



Guaranteed Standards of Performance

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Introduction

Here at D-ENERGi we are committed to achieve high standards of customer service. Ofgem have set out specific standards that we, and all suppliers, must adhere to. These are called our **Guaranteed Standards of Performance**

Customers are entitled to compensation if these Guaranteed Standards are not met. You can find the **Guaranteed Standards Performance Report** on the following link <https://www.d-energi.com/customer-zone/> which is updated quarterly and a copy is sent to Ofgem.

Please note these standards apply to customers which are being supplied directly under our UK Healthcare gas supply licence and will not apply to customers who electricity and gas is being supplied by our third party energy partners or source suppliers.

As your energy supplier, we are responsible for the standards covering your meter, switching to and from other suppliers, and refunding credit balances.

There are also Guaranteed Standards which apply to your local electricity distribution company and gas transporter, these cover supply interruptions and maintenance work etc.

We are also required to tell you about the Standards which apply to your local electricity distributor; and those which apply to your local gas distributor. Contact details of your electricity distribution company and gas transporter can be found below.

Our Guaranteed Standards of Performance

Appointments

Sometimes, one of our engineers might need to visit your property – either because you've asked us to send one, or so we can do what we need to as your energy supplier. When we visit, we promise:

1. Wherever possible, appointment dates will be offered within a reasonable period of time after you have requested an appointment or after we have contacted you to make or re-arrange an appointment. How quickly we can visit your property will depend on your individual circumstances and the reason for the appointment. Our appointments are always within normal working hours. For your convenience, appointment slots will be offered between 8am-12pm, 10am-2pm, 12pm-4pm and 2-6pm; however arrangements may vary depending on where you live.
2. We will do our best to offer you an appointment on a date and time to suit you where it is reasonably possible to do so.
3. We will not rearrange an appointment if it less than 1 day away without your agreement 4. We will keep an appointment unless you have cancelled it or we have re-arranged it and you have agreed to the new date.
4. We will ensure that the engineer has the necessary skill, experience and resource to do what is scheduled to be done.

If we're late, or miss an appointment, or break any of the promises outlined above, we'll pay you £30 compensation within 10 working days. If we fail to do that, we'll pay you another £30 in a further 10 working days. We'll pay you compensation unless there's a dispute between us as to whether you should get it, and in accordance with the provisions of the Electricity and Gas (Standards of Performance) (Suppliers) Regulations 2015. We'll usually pay compensation as a credit to your energy account.

Meter Problems (non-pre-payment meters)

Gas and Electricity meters are required to operate correctly, and to Industry-prescribed levels of tolerance. If you believe that your gas or electricity meter is not operating correctly, or that it is not recording your consumption correctly, you should notify us. You should not, under any circumstances, attempt to rectify the problem yourself. Once you have notified us of the problem (and the meter is not a prepayment meter) we will do each of the following within 5 working days of receiving your notification:

1. We will complete an initial assessment of whether it is operating correctly, and to the prescribed tolerances.
2. We will take action to determine the cause of the problem, or otherwise ensure that you receive a supply through a meter which is operating correctly and to within the prescribed levels of tolerance.
3. We will offer to confirm details of the above in writing to you, including the actions we propose to take to ensure you receive a supply through a correctly operating meter, along with the timescales for doing so.

In taking the actions described above, we will start with whatever office-based checks we are able to make without necessarily visiting your premises. Please note that if we receive your notification outside normal working hours, the 5 working day timescale will run from the start of the next day.

If we fail to meet any of these standards, we'll pay you compensation of £30.00 within 10 working days. If we fail to do that, we'll make an additional payment of £30.00 within a further 10 working days. We'll make those payments to you unless there is a genuine dispute between us as to whether you should receive them, and in accordance with the provisions of the Electricity and Gas (Standards of Performance) (Suppliers) Regulations 2015. Payments will typically be made as a credit to your energy account.

