the customer, actions by third parties, legislative constraints – and labour disputes.

The standards may also not apply if the gas transporter is unable to gain access to your premises or can’t complete work for safety reasons.

If your gas transporter invokes any of these exclusions, they’ll need to demonstrate that they’ve taken all reasonable steps to meet the standard.

Licence Conditions

All gas transporters listed in this document must meet the standards set out in Ofgem’s Licence Conditions on an annual basis. As well as meeting the 90% standard for connections work, they must meet the Licence Conditions described in the following table:

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%

You can find the actual performances of each gas transporter for the period 1 April 2015 to 31 March 2016 in the table on the following page.

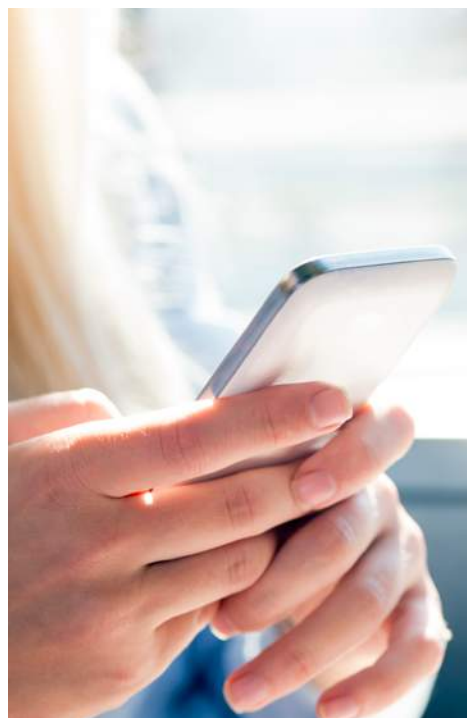
Gas Transporter Owner	Network area owned by Gas Transporter	% Performance achieved against Licence Standards in 2015/16		
		2(f) Telephone response times (proportion answered within 30 seconds)	2(g) Response to uncontrolled escapes (proportion attended within 1 hour) answered within 30 seconds)	2(g) Response to controlled escapes (proportion attended within 2 hours) (proportion answered within 30 seconds)
National Grid	East of England	92.59%	97.94%	98.77%
	London	92.59%	98.04%	98.64%
	North West	92.59%	98.52%	99.14%
	West Midlands	92.59%	98.63%	99.10%
SGN	Scotland	92.59%	98.65%	99.61%
SGN	Southern	92.59%	98.27%	99.20%
Wales & West Utilities	Wales & West	92.59%	98.59%	99.60%
Northern Gas Networks	Northern	92.59%	99.76%	99.96%

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 by gas transporters

For priority and vulnerable customers, gas transporters provide various extra services which must comply with certain requirements. Gas transporters will have a procedure in place for handling customer complaints. Statements describing extra services for priority and vulnerable customers are produced by each gas transporter – and are available free of charge. Simply call your gas distribution company on the number on the following page, or download a copy from their website.



National Grid	Customer Centre – Enquiries team National Grid Brick Kiln Street Hinckley Leicestershire LE10 0NA Tel: 0845 070 0203 email: customersupport@uk.ngrid.com www.nationalgrid.com	Northern Gas Networks	Northern Gas Networks 1100 Century Way Thorpe Park Business Park Colton Leeds, LS15 8TU Tel: 0800 040 7766 email: customercare@northerngas.co.uk www.northerngasnetworks.co.uk
SGN	Scotland Gas Networks plc 2nd Floor Inveralmond House 200 Dunkeld Road Perth PH1 3AQ Tel: 0800 912 1700 email: customer@sgn.co.uk	Wales & West Utilities	Customer Services Wales & West Utilities Wales & West House Spooner Close Celtic Springs Coedkernew Newport NP10 8FZ Tel: 0800 912 2999 email: enquiries@wwutilities.co.uk www.utilities.co.uk
	Southern Gas Networks plc 2nd Floor Inveralmond House 200 Dunkeld Road Perth PH1 3AQ Tel: 0800 912 1700 email: customer@sgn.co.uk www.sgn.co.uk		

THE NATIONAL GAS EMERGENCY SERVICE:

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

Correct at time of publishing online January 2017

Need to contact us?

We're here to help you



Visit:
npower.com



Call:
0800 073 3000



Text phone:
0800 413 016

Our contact details are always printed on your bills. Our UK call centres are open 6 days a week: Monday to Friday 8am to 8pm, and Saturday 8am to 6pm.

Need an interpreter?

That's okay, we can get an interpreter for you when you contact us.

Type too small?

To have your bills and leaflets in large print or Braille going forward, just ask for the Priority Services on:

0808 172 6999
(textphone: **0800 413 016**)

Phone calls: We may monitor and/or record calls for security, quality or training purposes. Calls to 0800 numbers should be free from all mobiles and generally free from all landlines. Calls to 0330 numbers will cost you no more than 01 or 02 numbers from landlines or mobiles. If you get 'inclusive minutes' with your package, calls to 0330 numbers will be part of these.

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