



At your service

Updating you on Standards of Service

nPOWER



Our service to you

We're here for you

We're committed to providing excellent service and putting our customers first. We aim to answer your call promptly and deal with your enquiry effectively in our UK service centres.

We're open 6 days a week for your convenience.

Save energy, save money

For free advice on saving energy or information on our energy saving products and services, please call our Energy Efficiency Helpline free on **0800 02 22 20** (8am to 8pm Monday to Friday and 8am to 6pm Saturday).

Your npower bill

Of course we know that no one enjoys receiving bills, but make sure you always check your bill for important information, offers and discounts tailored especially for you, for example:

- Annual discount for eligible customers.
- A wide range of convenient ways to pay.
- Help us to get your bills right by giving us your own meter reading by phone or online.

Statements of Service

We want to ensure that all our customers are treated fairly and receive a service that meets their needs. We've produced the following Statements of Service describing the services and help available from us: 'Paying for gas and electricity', 'Prepayment meters', 'Using gas and electricity efficiently', 'Warm Response Service', 'Visiting your home' and 'Free gas safety checks'. For a copy of any of these, please contact Customer Service or download a copy from our website npower.com/info

Complaints

Great customer service is at the heart of what we do. If you're unhappy with our service, contact our Complaints Team so we can put the matter right.

Call us: **0845 070 4856**

Go online: npower.com/customerservices

Write to:

Complaints Team
npower
PO Box 97
Peterlee
SR8 9AP

You can download a copy of our leaflet '**Putting things right**' from our website or ask us to send you a copy in the post.

If we haven't been able to put the matter right within eight weeks or you've received our Final Response letter, you can take your complaint to Ombudsman Services: Energy by phoning **0330 440 1624** or email enquiries@os-energy.org

Your guaranteed service from npower

The industry regulator, Ofgem, works with all energy companies to set two types of standards: Guaranteed Standards, where customers receive compensation if standards are not met, and Overall Standards, which measure performance against set targets. As your energy supplier, npower is responsible for the standards covering your meter and bill. We're also required to tell you about the Guaranteed Standards which apply to your local electricity distribution company and the Guaranteed and Overall Standards which apply to your gas transporter. These cover supply interruptions, maintenance work, etc. If you have any questions about this leaflet, please contact us or visit npower.com

Guaranteed Standards provided by npower as your energy supplier#

Electricity account enquiries

If you tell us you believe your electricity bill is incorrect, or if you ask us whether a Guaranteed Standard payment is due, or if you request a change of payment method that we can't agree to, we'll respond within 5 working days. If you're subsequently due a refund we'll pay you within 5 working days. If we don't we'll pay you £22.

This standard only applies to: Npower Limited customers living in the West Midlands distribution area; Npower Northern Limited customers living in the North East of England distribution area; or Npower Yorkshire Limited customers living in the Yorkshire and North Lincolnshire distribution area.

Meter accuracy

If you tell us that you believe your gas or electricity meter is faulty, we'll give you a plausible explanation within 5 working days or contact you within 7 working days to arrange a visit. If we don't do either we'll pay you £20 for gas meters and £22 for electricity meters.

Making and keeping appointments

We offer morning or afternoon appointments, or a fixed 2-hour time band on request. If we fail to make or keep an appointment for work we do as your energy supplier you'll receive £20 for gas related appointments and £22 for electricity related appointments.

Faulty prepayment meters

If your prepayment meter is not working correctly and your supply is affected by this, please call us on the number shown on your bill. We'll visit you within 3 hours for electricity if you contact us between 7am and 7pm Monday to Friday, within 4 hours for gas if you contact us between 8am and 8pm Monday to Friday, and within 4 hours for both electricity and gas if you contact us between 9am and 5pm at weekends. If we don't we'll pay you £20 for gas meters and £22 for electricity meters. However, if you've simply run out of credit you won't be entitled to this payment and we may charge you for the unnecessary visit.

Compensation payments

If we've failed to meet any of our Guaranteed Standards we'll tell you within 10 working days and compensate you as described in this leaflet. If we don't we'll pay you a further £20 for gas Guaranteed Standards and £22 for electricity Guaranteed Standards.