Pre-payment Meter Problems

If you believe that your gas or electricity pre-payment meter is not operating correctly, you must notify us, and should not, under any circumstances, attempt to rectify the problem yourself. Once you have notified us of the problem we will do the following:

If you have lost supply altogether

1. We'll start work to put things right. This may involve visiting your property but sometimes we can start that work without a visit.
2. We'll start that work within 3 hours of receiving your notification (or within 4 hours on a weekend or Bank Holiday)

If you have not lost your supply altogether

1. Within 3 hours of receiving your notification (or within 4 hours on a weekend or Bank Holiday) we will take action to help us better understand whether your pre-payment meter is faulty. If it is faulty, we will repair it or (where this is not possible) replace it.

We operate a call-handling service 5 days a week, and we will react as quickly as we can during normal working hours which are between 8.00am-5.00pm. If we receive your notification outside normal working hours, the 3 or 4 hour timescale will run from the start of the next day.

If we fail to meet either of these standards, we'll pay you compensation of £30.00 within 10 working days. If we fail to do that, we'll make an additional payment of £30.00 within a further 10 working days. We'll make those payments to you unless there is a genuine dispute between us as to whether you should receive them, and in accordance with the provisions of the Electricity and Gas (Standards of Performance) (Suppliers) Regulations 2015. Payments will typically be made as a credit to your energy account.

Reconnecting your supply

In the rare event that we have disconnected your supply because you have not paid your gas or electricity charges, we will do everything we can to get you back on supply as soon as possible. This may mean that you pay the outstanding charges,

along with our reasonable expenses and any security deposit. Alternatively, it may mean that we agree a repayment plan with you.

1. Once either of these events have taken place, we will reconnect your supply within 24 hours.

Please note that if either of these events occur outside normal working hours the 24 hour timescale will run from the start of the next day.

If we fail to meet this standard, we'll pay you compensation of £30.00 within 10 working days. If we fail to do that, we'll make an additional payment of £30.00 within a further 10 working days. We'll make those payments to you unless there is a genuine dispute between us as to whether you should receive them, and in accordance with the provisions of the Electricity and Gas (Standards of Performance) (Suppliers) Regulations 2015. Payments will typically be made as a credit to your energy account.

Passing on payments to you

We may occasionally receive what is referred to as a "distributed payment" from a gas transporter, or from an electricity distributor, which we have an obligation to pass on to you. For example, if your gas distributor experiences water ingress which disrupts the gas supply to your home, they have an obligation to get you back on supply. If they fail to do so, you may be entitled to a compensatory payment. This will be paid to us and we, in turn, must pass it on to you.

1. We will relay any such payment to you within 10 working days from when we receive it.

If we fail to do this, we'll pay you compensation of £30.00 within 10 working days of that failure. We'll make that payment to you unless there is a genuine dispute between us as to whether you should receive them, and in accordance with the provisions of the Electricity and Gas (Standards of Performance) (Suppliers) Regulations 2015. Payments will typically be made as a credit to your energy account.

Erroneous Transfers

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

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.

Credit balances

If we close your account because you've changed to another supplier, we'll return any credit balance on your account (that is confirmed by actual meter readings from your new supplier) within 10 working days of issuing your final bill.

In line with our refund policy: Please note that, if you fail to provide your new supplier an opening meter reading (which they then provide us as your closing meter reading with D-ENERGi) we will be unable to issue any refund. It is important for the successful closure of your account that you provide this meter reading.

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.

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.

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 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 network operators: Guaranteed standards of network operators

Gas and electricity distributors are licensed to distribute gas and electricity in the UK. Any compensation listed below is paid by D-ENERGi but claimed back through these network operators.

No Gas?

The Gas Network Distributors are responsible for making sure gas keeps flowing to your home. If you lose supply you should contact your Gas Network Distributor. If you don't have any gas for 24hrs, then you'll get £30 as an apology and another £30 for every further 24hrs you're without gas, up to a maximum of £1000.

Planned Supply Interruptions

If your Gas Network Distributor needs to do some maintenance or upgrades in your area which means they need to turn off the gas flow, they should tell you at least 5 working days in advance. Once they've finished the job, everything should be back to normal within five days. If it's not, you'll get £20 as an apology from your Gas Network Distributor.

New Connection or alternations

If you ask your Network Distributor about a new connection of gas supply to your property or an alteration, you should be contacted within 5 working days. If the Gas Network Distributor fails to contact you in this time they'll pay you £40 plus an additional £40 for every working day they are late, up to a maximum of £250.

