

## Updating you on our energy standards of service for Domestic Customers

We hope you find the following helpful. It covers important information about the gas and electricity supply service we provide to you and the levels of service provided by your gas and electricity Network Operators.

### Contacting us

We maintain a call centre based in the United Kingdom which is staffed by our highly trained advisors six days a week. We aim to answer all calls promptly and to deal with your enquiry immediately. Simply dial **0333 777 0 777** to phone us, 0333 777 3 239 to fax us, or 0333 003 5 643 to contact us by minicom. You can email us at [memberservices@utilitywarehouse.co.uk](mailto:memberservices@utilitywarehouse.co.uk), or you can write to us at Member Services, The Utility Warehouse, Network HQ, 508 Edgware Road, The Hyde, London, NW9 5AB.

### Making life easier

If you consider yourself vulnerable, please let us know as you may be eligible for extra services which relate to your access or safety needs.

If you are of pensionable age, disabled or chronically sick, or you have sight or hearing difficulties, you can apply to join our Priority Services Register. We can provide you with a range of services to make your life easier. These include a password scheme in the event we need to visit you or bills in special formats, e.g. Braille Bills and also gas safety checks for those who qualify. If you need more information, please contact us using the details above.

### Reducing your energy bills

If you can reduce the amount of energy that you consume then the size of your bills will come down as well! We have an impartial Energy Efficiency Helpline that is there to provide practical advice on ways of reducing the amount of energy you consume without affecting your comfort and convenience. You can call our Energy Efficiency Helpline on **0333 003 5 647**.

### Statements

We have a range of statements and advice guides about various aspects of our services. Below is list of some of these that may be of interest to you. For a free copy of any of our statements and advice guides please contact our customer service team or visit [www.utilitywarehouse.co.uk](http://www.utilitywarehouse.co.uk)

- Electricity and Gas Emergencies
- When we need to visit your property
- Energy Efficiency Advice
- How to complain
- Gas safety checks
- Help with paying your energy bills
- Prepayment meters

- Priority Services Register
- Warm Home Discount Scheme

### Standards of service

Utility Warehouse are responsible for the standards relating to your meter and bills. We are also required to tell you about the standards that relate to your local gas transporters and/or electricity distribution company. These standards cover supply interruptions, maintenance work etc.

#### Guaranteed Standards provided by The Utility Warehouse as your energy supplier\*

#### Meter accuracy

If you advise us that you believe your gas or electricity meter reading is inaccurate, we will complete an initial assessment of the meter to determine if it is operating correctly, and to prescribed tolerances. We will take action to determine the cause of the problem and ensure that it is operating correctly. We will offer to confirm the details to you in writing, including the actions that we propose to take. We will complete the initial assessment within five working days or contact you within seven working days to arrange a visit. Please remember that if we receive your notification outside normal working hours, the five working day timescale will run from the start of the next day.

If we do not, we will pay you £30 within 10 working days. If we fail to make the payment within 10 working days, we will pay you a further £30.

#### Appointments

When we need to visit your home outside of a standard meter reader visit, either at your request or to carry out works in accordance with our obligations, you will be offered a timed appointment within a reasonable time.

We will not re-arrange the appointment if it is less than 1 working day without your agreement. If possible, we will do our best to offer an appointment at a time and date that suits you. If we are late or fail to keep an appointment for work we do as your energy supplier, we will pay you £30 within 10 working days. If we fail to make the payment within 10 working days, we will pay you a further £30.

#### Prepayment meters

If your prepayment meter is not working correctly and your supply is affected by this, please call us on **0333 777 0777**. We will arrange for you to be visited within three hours on a working day between 8am and 8pm or within four hours on a weekend or Bank Holiday if you contact us between 9am and 4pm. If it is faulty, we will repair it or if this is not possible we will replace it.

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 within 10 working days. If we fail to

do that, we' ll make an additional payment of £30 within a further 10 working days.

### Reconnection

If we have disconnected your supply because you have not paid us for your gas or electricity, we will do everything possible to reconnect the supply within 24 hours following receipt of payment or an arrangement to make payment. If you make payment outside of normal working hours, the 24 hours will start from the following day.

We will make all 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 or as a BACS or cheque for prepayment meter customers.