Overall standards provided by npower as your energy supplier – 2010/2011

	Target	Actual performance	
		Electricity	Gas
Putting your supply back on If we've cut off your supply because you haven't paid your bill, we aim to restore it by midnight on the following working day if you've paid what you owe or agreed a payment arrangement with us.	100%	99.04%	98.31%
Repairing your prepayment meter If your prepayment meter isn't working we'll aim to visit you: <ul style="list-style-type: none">• Within 3 hours (electricity) or 4 hours (gas) on working days• Within 4 hours on other days	98% 95%	96.02% 99.08%	98.77% 99.21%
Changing your meter If you ask us to change the way you pay and you need a different meter, we aim to change your meter within 10 working days. There may be a charge for this service.	100%	78.71%	86.08%
Moving your meter If you ask us to move your meter we aim to do so within 15 working days if you've agreed to our terms and, where appropriate, paid us to do the work.	100%	91.53%	89.47%

Guaranteed standards provided by your gas transporter#

Restoring your gas supply

If you're without gas for more than 24 hours you'll receive £30. For every additional complete 24 hours that your gas supply is off you'll receive £30, up to a maximum of £1,000.

Priority customers

If you're a member of the Warm Response Service and your gas supply is interrupted, your gas transporter will offer alternative temporary heating and cooking facilities within 4 hours or within 8 hours where more than 250 customers are affected (8pm to 8am excluded). If they don't and you inform them of their failure within 3 months of the interruption you'll receive £24.

Reinstating your premises

If your gas transporter carries out work at your premises, they'll be permanently reinstated within 5 working days of the completion of the work. If not, you'll receive £50 and then £50 for each period of 5 working days thereafter.

Advanced notification of planned supply interruptions

If your gas transporter carries out planned work where they need to interrupt your supply they'll inform you of the date they expect to do this and the reason why at least 5 working days in advance. If they don't and you inform them of their failure within 3 months of the interruption you'll receive £20.

Responding to complaints

If you complain to your gas transporter in writing or by phone, they'll respond substantively to your complaint within 10 working days unless they need to visit your premises or require additional information to enable them to resolve the complaint. If this is necessary they'll respond to you within 10 working days to explain the situation and will then respond substantively within 20 working days. If they fail you'll receive £20 and then £20 for each period of 5 working days up to a maximum of £100.

New connections and alterations

There's a cap of £250 on the amount your gas transporter has to pay for each single incident. Note that different standards apply to those supplies capable of delivering over 275kWh an hour. However, we wouldn't expect these to be domestic premises.

New connections and alterations - quotations

If you request a standard quotation for a new connection or alteration your gas transporter will issue a quotation within 6 working days. If you request a non-standard quotation for a new connection or alteration your gas transporter will issue a quotation within 11 working days. If they don't you'll receive £10 plus £10 for every working day up to the quotation sum or £250, whichever is the lowest.

Quotations will be accurate. If they aren't your gas transporter will reissue you with a correct quotation and any overcharge will be refunded. If they don't send out a corrected quotation, you'll receive payment at the same rate as they pay for delays in quotations for new connections.

New connections and alterations - response to land enquiries

On receipt of a land enquiry about a new connection or alteration your gas transporter will respond within 5 working days. If they don't you'll receive £40 plus £40 for every working day up to a maximum of £250.

New connections and alterations - setting work dates

Once you accept a quote your gas transporter will contact you to offer a work date within 20 working days. If they don't you'll receive £20 plus £20 for every working day up to the quotation sum or £250, whichever is the lowest.

New connections and alterations - completion dates

Your gas transporter will complete the work within the agreed work dates. If they don't you'll receive a payment related to the value of the contract and a payment for each working day thereafter up to a maximum level. Payments will be made in line with the contract value detailed in the table below.

Compensation payments

If a failure payment is automatically due, we or your gas transporter will send this to you within 20 working days. If not you'll receive a further £20.

Quoted cost	Penalty	Cap
Less than £1,000	£20	£200 or quoted cost if lower
£1,000-£4,000	Lesser of £100 or 2.5% of quoted cost	25% of contract sum
£4,001-£20,000	£100	25% of contract sum
£20,001-£50,000	£100	£5,000
£50,001-£100,000	£150	£9,000

Gas transporter licence standards – 2010/2011

	Target	East of England	London	North West	West Midlands	Scotland	Southern	Wales and West	Northern
Answering emergency telephone calls Within 30 seconds	90%	90.52%	90.52%	90.52%	90.52%	90.52%	90.52%	90.52%	90.52%
Responding to gas emergencies									
Attend uncontrolled escapes within 1 hour	97%	95.16%	96.13%	92.14%	95.32%	97.31%	97.08%	98.45%	91.57%
Attend controlled escapes within 2 hours	97%	96.82%	97.87%	95.11%	97.73%	98.62%	98.72%	99.39%	94.32%

Guaranteed standards provided by your local electricity distribution company[#]

Service fuse failure

If your main fuse fails and you've reported it to your local distribution company between 7am and 7pm on a working day they'll visit you within 3 hours. If you report it between 9am and 5pm at weekends or on Bank Holidays they'll visit within 4 hours. If they don't you'll receive £22.

