

Our service to you

What you can expect from us

npower's guaranteed standards of performance

Plus electricity distribution company and gas
transporter standards of performance

npower

What you can see in here

- Our guaranteed standards 3
- What you can expect from your electricity distribution company 10
 - Section 1 - existing connections 10
 - Section 2 - new connections 15
- What you can expect from your gas transporter 24

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 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 domestic and non-domestic (microbusiness) 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.

We don't have to make a payment where we cancel an appointment relating to:

- the installation of a prepayment meter or the disconnection of your supply to recover a debt,
- fixing a faulty prepayment meter, or
- the reconnection of your supply cut off for non-payment of a debt that you have now paid or agreed to pay.

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 domestic 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 domestic customers only.



If you smell gas, call the National Gas Emergency Service immediately on 0800 111 999.

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

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.

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 domestic customers only.

* 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.

Erroneous transfers

The vast majority of customers who want to change supplier do so without any problems, but sometimes problems can occur. An 'erroneous transfer' is when a supplier incorrectly takes over a customer's supply without their permission.

When you contact us, or the other supplier involved, to say you believe you've been

transferred without a valid contract, we'll work with the other supplier to agree whether the switch is valid. We'll agree this within 20 working days of your initial contact. You'll receive £30 in compensation from each supplier if this doesn't happen.

Within 20 working days of your initial contact, the supplier you contacted will either confirm that you'll be returned to your old supplier via the erroneous transfer process, or will provide a statement of the outcome of the investigation if we've agreed with the other supplier that no erroneous transfer has taken place. You'll receive £30 in compensation from the supplier you contacted if this doesn't happen.

When it's been confirmed that an erroneous transfer has taken place, your supply will be returned to the old supplier within 21 working days of the erroneous transfer being agreed. You'll receive £30 in compensation from the old supplier if this doesn't happen.

These standards apply to domestic customers only, for switches initiated on or after 1 May 2019.

Where we have agreed with your old supplier that you've transferred to us without a valid contract, you'll receive £30 in compensation.

This standard applies to domestic customers only, for switches initiated on or after 1 May 2020.

Switching

Where you agree a contract with us, we'll switch your supply within 15 working days of the switch being agreed and we have all the information needed to complete it.

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

This standard applies to domestic customers only, for switches initiated on or after 1 May 2020.

Final bills

If we close your account because you've changed to another supplier, we'll send you a final bill within 6 weeks of the switch date. If we close your account because we no longer have responsibility for supplying you because you've moved out of the property or the meter has been removed, we'll send you a final bill within 6 weeks of the date you move out or have the meter removed or the date we receive notification of these – whichever is later.

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

This standard applies to domestic customers only, for supplies ending on or after 1 May 2020.

Credit balances

If we close your account because you've changed to another supplier, we'll return any credit balance on your account within 10 working days of issuing your final bill.

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

This standard applies to domestic customers only, for switches initiated on or after 1 May 2019.

Getting compensation from your electricity distribution company and gas transporter

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.