#### Guaranteed Standards of Performance provided by your Gas Transporter (GT) e.g. National Grid or a former Transco Distribution Network\*

#### Answering 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.

#### Notifying customers of planned supply interruptions

For planned interruptions to the gas supply the Gas Transporter (GT) will provide notice to each customer at least five working days in advance. If you inform the GT of a failure to do this within three months you will receive a payment of £20 from the GT.

#### Responding to complaints

Where a GT receives a complaint in writing or over the phone, the GT will respond substantively to your complaint within 10 working days of receiving your complaint. If a visit to your premises or additional information from a 3rd party is required to enable resolution of your complaint, the GT will issue an initial written response within 10 working days of receiving your complaint to explain this situation and will then respond substantively within 20 working days from receipt of your complaint. If the GT fails, you will receive a payment of £20 plus £20 for each period of five days thereafter up to £100.

#### 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.

### Restoring your gas supply

If you are without gas for more than 24 hours you will receive £30. For every additional 24 hours that your gas supply is not available you will receive £30, up to a maximum of £1000.

### Priority customers

If you are a member of our Priority Services Register and your gas supply is interrupted, your GT will offer alternative temporary heating and cooking facilities within four hours, or within eight hours where the unplanned interruption affects more than 250 customers (8pm-8am excluded). If they don't you will receive £24 providing you have informed them within 3 months of failure.

### Reinstating your premises

If your GT carries out work at your property, it will be put back to its original state within 5 working days. If it is not, you will receive £50. If the work is not completed you will receive a further £50 for each period of five working days after the initial 5 working day period.

### New connections and alterations

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

### New connections and alterations - response to land enquiries

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

### New connections and alterations - quotations

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 six working days. A non-standard quotation will be issued within 11 working days. If they don't you will receive a payment of £10 plus £10 for each succeeding working day up to the quotation sum or £250, whichever is lowest.

### New connections and alterations - setting work dates

Once you accept a quote your GT will contact you to offer a work date within 20 working days. If they don't you'll receive £20 plus £20 for every working day until you receive a work date up to a total of £250.

### Compensation payments

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

### New connections and alterations - completion dates

Your GT will complete the work within the agreed work dates. If they don't you' ll receive the following payments based on the quoted cost of the work:

Please note, payments from your GT are made directly to you or, at times, to the Utility Warehouse, who will then pass this payment to you as our customer.

**Overall Standards provided by your Gas Transporter - 2017 / 2018**

	Target	East of England	London	North West	West Midlands	Scotland	Southern	Wales and West	Northern
Answering emergency telephone calls within 30 seconds	90%	92.03%	92.03%	92.03%	92.03%	92.03%	92.03%	92.03%	92.03%
Responding to gas emergencies									
Attend uncontrolled escapes within 1 hour	97%	97.08%	97.35%	98.4%	97.34%	98.08%	98.42%	98%	99.61%
Attend controlled escapes within 2 hours	97%	97.72%	97.78%	98.9%	98.23%	98.59%	98.97%	98.64%	99.72%

Quoted cost	Penalty	Cap
Up to and incl. £1K	£20	£200 or quoted cost if lower
Up to and incl. £4K	The lesser of £100 or 2.5% of contract sum	25% of contract sum
Up to and incl. £20K	£100	25% of contract sum
Up to and incl. £50K	£100	£5,000
Up to and incl. £100K	£150	£9,000

**Guaranteed Standards provided by your local electricity distribution company\***

**Service fuse failure**

If your main fuse fails and you have reported it to your local distribution company between 7am – 7pm Monday to Friday they will visit you within three hours. If you report it between 9am – 5pm at weekends or on Bank Holidays they will visit within four hours. If they don't you will receive £30 from them.

**Restoring your electricity supply during normal weather**

If there is a fault with the distribution system and you are without power during normal weather conditions, it will be restored within 12 hours of the local electricity distribution company becoming aware of the problem. If the local electricity distribution company fail to do this, they will arrange for you to receive £75. For every additional 12-hour period that your supply is off you can claim a further £35.

**Supply restoration during normal weather where the incident affects 5000 customers or more**

If your electricity supply fails during normal weather conditions because of a single incident on the distribution system affecting 5,000 premises or more, the local electricity distribution company will restore it within 24 hours of first becoming aware of the problem. If they fail to do this, they will arrange for you to receive £75 as a domestic customer. You will also receive a further payment of £35 for each additional 12-hour period that you are off supply up to a maximum of £300.