Restoring your electricity supply during normal weather

If there's a fault in the distribution system and you're without power for more than 18 hours you can claim £54. For every additional 12 hour period that your supply is off you can claim £27. You must claim within 3 months of the incident.

Restoring your electricity supply during normal weather – 5,000 or more customers interrupted

If there's a fault in the distribution system due to a single incident affecting more than 5,000 customers and you're without power for more than 24 hours you can claim £54. For every additional 12 hour period that your supply is off you can claim £27. The maximum payment you'll receive totals £216. You must claim within 3 months of the incident.

Rota disconnections

On very rare occasions there may be supply shortages in your local area and your power may need to be interrupted for period of time on a rota basis. If this happens, your local distribution company will ensure you won't be off supply for more than 24 hours during the period of rota disconnections. If you're disconnected for longer than a 24 hour period you can claim £54. You must claim within 3 months of the incident.

Restoring your electricity supply during severe weather

If you're without power during severe weather due to a fault in the distribution system, it will be restored within a prescribed period. The length of time that applies depends on the size of the event and varies from at least 24 hours without supply to more than 48 hours. Where these periods apply, for every additional 12 hour period that your supply is off you can claim £27. The maximum payment you'll receive totals £216. These payments will be made

as soon as reasonably practicable. If the electricity distribution company fails and you make a valid claim with them within 3 months of the incident, you'll receive £27.

Planned electricity supply interruption

If your electricity supply is interrupted for planned work you'll get at least 2 days notice. If you don't you can claim £22. You must claim within 1 month of the incident.

Multiple supply interruptions

If your supply is interrupted for 4 or more periods, for a minimum of 3 hours each time, during a 12 month period from 1st April in any year, you can claim £54. You must claim within 3 months of the end of the 12 month period.

Voltage enquiries

If you tell your local distribution company about a problem with your supply voltage they must make an appointment to visit you within 7 working days or explain the problem in writing within 5 working days. If they don't you'll receive £22. If they don't keep an agreed appointment you'll receive a further £22.

Estimates for a new electricity supply

If you ask for a new electricity supply your local distribution company will provide an estimate within 5 working days where the work is straightforward, or 15 working days if the work is significant. If they don't you'll receive £44.

Making and keeping appointments

Your local electricity distribution company will offer morning or afternoon appointments, or a fixed 2 hour time band on request. If they fail to make or keep an appointment you'll receive £22.

Compensation payments

If a failure payment is automatically due, we or your local electricity distribution company will send this to you within 10 working days. If not you'll receive a further £22. The exception to this is the 'Restoring your electricity supply during severe weather' standard where your payment will be issued as soon as reasonably practicable.

Connection guaranteed standards

Providing budget estimates

If you ask your distribution company for an estimate of connection costs for a connection with capacity less than 1MVA and they don't have to carry out a site visit, they'll provide it within 10 working days once you've provided all the information they require and paid any fees. If they fail to send you an estimate they'll pay you £50.

Providing quotations

If you ask your distribution company for a quotation for a connection or an alteration, including moving a meter, they'll provide it within 5 working days once you've provided all the information they require and paid any fees. If they fail they'll pay you £10 for each working day they're late.

Providing accurate quotations

If you've requested a single low voltage connection you have the right to challenge the accuracy of the quotation. If the quotation is found to be inaccurate or incomplete your distribution company will pay you £250, will provide you with a correct quotation and also refund you the

amount of any other payments you've made. If you've been undercharged you'll be required to pay the additional amount.

Scheduling and completing work

Once you've accepted and paid for the connection, your distribution company will contact you within 7 working days to discuss dates for carrying out the work. If they fail to contact you they'll pay you £10 for each working day they're late.