Quotation

The Gas Network distributor should provide you with a quote for work within 6 working days, unless this is a non-standard quote which should be provided within 11 working days.

If the Gas Network distributor fails to provide this within the timescale, they'll pay you £10 for every working day they are late, up to £250 or the amount quoted, whichever is lower.

If the quote they produce is not accurate, they will give you a new quote and any overcharges will be refunded.

Agreeing work dates

When you accept a quote for work, your network operator will offer you a date to complete the work within 20 working days. If they don't, they will need to pay you £20 plus an additional £20 for every working day they are late.

No electricity?

If your electricity supply fails, you should contact your local network operator who will arrange to visit you in 3 hours if you report it to them between 7am and 7pm Monday to Friday. At weekends or on a Bank Holiday they will visit you in 4 hours of you reporting it.

If they don't they will need to pay you £30 as compensation.

In normal weather, your electricity supply should be returned to normal within 12 hours if fewer than 5,000 properties are affected, or 24 hours if more than 5,000 properties.

If power has not been restored after the appropriate timescale then they will pay you £75 and a further £35 for every 12 hours that passes until your power has been restored.

Planned Works

Your local network operator should give you a minimum of 2 days' notice before your electricity supply is interrupted for planned works.

If they don't they will need to pay you £30 compensation.

Multiple Interruptions

If you experience 4 separate power cuts between the 1st April and 31st March, then your network operator will pay you £75.

Appointments

If the operator needs to visit you they will arrange an appointment. This will either be a morning or afternoon time slot or a fixed 2 hour time slot.

If they don't keep the appointment, they will need to pay you £30.

Quotations for a new energy supply

The operator should provide you with a quote for the work within 5 working days, unless this is a non-standard quote which should be provided within 15 working days.

If the operator fails to provide this within the timescale, they'll pay you £15 for every working day they are late.

Quotations for a connection or alteration

The operator should provide you with a quote for the work within 5 working days, if they have all the information they need and if you have paid the fees.

If the operator fails to provide this within the timescale, they'll pay you £15 for every working day they are late.

Agreeing work dates

When you accept a quote for work, your network operator will contact you within 7 working days to arrange a date to carry out the work.

If they don't or they fail to do the work on the agreed day, they will need to pay you £15 or £35 for every working day they are late.

Severe weather

Distributors have 24 hours to restore electricity supply if a storm has caused between 8 and 13 times the daily average number of faults in a 24 hour period.

If this standard is not met, they will need to pay you £70, and an additional £70 for each additional 12 hour period supply is not restored (up to £700 in total).

Distributors have 48 hours to restore electricity supply if a storm has caused more than 13 times the daily average number of faults in a 24 hour period.

If this standard is not met, they will need to pay you £70, and an additional £70 for each additional 12 hour period supply is not restored (up to £700 in total).

Length of time without electricity supply before a payment is due depends on the scale of the impact of the weather. This impact is determined by the number of customers interrupted relative to pre-defined thresholds.

If this standard is not met, they will need to pay you £70, and an additional £70 for each additional 12 hour period supply is not restored (up to £700 in total).

Rota disconnection

Electricity supply shortages leading to deliberate interruption on a rota basis in order for supply to be shared fairly. You may be eligible for payment if supply is off for 24 hours or longer.

If payment is eligible, it amounts to £75.

Distributor's fuse

If a distributor's fuse is stopping supply to your property then within 3 hours (working days) or 4 hours (other days) an appropriate professional must attend.

If this is not met, you are eligible to £30.

Notice of planned interruption to supply

Distributors must give you at least 2 days' notice for planned power cuts.

If this standard is not met, or the interruption occurs on a different day, they will need to pay you £30.

Voltage complaints

If you report a problem with the voltage of the electricity coming into your property, the distributor must send out a written letter explaining the issue within 5 working days, or offer to visit your property within 7 days.

If this does not occur as it should, they will need to pay you £30.

Notification and making of payments under the guaranteed standards

Distributors have 10 days to make a payment for failing to meet any of the guaranteed standards described above. In the case of severe weather when the impact is determined by the number of customers interrupted relative to pre-defined thresholds, the payment must be made as soon as reasonably practical.