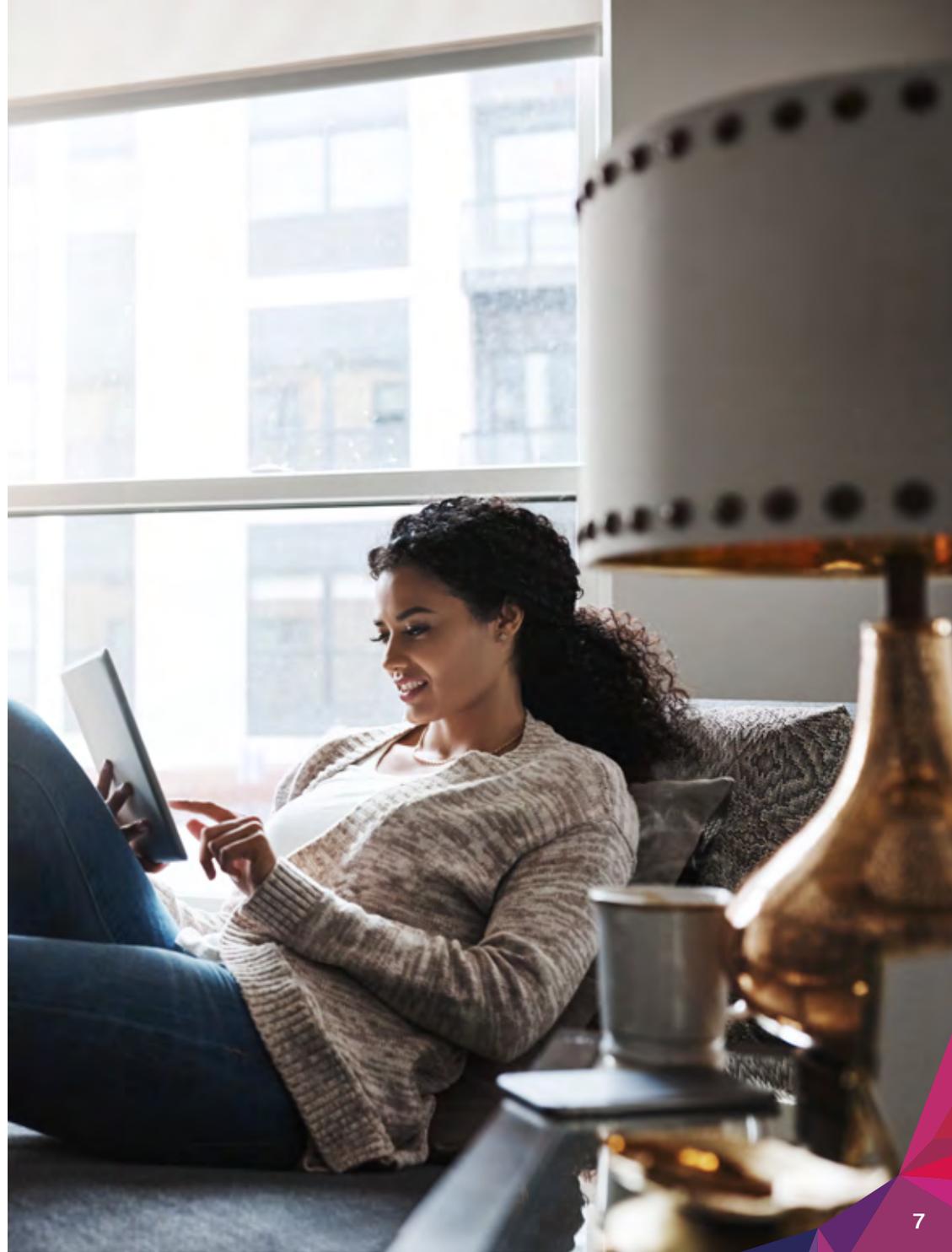
Compensation payments from npower

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.

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.

- Only one compensation payment of £30 will be made for an ongoing failure.
- 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.
- 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.
- 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).
- If there's an erroneous transfer of both electricity and gas, you'll only receive one lot of compensation payments covering both fuels, unless it's clear they are separate events and two payments are due.
- If there's credit balance on both electricity and gas accounts, you'll only receive one lot of compensation payments covering both fuels, unless it's clear they are separate events and two payments are due.
- Compensation for failing to return a credit balance promptly may not be due if we don't have enough information to process a refund (e.g. an incomplete or incorrect postal or email address), if a formal dispute is ongoing between us (about the amount of the credit balance or the method for refunding it) or if there is a delay due to events outside our control.

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 all reasonable steps to prevent it occurring or to prevent us from not being able to meet the standard).

- 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.
- If we use the erroneous transfer process to return your account to your old supplier when you've exercised your right to cancel the transfer within 14 days.
- If we transfer your supply via the 'supplier of last resort' process (this is where the energy regulator Ofgem directs a supplier to take over responsibility for the customers of a failed supplier).
- If something happens that's outside our control, (e.g. where a contacted supplier takes longer than 20 working days to contact us about a possible erroneous transfer).
- If it takes longer than 15 working days to transfer your supply but the old supplier objected to the transfer or you requested a specific switch date which is longer than 15 working days from agreeing to switch.
- If you have a debt on your prepayment meter that we agree can be assigned to us, and we transfer you within 15 working days of the debt assignment agreement and no later than 32 working days from the switch being agreed.
- If you have withdrawn a request to transfer your supply after the transfer has been completed in line with a term in the contract with your new supplier or because of some other legal requirement.
- If we agree with your old supplier that the erroneous transfer happened because of fraud.
- If there's a formal dispute about the final bill.
- If a correct address (postal or electronic) hasn't been provided either to allow us to send the final bill or because of which the final bill doesn't arrive.
- If the final bill is in respect of your transferring to us under an Ofgem supplier of last resort direction given within three months before you then switch to a new supplier.
- If you have another fuel with us and that account has an outstanding balance, we may transfer a credit balance to that account rather than send you a refund.

