



ES PIPELINES AND ITS CUSTOMERS

September 2017

About This Leaflet

This leaflet sets out when and how you might expect to be contacted by ES Pipelines Ltd ('ESP') and how you can get in touch with us. If you wish to complain about something that we or our representatives have done, this leaflet tells you how. It also explains any special services for customers who are blind, partially sighted, deaf or hearing impaired.

Contacting ESP

Customers may contact ESP by telephone, letter, email, or in person and ESP may reply by telephone, letter, or email. The contact must be made by the Customer themselves or from the Customer's representative. If English is not your first language, you can write to us via post or email in your chosen language and we will provide a written interpretation service.

ES Pipelines Ltd

Bluebird House

Mole Business Park

Leatherhead

Surrey

KT22 7BA

Telephone: 01372 587 500

Fax: 01372 377 996

Email: customerservices@espug.com

Website: www.espug.com

Questions about your bill

ESP does not sell gas but ensures it is piped to your property in a safe and efficient manner. The companies that sell you gas and send out gas bills are called gas suppliers. You should contact your gas supplier if you have a query about buying gas, your gas bill, or meter reading. You can find your supplier's telephone number on your gas bill or statement.

Gas Emergencies and Your Safety

ESP is an independent gas transportation company and is responsible for delivering gas to domestic, commercial and industrial premises around Great Britain.

The national gas emergency service is run by National Grid Gas on behalf of all gas transportation companies; including ESP. The gas emergency service operates 24 hours a day, 365 days a year. All calls to the emergency number are free of charge, are recorded and may be monitored.

If you ever smell gas call the emergency line free on: **0800 111 999**

If you are deaf or hearing impaired and have a Minicom or Textphone you can use it to call the gas emergency service, the number is 0800 371 787.

The operator who takes your details will ask you if there are any special circumstances the emergency service needs to know about when they call. If you have any vulnerability or other special needs, please tell us, this will help us to help you.

If English is not your first language, you can still call the gas emergency service on 0800 111 999 and an interpreter will be provided.

The emergency service provider or a representative of ESP may also need to visit your property to deal with the reported gas emergency, in which case they will adhere to the rules set out below under 'Entering your home'.

If it is necessary – for safety reasons – to disconnect the gas supply to your home and you fall into one of three categories, we will seek to ensure you are not deprived of adequate heating and cooking facilities. These categories are:

- You are disabled, chronically sick, or of pensionable age
- You live with anyone who is disabled, or chronically sick, of pensionable age or a minor
- You are included on the Priority Services Register run by your gas supplier

However, it is ESP's policy to be sympathetic to the needs of other consumers as well as those in the categories above. We will always try to make sure that your heating and cooking needs are met, using local judgement on a case-by-case basis.

When we call, please tell us if you have any vulnerability that we should know about.

Entering your Home

ESP may need to visit your home to inspect or maintain gas equipment on your property. The visit will either be made by an ESP employee or a contractor working on our behalf. ESP only uses fully trained engineers and contractors to make house visits. You can expect:

- All ESP employees and contractors will be able to provide you with an identity card showing the company name, their own name, a reference number, and a colour photograph of themselves.
- ESP takes all necessary steps to ensure that all ID cards are returned when an employee leaves the company.
- ESP will endeavour to ensure that its employees and contractors are aware of the contents of this document and will comply with it at all times.
- ESP staff and contractors will be appropriately qualified and fully trained for the purpose of the visit and will be courteous at all times in their dealings with you. They will give clear, accurate explanations and will respect your premises.

Passwords

If you are a domestic customer of pensionable age, disabled, or chronically sick a password can be agreed with you when we make an appointment. This password will be used when we visit you so you will know the caller is genuine. You can also use this service if you just wish to feel more secure. Gas suppliers also operate password schemes through their Priority Services Register. If you arrange an appointment through your gas supplier, the person visiting you will use the password you have registered with your supplier.

Keeping Appointments

If you request ESP to do work, we or our contractor will arrange an appointment with you. If we agree an appointment we guarantee to meet that appointment unless an alternative date has been agreed with you in advance. If we do not keep an appointment, we will make a fixed payment to you.

Complaints & Customer Satisfaction

If you are not happy with the service you have received from ESP then you may contact us in writing, by e-mail, by telephone or in person at the address given in this leaflet.

ESP takes all complaints seriously, ensuring they are handled confidentially and in a courteous, prompt and straightforward manner.

A member of our customer service team will investigate your complaint and will contact you within five working days. If further investigation is required, ESP will provide a full response within ten working days. If this is not possible (for example, where we require information from a third party or we need to visit your premises) we will keep you informed of progress and let you know when to expect a full response. Where remedial action is required, we will endeavour, in consultation with you, to resolve the matter promptly.

Our response to your complaint may include an apology, an explanation, a description of proposed remedial action, the award of a goodwill payment if appropriate, or the granting of a payment under the statutory compensation scheme.

Payment of Compensation

When ESP fails to achieve a standard, it is obliged to recognise the failure and to make a compensation payment to you automatically. Most payments will be made directly to you, although in the case of loss of supply ESP may make payment to the registered gas shipper of the property, who will pass on this payment to you. Further details about the compensation scheme can be obtained from ESP upon request.

Escalating your complaint

If you are not satisfied with the way your complaint has been handled or with the outcome, please tell us by referring the matter to the Office Manager by any of the means mentioned above. They will review the complaint in consultation with an appropriate member of our senior management team and provide a further response within five working days.

The Energy Ombudsman

We recognise that we may not always succeed in wholly resolving your complaint to your full satisfaction. If eight weeks have passed since you raised a complaint and you consider that it remains unresolved OR if you have been notified by ESP that there is nothing more we can do for you, you will be entitled to refer to, and seek the assistance of Ombudsman Services, an independent body who will assess a complaint. Their service is free of charge and the decision they make is final and binding on ESP, but not on you. You can contact them as follows:

Ombudsman Services: Energy

PO Box 966

Warrington

WA4 9DF

Telephone: 0330 440 1624

Textphone: 0330 440 1600

E-mail: osenquiries@os-energy.org

Website: www.ombudsman-services.org/energy.html

Getting Further Advice

For advice and help with energy related issues, or any other general consumer queries, you can also contact Citizens Advice.

Citizens Advice Consumer Service

2nd Floor

Fairfax House

Merrion Street

Leeds

West Yorkshire

LS2 8JU

Telephone: 03454 04 05 06

Textphone: 18001 03454 04 05 06

Website: www.adviceguide.org.uk

Data Retention

A record will be kept of all Customer contacts, requests and complaints where action is required. The record will normally be kept for five years.