If the payment deadline is not met, you are owed an additional £30.

Who to contact?

Distribution Business	Area Covered	MPID	Short Code	Emergency Power loss No.	Website	Address for loss of supply issues
UK Power Networks	East of England	EELC	10	0800 783 8839 0333 202 2021	ukpowernetworks.co.uk	UK Power Networks, Customer Care, Fore Hamlet, Ipswich, Suffolk, IP3 8AA
Western Power Distribution	East Midlands	EMEB	11	0800 678 3105	westernpower.co.uk	Western Power Distribution, Information Centre, Avonbank, Feeder Road, Bristol, BS2 0TB
UK Power Networks	London	LOND	12	0800 028 0247 0333 202 2022	ukpowernetworks.co.uk	UK Power Networks, Customer Care, Fore Hamlet, Ipswich, Suffolk, IP3 8AA
SP Energy Networks	Merseyside & North Wales	MANW	13	0800 001 5400 0333 1010 400	spenergynetworks.co.uk	SP Energy Networks, Customer Connections, PO Box 290, Lister Drive, Liverpool, L13 7HJ
Western Power Distribution	West Midland	MIDE	14	0800 678 3105	westernpower.co.uk	Western Power Distribution, Information Centre, Avonbank, Feeder Road, Bristol, BS2 0TB
Northern Powergrid	North of England	NEEB	15	0800 668 877	northernpowergrid.co.uk	Northern Powergrid, Customer Relations, Manor House, Station Road, Penshaw, Houghton le Spring, DH4 7LA
Electricity North West	North West England	NORW	16	0800 195 4141	enwl.co.uk/contact	Electricity North West Ltd, Customer Relations, PO Box 218, Warrington, WA3 9BY
SSE Power Distribution	North of Scotland	HYDE	17	0800 300 999	ssepd.co.uk	Scottish Hydro Electric Power Distribution plc, Network Management Centre, 2nd Floor, Inveralmond House, 200 Dunkeld Road, Perth, PH1 3AQ

SP Energy Networks	Central & Southern Scotland	SPOW	18	0800 092 9290	spenergynetworks.co.uk	SP Energy Networks, Customer Connections, 55 Fullarton Drive, Cambuslang, Glasgow, G32 8FA
UK Power Networks	South East England	SEEB	19	0800 783 8866 0333 202 2023	ukpowernetworks.co.uk	UK Power Networks, Customer Care, Fore Hamlet, Ipswich, Suffolk, IP3 8AA
SSE Power Distribution	South England	SOUT	20	0800 072 7282	ssepd.co.uk	Southern Electric Power Distribution plc, Network Management Centre, Walton Road, Cosham, Portsmouth, PO6 1UJ
Western Power Distribution	South Wales	SWAE	21	0800 678 3105	westernpower.co.uk	Western Power Distribution, Information Centre, Avonbank, Feeder Road, Bristol, BS2 0TB
Western Power Distribution	South West England	SWEB	22	0800 678 3105	westernpower.co.uk	Western Power Distribution, Information Centre, Avonbank, Feeder Road, Bristol, BS2 0TB
Northern Powergrid	Yorkshire	YELG	23	0800 375 675	northernpowergrid.com	Northern Powergrid, Customer Relations, Manor House, Station Road, Penshaw, Houghton le Spring, DH4 7LA
Independent Power Networks		IPNL	24	0800 013 0849	independentpowernetworks.net	Independent Power Networks, Energy House, Woolpit Business Park, Bury St Edmunds, Suffolk, IP30 9UP
ESP Electricity		LENG	25	0800 731 6945	esputilities.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	GTC, Energy House, Woolpit Business Park, Bury St Edmunds, Suffolk, IP30 9UP
Harlaxton Energy Networks		HARL	29	0800 055 6288	harlaxtonenergynetworks.co.uk	Harlaxton Energy Networks Ltd Toll Bar Road, Marston, Grantham, Lincs, NG32 2HT
Peel Electricity Networks Limited		PENL	30	0161 247 7177	peelenergy.co.uk	Peel Electricity Networks Limited, Peel Dome, The Trafford Centre, Manchester. M17 8PL