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 gas and electricity 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 customer or £150 if you are a non-domestic customer and it fails to restore it within 12 hours.

You'll also receive an extra £35 for every extra 12-hour period that your supply is off.

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 customer or £150 if you are a non-domestic customer 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 a very large number of 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 the distribution company fails, it will arrange for you to receive £70 (both domestic and non-domestic customers). You'll also receive an extra £70 for each extra 12 hours your supply is off – up to a maximum of £700. 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 aims 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 the rota disconnections start, this is covered by the appropriate Regulations - 5, 6 or 7.

You'll receive £75 as a domestic customer or £150 as a non-domestic customer 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 distribution company will come to your premises within 3 hours, if you report information to it so that it believes 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 it 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 distribution company will give you at least 2 days' notice of a planned interruption.

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

Regulation 13 – Voltage Complaints

Your 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 two-hour time slot, if the 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 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 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 enquiries number – listed in "How to contact your electricity distribution company" on page 20 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 distribution company over whether you are entitled to compensation.

Contacting your electricity distribution company

If you need any more information about the guaranteed standards, or if you want to know more about the services of your distribution company, just call them on the number on page 20 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 distribution company outside office hours are treated as having been received at the start of business on the next working day.

Codes of Practice

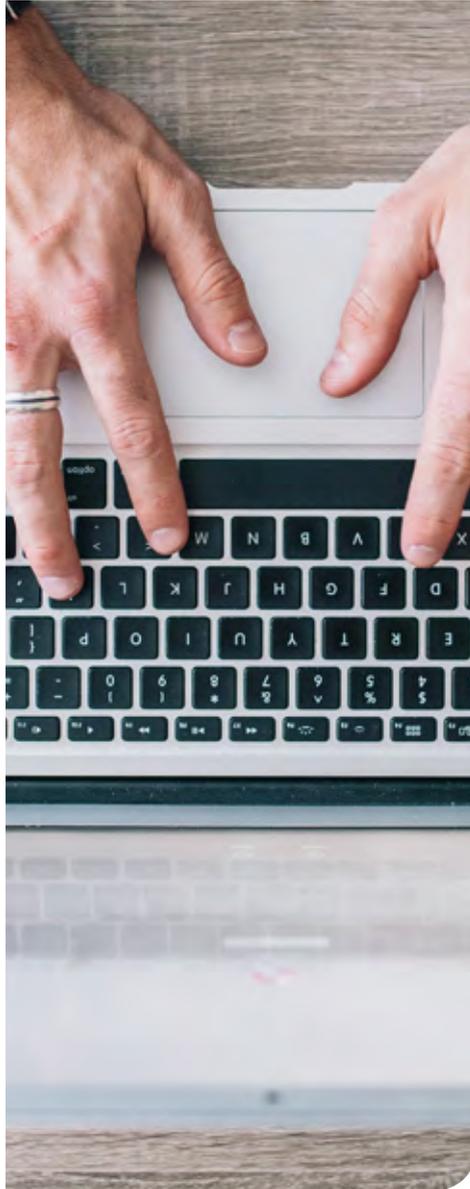
Your electricity distribution company will have an official code of practice describing its customer services – including those for anyone who is blind, deaf or hearing impaired, those who rely on electricity for health reasons, and those who require a password for appointments. Copies of your distribution company'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 enquiries number on page 20 to ask how to make a formal complaint.

If your distribution company has sent you their 'final position' letter or they haven't been able to resolve your complaint within eight weeks, you can take your complaint to Ombudsman Services: Energy - there to help resolve disputes between energy companies and their customers. It's free to use their services, and they're totally independent – so they don't take sides, and make their decision based only on the information available. If you agree with their decision, your distribution company has to act on what they say.

Register your complaint online at ombudsman-services.org/energy or call **0330 440 1624**.