Once you agree a date to complete the work, this may be varied at your request or agreement, or in certain circumstances if notified by the distribution business. If they fail to complete the work on the agreed date they'll pay you £25 for each working day they're late.

Compensation payment for connection standards

If your distribution company fails to meet the standards they'll pay you by cheque, by electronic transfer or as a credit to your connection invoice within 10 days of the failure. If they fail to make the payment within these timescales they'll send you an additional £50.

Your gas appliance safety

This leaflet contains important information about using gas and gas appliances safely. Please read it. It could save your life.

Carbon monoxide (CO) poisoning

According to published figures from the Health and Safety Executive (HSE) (the government body which deals with matters about safety), in 2010/11, there were 219 incidents involving CO poisoning. These resulted in 14 deaths and 343 non-fatal injuries.

When gas does not burn properly, excess CO is produced which is poisonous. You can't see it, taste it or smell it but CO can kill without warning in just a matter of hours. You're particularly at risk when you're asleep because you can't recognise the early symptoms.

These include tiredness, drowsiness, headaches, giddiness, nausea, vomiting, chest pains, breathlessness, stomach pains, erratic behaviour and visual problems. These symptoms can easily be confused with common ailments like flu, or simple tiredness.

If you think your appliance is leaking CO:

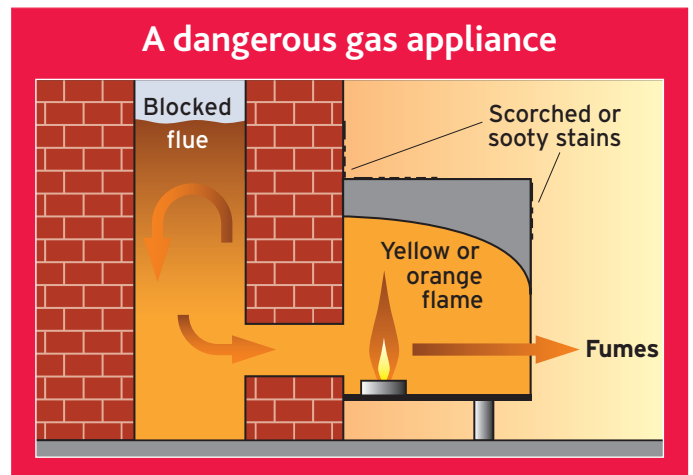
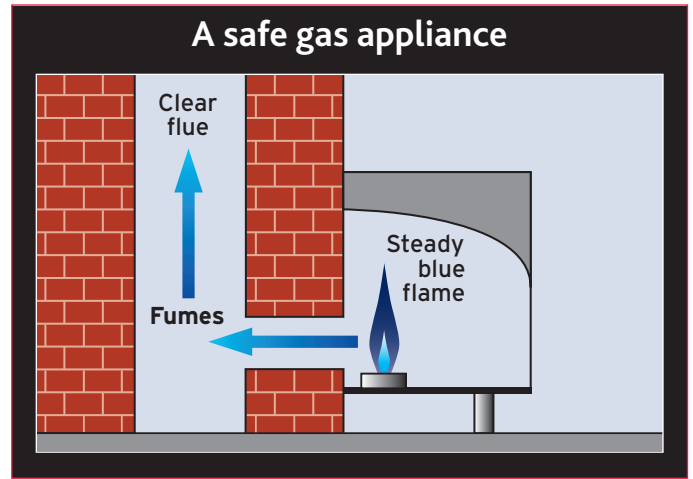
- Switch off the appliance and don't use it again until it's been checked and/or repaired.
- Open all doors and windows to ventilate the room - do not sleep in the room.
- If you or your family experience the symptoms listed above and you believe CO may be involved, seek urgent medical advice. Your doctor will need to test a blood or breath sample. Be aware that CO quickly leaves the blood and tests may be inaccurate if taken more than four hours after exposure.
- Contact a Gas Safe-registered installer to arrange to have the appliance checked and repaired.

Signs to look out for include:

- Yellow or brown staining around or on appliances.
- Pilot lights that frequently blow out.
- Increased condensation inside windows.
- Yellow rather than blue flame (apart from flueless fires).

Remember:

- **NEVER** cover a gas appliance.
- **NEVER** block or obstruct any outside flues, air vents, fixed ventilation grilles or air bricks.
- Whenever draught exclusion, ceiling or extraction fans, double glazing or conservatory extensions are fitted to a room containing a gas appliance, the appliance should be checked for safety.
- **ALL** gas appliances should be checked for safety at least every 12 months by a Gas Safe-registered installer.