**Restoring your electricity supply during severe weather**

If you are without power during severe weather due to a fault in the distribution system, it will be restored within a prescribed timescale, dependent upon the size of the event:

The length of time that applies depends on the size of the event and varies from at least 24 hours without supply to more than 48 hours. Where these periods apply, if the electricity distribution company fails you will receive £70. For every additional 12-hour period that your supply is off you can claim £70. The maximum payment is £700.

These payments will be made as soon as is reasonably practical.

**Planned electricity supply interruption**

If your electricity supply is interrupted for planned work you will get at least two days' notice. If you don't, or the work is carried out on a different day, you can claim £30. You must claim within one month.

**Multiple supply interruptions**

If your supply is interrupted for four or more periods, for a period of three hours each time, during a 12-month period from 1st April in any year, you can claim £75. You must claim within three months of the end of the 12-month period. You must provide the address of the premises affected and the dates of the electricity supply failures.

**Voltage enquiries**

If you tell your local distribution company about a problem with your supply voltage they must make an appointment to visit you within seven working days or explain the problem in writing within five working days. If they fail they will arrange for you to receive a £30 payment.

**Making and keeping appointments**

When your local electricity distribution company needs to visit your home you will be offered a timed appointment in the morning or afternoon within a two hour time band. If they fail to make or keep an appointment you will receive £30.

**Compensation payments**

If your local distribution company fails to meet any of the guaranteed standards they will make payment either directly to you or to your electricity supplier within 10 days of becoming aware of the failure. If not, you will receive a further £30. The exception to this is the "restoring your electricity supply during severe weather" standard whereby payment will be issued as soon as is reasonably practical.

In the event of a claim needing to be made please contact your local distribution company (number printed on your invoice).

\*Exclusions apply to all standards. For example, you aren't entitled to receive compensation if the relevant company is prevented from meeting a Guaranteed Standard by severe weather, industrial action or a third party's action, or if you miss, postpone or cancel an agreed appointment.

**Carbon Monoxide**

**What is carbon monoxide?**

Carbon monoxide is an odourless, invisible gas that can be given off by any appliance which burns a fossil fuel such as gas, coal, or oil. It can enter your home if your appliance is faulty or the room is not correctly ventilated, or the chimney or gas flue is blocked. Carbon monoxide is a dangerous gas which prevents the flow of oxygen through your blood stream. This can have seriously poisonous effects which can prove fatal. As it is a colourless gas and has no taste or smell, it is very difficult to detect.

**How can it be prevented?**

- Ensure your gas appliances are regularly checked for safety and serviced by a qualified Gas Safe registered engineer.
- If an appliance is unsafe and condemned for your safety, you should contact a Gas Safe registered engineer to repair or replace it.
- Ensure your home is correctly ventilated – never block vents or flues.

- Make sure all chimneys and flues are regularly swept and kept clear and clean.
- You can buy a carbon monoxide detector from some supermarkets and hardware stores. If you buy a detector, look for one which complies with EN50291, but never rely entirely on these devices.

**What are the danger signs?**

- Gas flames that burn orange or yellow instead of blue.
- Sooty stains on or just above appliances.
- Solid fuel appliances that burn slowly or go out.
- Carbon monoxide sometimes makes people feel ill – but this is not always the case.

**IF YOU DEVELOP ANY OF THE FOLLOWING UNEXPLAINED SYMPTOMS - DROWSINESS, HEADACHES, CHEST PAINS, SUDDEN GIDDINESS WHEN STANDING UP, SICKNESS, DIARRHOEA AND STOMACH PAINS - SWITCH OFF YOUR APPLIANCES AND SEE A DOCTOR AT ONCE.**

**Electricity Plus Supply Ltd disclosure label**

Electricity supplied has been sourced from the following fuels:	
Coal	11.8%
Natural Gas	62.6%
Nuclear	19%
Renewable	2.6%
Other	4.0%
<b>Total</b>	<b>100%</b>

Environmental impact:	
CO2 emissions (weighted average)	359g per kWh
Radioactive waste	0.00133g per kWh
(relates to electricity supplied in period 1 April 2017 – 31 March 2018)	

**Gas Transporter Contact Numbers**

Cadent	0845 835 1111 www.cadentgas.com
Scotia Gas Networks	0800 912 1700 www.sgn.co.uk
Northern Gas Networks	0800 040 7766 www.northerngasnetworks.co.uk
Wales & West Utilities	0800 912 2999 www.wutilities.co.uk