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 or business, 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 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 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 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 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 you request a desk-top budget estimate of connection costs, the distribution company will provide it within the 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 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.

Provision of Quotations

Your 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 left.

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 its quotation and paid the full amount, you'll be contacted 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 your distribution company, 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.

Provision of Quotations 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

Quotation Accuracy Scheme 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	£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 its 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 20.

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 **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 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 distribution company in respect of performance standards.

Sometimes the standards may not apply including:

- under exceptional circumstances
- or due to events beyond its control
- industrial action
- actions of third parties
- not being able to gain access to its 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, your distribution company will need to demonstrate that it 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, it 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 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). It will complete the works on the agreed date.

If it fails it 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, 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 call the relevant number if you want more information about any of the guaranteed standards, or if you would like to request a service from your distribution company.

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

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 it's accepted requests for quotations and estimates by phone.



Company	Area	Emergency / Supply Loss (24 hours)	General enquiries (Mon-Fri unless otherwise stated)	Customer Relations (Mon-Fri unless otherwise stated)	Connections enquiries (Mon-Fri unless otherwise stated)	Website address
Western Power Distribution	East Midlands	105	0800 096 3080 08:00 to 17:00	0800 055 6833 09:00 to 17:00	0845 724 0240 09:00 to 17:00	westernpower.co.uk
Western Power Distribution	West Midlands	105	0800 096 3080 08:00 to 17:00	0800 055 6833 09:00 to 17:00	0845 724 0240 09:00 to 17:00	westernpower.co.uk
Western Power Distribution	South & West Wales	105	0800 096 3080 08:00 to 17:00	0800 055 6833 09:00 to 17:00	0845 601 3341 09:00 to 17:00	westernpower.co.uk
Western Power Distribution	South West England	105	0800 096 3080 08:00 to 17:00	0800 055 6833 09:00 to 17:00	0845 601 2989 09:00 to 17:00	westernpower.co.uk
UK Power Networks – Eastern Power Networks	East Anglia	105 0800 31 63 105	0800 029 4285 09:00 to 17:00	0800 028 4587 08:30 to 17:00	0800 029 4280 09:00 to 17:00	ukpowernetworks.co.uk
UK Power Networks – London Power Networks	London	105 0800 31 63 105	0800 029 4285 09:00 to 17:00	0800 028 4587 08:30 to 17:00	0800 029 4280 09:00 to 17:00	ukpowernetworks.co.uk
UK Power Networks – South Eastern Power Networks	South East England	105 0800 31 63 105	0800 029 4285 09:00 to 17:00	0800 028 4587 08:30 to 17:00	0800 029 4280 09:00 to 17:00	ukpowernetworks.co.uk
Northern Powergrid (Northeast)	The Northeast & most of North Yorkshire	105	0800 011 3332 24 hours	0800 781 8848 24 hours	0800 011 3433 Mon-Fri 08:00 to 20:00 Sat 09:00 to 17:00	northernpowergrid.com
Northern Powergrid (Yorkshire)	West, South & East Yorkshire & northern Lincolnshire	105	0800 011 3332 24 hours	0800 781 8848 24 hours	0800 011 3433 Mon-Fri 08:00 to 20:00 Sat 09:00 to 17:00	northernpowergrid.com
Scottish Hydro Electric Power Distribution	North Scotland	105	08000 483 515 08:00 to 17:00	0800 980 1394 Mon-Fri 08:00 to 20:00 Sat 08:00 to 17:00	08000 483 515 08:00 to 17:00	ssen.co.uk
Southern Electric Power Distribution	South England	105	08000 483 516 08:00 to 17:00	0800 980 1394 Mon-Fri 08:00 to 20:00 Sat 08:00 to 17:00	08000 483 516 08:00 to 17:00	ssen.co.uk
SP Energy Networks	Central & Southern Scotland	105	0330 1010 444 08:30 to 18:00	0330 1010 444	0845 270 0785 08:30 to 16:45	spenergynetworks.co.uk
SP Energy Networks	Merseyside, Cheshire & North Wales	105	0300 1010 444 08:30 to 18:00	0330 1010 444	0845 270 0783 08:30 to 16:45	spenergynetworks.co.uk
Electricity North West	North West England	105 0800 195 4141	0800 0481 820 09:00 to 17:00	0800 195 4141 09:00 to 17:00	0800 048 1820 Mon-Thu 08:00 to 17:00 Fri 08:00 to 16:30	enwl.co.uk
Electricity Network Company	Great Britain	105 0800 032 6990	01359 243311 08:00 to 17:00	01359 243311 08:00 to 17:00	01359 243311 08:00 to 17:00	gtc-uk.co.uk
ESP Electricity	Great Britain	105 0800 731 6945	01372 587 500 08:00 to 18:00	01372 587 500 08:00 to 18:00	01372 587 500 08:00 to 18:00	espug.com
Independent Power Networks	Great Britain	105 0800 013 0849	0845 055 6199 08:00 to 17:00	0845 055 6199 08:00 to 17:00	0845 055 6199 08:00 to 17:00	gtc-uk.co.uk
Last Mile Electricity	Great Britain	105	0330 058 7440	0330 058 7440	0330 058 7440	lastmile-uk.com
Leep Electricity Networks	North West	105 01924 871 558 (24 hour)	0345 122 6786	0345 122 6786	0345 122 6786	leeputilities.co.uk/electricity
Harlaxton Energy Networks	Great Britain	105 0800 055 6288	0844 800 1813	0844 800 1813	0844 800 1813	harlaxtonenergynetworks.co.uk
UK Power Distribution	Great Britain	105 0800 311 8074	0844 740 0074 08:30 to 17:00	0844 740 0074 08:30 to 17:00	0844 740 0074 08:30 to 17:00	ukpowerdistribution.co.uk
Eclipse Power Networks	Great Britain	105 01234 486487	01234 486487	01234 486487	01234 486487	eclipsepower.co.uk/networks
Energy Assets Networks	Great Britain	105 01506 405405	01506 405405	01506 405405	01506 405405	energyassetsnetworks.co.uk
Fulcrum Electricity Assets	Great Britain	105 0808 1644 714	03330 146466	03330 146466	03330 146466	fulcrum.co.uk
Murphy Power Distribution	Great Britain	105 0808 1644 714	0808 1644 714	0808 1644 714	0808 1644 714	murphypowerdistribution.co.uk
Utility Assets	Great Britain	105 01234 764652	01234 764652	01234 764652	01234 764652	utilityassets.co.uk
Vattenfall Networks	Great Britain	105 07976 783587	07976 783587	07976 783587	07976 783587	networks.vattenfall.co.uk
Forbury Assets	Great Britain	105	0800 107 6930	0800 107 6930	0800 107 6930	sseenterprise.co.uk/products/forbury-assets-limited