Audible carbon monoxide alarms

If you buy a carbon monoxide alarm, ensure it meets current safety standards (EN 50291) and carries the Kitemark. Always follow the manufacturer's siting instructions carefully. They're a useful back-up precaution but must NOT be seen as a substitute for proper installation and maintenance of gas equipment by a Gas Safe-registered installer.

Call npower hometeam on

0800 0722 999

for more information or to buy a Gas Safe Register approved audible carbon monoxide alarm.

Gas leaks

If you smell gas and think you may have a gas leak, call the National Gas Emergency Service immediately on:

0800 111 999

- Open all doors and windows
- Turn off the gas supply at the meter
- Do not use naked flames or mobile phones near a suspected leak
- Do not turn any electrical switches on or off

Gas Safe Register

By law, anyone carrying out work on gas appliances or fittings must be competent and registered with Gas Safe Register. Registered engineers will be identified with the yellow Gas Safe Register logo, and every engineer will carry a Gas Safe Register ID card with their own unique licence number.



To find a Gas Safe registered engineer in your area you can call

0800 408 5500

or go online and visit gassaferegister.co.uk

Further information about gas safety

Contact the HSE (Health and Safety Executive) Gas Safety Advice Line on

0800 300 363

or visit their website hse.gov.uk/gas/index.htm

Free gas safety check

If you're over 60, chronically sick, disabled, or have sight or hearing difficulties, you can join npower's Warm Response Service. It's free to join and once a member you can benefit from many useful services designed to help make your life easier, including a free annual gas safety check where eligible (unless you live in rented accommodation where it's your landlord's duty to ensure the check is done).

If you're in receipt of a means-tested benefit, a homeowner and have a child under the age of 5, we can also offer a free annual gas safety check. If our engineer finds that a gas appliance is unsafe, they will condemn it for your safety and recommend that you contact a Gas Safe-registered engineer to repair or replace it.

For more information call the npower Warm Response Team on:

0808 172 6999



What if you lose your electricity supply?

Check with your neighbours – if they haven't lost their supply the fault is probably in your home. Call a qualified electrician for advice. If you have a prepayment meter, check that you haven't run out of credit. If you have a power cut, call your electricity distribution company. Find your supply number on any electricity bill - see the diagram and use the two digits at the bottom left of the supply number to find the short code and the number to call in the table on the next page.