What you can expect from your gas transporter

Customer standards of performance for gas transporters

Gas transporters (GTs) 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. 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 phone 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 GT's pipeline system you will be reconnected/ gas will be available at your property within 24 hours.	If you are a domestic customer and the GT fails, you will receive a payment of £30, and £30 for each additional complete 24 hours 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 hours you are without gas, up to a maximum of £1000. If you are a non-domestic customer and your annual gas consumption exceeds 73,200kWh, you are entitled to similar payments 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 and you inform them of the their failure within 3 months of the interruption, you will receive a payment of £24.
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 and you inform them of the 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 phone, the GT will respond substantively to your complaint within 10 working days of receiving your complaint. However, if the GT needs to visit your premises or get additional information from a third party to enable resolution of the complaint, it will issue an initial written response within 10 working days 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 up to 5 working days thereafter, up to a maximum of £100.

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
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 GT's published accuracy scheme, the GT will reissue you with a correct quotation and any overcharge paid will be refunded. You can contact your GT for further information on their accuracy scheme.	If the quotation is found to be inaccurate in accordance with the GT's 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.

Guaranteed Standard (GS)	Standard Description	Compensation for failure
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.
GS11 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. £1,000	£20	The lesser of £200 or the contract sum
Up to & incl. £4,000	Lesser of £100 or 2.5% of contract sum	25% of the contract sum
Up to & incl. £20,000	£100	25% of the contract sum
Up to & incl. £50,000	£100	£5,000
Up to & incl. £100,000	£150	£9,000

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 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.

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 caused 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, it will need to demonstrate that it's 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 performance of each gas transporter for the period 1 April 2019 to 31 March 2020 in the table on the following page.