S	01	801	100
	14	1099	9362 811

14



Contacts if you lose your electricity

Distribution Business	Area covered	MPID	Short Code	Emergency Powerloss Number	Website / email	Address for loss of supply issues
UK Power Networks	East of England	EELC	10	0800 783 8838	ukpowernetworks.co.uk customer.relations@ukpowernetworks.co.uk	UK Power Networks, Customer Relations, Fore Hamlet, Ipswich, Suffolk, IP3 8AA
Western Power Distribution	East Midlands	EMEB	11	0800 056 8090	westernpower.co.uk info@westernpower.co.uk	Western Power Distribution, Information Centre, Avonbank, Feeder Road, Bristol, BS2 0TB
UK Power Networks	London	LOND	12	0800 028 0247	ukpowernetworks.co.uk customer.relations@ukpowernetworks.co.uk	UK Power Networks, Customer Relations, Fore Hamlet, Ipswich, Suffolk, IP3 8AA
SP Energy Networks	Merseyside & North Wales	MANW	13	0845 272 2424	spenergynetworks.co.uk customer.care@sppowersystems.com	SP Energy Networks, Customer Service, PO Box 168, Prenton, CH26 9AY
Western Power Distribution	West Midlands	MIDE	14	0800 328 1111	westernpower.co.uk info@westernpower.co.uk	Western Power Distribution, Information Centre, Avonbank, Feeder Road, Bristol, BS2 0TB
Northern Powergrid	North of England	NEDL	15	0800 668 877	ce-electricuk.com cus.serv@ce-electricuk.com	Northern Powergrid, Customer Relations, FREEPOST NEA 1047, Houghton le Spring, DH4 7BR
Electricity North West	North West England	NORW	16	0800 195 4141	enwl.co.uk customercare.electricity@cc.plc.co.uk	Electricity North West Ltd, Customer Relations, PO Box 4375, Manchester M61 0ET
SSE Power Distribution	North of Scotland	HYDE	17	0800 300 999	ssepd.co.uk	SSE Power Distribution, Fault Management Centre, 2nd Floor, Inveralmond House, 200 Dunkeld Road, Perth PH1 3AQ
SP Energy Networks	Central & Southern Scotland	SPOW	18	0845 272 7999	spenergynetworks.co.uk customer.care@sppowersystems.com	SP Energy Networks, Customer Service, PO Box 8729, Bellshill ML4 3YD
UK Power Networks	South East England	SEEB	19	0800 783 8866	ukpowernetworks.co.uk customer.relations@ukpowernetworks.co.uk	UK Power Networks, Customer Relations, Fore Hamlet, Ipswich, Suffolk, IP3 8AA
SSE Power Distribution	South of England	SOUT	20	08000 727282	ssepd.co.uk	SSE Power Distribution, Fault Management Centre, 2nd Floor, Inveralmond House, 200 Dunkeld Road, Perth PH1 3AQ
Western Power Distribution	South Wales	SWAE	21	0800 052 0400	westernpower.co.uk info@westernpower.co.uk	Western Power Distribution, Information Centre, Avonbank, Feeder Road, Bristol, BS2 0TB
Western Power Distribution	South West England	SWEB	22	0800 365 900	westernpower.co.uk info@westernpower.co.uk	Western Power Distribution, Information Centre, Avonbank, Feeder Road, Bristol, BS2 0TB
Northern Powergrid	Yorkshire	YEDL	23	0800 375 675	ce-electricuk.com cus.serv@ce-electricuk.com	Northern Powergrid, Customer Relations, FREEPOST NEA 1047, Houghton le Spring, DH4 7BR
Independent Power Networks		IPNL	24	0800 013 0849	independentpowernetworks.co.uk enquiries@envoyonline.co.uk	Independent Power Networks, Ocean Park House, East Tyndall Street, Cardiff, CF24 5GT
ESP Electricity		LENG	25	0800 731 6945	espelectricity.com electricity@espipelines.com	ESP Electricity, Hazeldean, Station Road, Leatherhead, Surrey KT22 7AA
Energetics		GUCL	26	0800 804 8688	energetics-uk.com	Energetics Electricity, International House, Stanley Boulevard, Hamilton International Technology Park, Glasgow, G72 0BN
GTC		ETCL	27	0800 032 6990	gtc-uk.co.uk info@gtc-uk.co.uk	GTC, Energy House, Woolpit Business Park, Bury St Edmunds, Suffolk, IP30 9UP
UK Power Networks (IDNO)		EDFI	28	0800 171 2012	ukpowernetworks.co.uk customer.relations@ukpowernetworks.co.uk	UK Power Networks, Customer Relations, Fore Hamlet, Ipswich, Suffolk, IP3 8AA

We're here to help

You can contact us by phone on the number shown on your bill. Our call centres are open 8am to 8pm Monday to Friday and 8am to 6pm Saturday. If you call out of hours you'll hear a message advising you who to call if you have a loss of supply or prepayment meter fault.

If English isn't your first language, we can talk to you in any language with the aid of a translator. Ask someone to call us on your behalf to tell us that you need to speak to us in your preferred language.

- If you prefer to write, our address is shown on your bill.
- You can also contact us via our website npower.com
- If you have hearing or speech difficulties and use a textphone, please call **0800 413 016**

Where our electricity comes from

Between April 2010 and March 2011, the electricity we supplied came from:

Coal	28%
Gas	60%
Nuclear	1%
Renewable (biomass, wind, hydro and solar power)	9%
Other sources	2%

For more environmental information, visit

npower.com/fuel-mix

Exclusions apply to all standards. For example, you aren't entitled to receive compensation if the relevant company is prevented from meeting a Guaranteed Standard by severe weather, industrial action or a third party's action, or if you miss, postpone or cancel an agreed appointment. 'Working day' means any day other than Saturday, Sunday, Christmas Day, Good Friday or a day which is a bank holiday as described in the Banking and Financial Dealings Act 1971. Phone calls: We may monitor and/or record calls for security, quality or training purposes. Calls from BT landlines to numbers beginning with 0800 or 0845 may be free. The price of calls may vary with other operators and calls from mobiles may be considerably higher. Please check with your operator for exact charges.

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