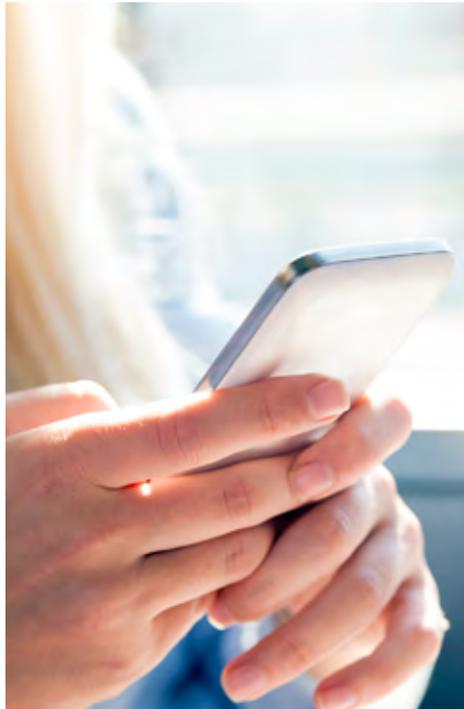
Gas Transporter Owner	Network area owned by Gas Transporter	% Performance achieved against Licence Standards in 2019/2020		
		2(f) Telephone response times (proportion answered within 30 seconds)	2(g) Response to uncontrolled escapes (proportion attended within 1 hour) answered within 30 seconds)	2(g) Response to controlled escapes (proportion attended within 2 hours) (proportion answered within 30 seconds)
Cadent	East of England	91.72%	97.7%	98.8%
	London	91.72%	97.6%	98.5%
	North West	91.72%	98.5%	99.5%
	West Midlands	91.72%	98.3%	98.9%
SGN	Scotland	91.72%	98.9%	99.6%
SGN	Southern	91.72%	98.5%	98.9%
Wales & West Utilities	Wales & West	91.72%	98.99%	99.75%
Northern Gas Networks	Northern	91.72%	99.49%	99.83%

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 the GT 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. They must comply with certain requirements when visiting customer premises and must have in place a procedure for dealing with any complaints. These services are described in a statement(s) produced by each GT. You can get a copy free of charge by contacting the GT, or download a copy from their website.



Cadent	Cadent Customer Centre - Customer Care Team Brick Kiln Street Hinckley Leicestershire LE10 0NA 0345 070 0203 wecare@cadentgas.com cadentgas.com	Northern Gas Networks	Northern Gas Networks 1100 Century Way Thorpe Park Business Park Colton Leeds LS15 8TU 0800 040 7766 customer@northerngas.co.uk northerngasnetworks.co.uk
SGN	SGN Customer Service Inveralmond House 200 Dunkeld Road Perth PH1 3AQ 0800 912 1700 customer@sgn.co.uk sgn.co.uk	Wales & West Utilities	Wales & West Utilities Customer Services Wales & West House Spooners Close Celtic Springs Coedkernew Newport NP10 8FZ 0800 912 2999 enquiries@wwutilities.co.uk wwutilities.co.uk

NATIONAL GAS EMERGENCY SERVICE:

365 days a year, 24 hours a day

Smell gas? Call free on **0800 111 999**

(Minicom/textphone **0800 371787**)

All calls are recorded and may be monitored for training purposes

Need to contact us?

We're here to help you



Visit:
npower.com



Call:
0800 073 3000



Minicom/textphone:
0800 413 016

Our contact details are always printed on your bills. Our UK call centres are open 5 days a week: Monday to Friday 9am to 5pm.

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, just ask for the Priority Services on:

0808 172 6999

(Minicom/textphone:
0800 413 016)

Correct at time of publishing online September 2020

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.

npower is a registered trademark and the trading name of Npower Limited (Registered No. 3653277), Npower Gas Limited (Registered No. 2999919), Npower Northern Limited (Registered No. 3432100) who also act as an agent for Npower Northern Supply Limited (Registered No. 2845740) for the supply of electricity, Npower Yorkshire Limited (Registered No. 3937808) who also act as an agent for Npower Yorkshire Supply Limited (Registered No. 4212116) for the supply of electricity. Registered in England and Wales. Registered Office: Windmill Hill Business Park, Whitehill Way, Swindon, Wiltshire SN5 6PB.

npower