

**Ørsted**

# Guaranteed Standards of Performance



## Introduction

This document provides important information about the following:

The standards of performance you can expect from your Gas Transporter (GT), electricity Distribution Network Operator (DNO) and Ørsted. The actions you can take if these standards are not met.

The industry regulator Office of Gas and Electricity Markets (Ofgem) requires that Ørsted (energy supplier) informs you of the set Guaranteed Standards of Performance (GSOP) for all GTs, DNOs and energy suppliers. Ofgem sets these standards to ensure GTs, DNOs and energy suppliers provide a required level of service. If your GT, DNO or energy supplier fails to meet the standards set, you are entitled to receive a compensation payment.

Your GT owns the network of gas pipes which supply gas to your premises and your DNO owns the electricity wires and cables which supply electricity to your premises.

Your GT or DNO is not responsible for providing meter readings or invoices. Ørsted is responsible for providing these, so please contact our Customer Services team with meter reading or invoice queries, using the details in the footer below.

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## Gas - Guaranteed Standards of Performance

The following map highlights the GTs operating within the UK and enables you to identify which one provides gas to your business.

1. SGN
2. Northern Gas Networks
3. Nationalgrid
4. Gas Networks Ireland
5. Wales&West Utilities



### Restoring your gas supply

If your gas supply is cut off and not restored within a 24 hour period due to an unplanned gas interruption, you will be compensated by your GT the following amount for every complete 24 hour period you are without gas:

Customer	Level of compensation
Customers with annual consumption less than 73,200 kWh per annum	£50 up to a maximum of £1,000
Customers with annual consumption above 73,200 kWh per annum	Alternative compensations are made

The above compensation is not applicable if the interruption resulted from:

- Damage caused by a third party
- Severe weather conditions or other exceptional events caused the relevant event and the GT has taken all reasonable steps

### Reinstating your premises

If your GT needs to replace or re-lay gas pipes situated under or within your premises, they will reinstate your service within 5 working days of the completion of the engineering work. You will be compensated the following amount for every 5 working days that the work is delayed:

Service level failure	Level of compensation
Service not reinstated within 5 working days	£100 at the end of 5 working days and another £100 for every 5 working days

### Alerting you to planned supply interruptions

When your GT carries out planned work to replace pipes or maintain the integrity of the gas system, they may need to interrupt your gas supply. They will keep you informed and will let you know when and the reason for the interruption at least 5 working days before the interruption occurs.

If your GT fails to inform you of the interruption and you inform your GT within 3 months of the interruption, you will be entitled to:

Service level failure	Level of compensation
Failure to inform of planned supply interruption within 5 working days	£50

### Responding to complaints

If you complain to your GT in writing or over the telephone, they will respond to your complaint within 10 working days of receipt of your complaint. However, if a visit to your premises or additional information from a third party is needed to enable resolution of the complaint, your GT will issue an initial written response within 10 working days of receiving your complaint to explain this situation. It will then respond substantively within 20 working days from the receipt of the complaint.

Type of complaint	Level of compensation
GT complaint with no 3rd party interaction	£20 and an additional £20 for each succeeding period of 5 working days thereafter, up to a maximum of £100
Gas Network Operator including 3rd Party interaction	If the 20 day extension has been applied and your GT fails to meet this standard you will receive the compensation amounts set out above

## Connection Guaranteed Standards

### New connections and alterations

When you ask for a new standard gas connection or an alteration to an existing connection, you will receive a quote within 6 working days of the submission of the request. A new non-standard gas connection, or alteration to existing standard gas connection request up to and less than 275 kWh rate of flow will take 11 working days, and 21 working days for a non-standard connection greater than 275 kWh. If you fail to receive your quote within these timelines, you will receive the following compensation from your GT:

Connection type	Level of compensation
Standard connection up to 275 kWh	£10 per working day up to £250 or the quotation sum whichever is lowest
Non-standard connection up to 275 kWh	£10 per working day up to £250 or the quotation sum whichever is lowest
Non-standard connection over 275 kWh	£20 per working day up to £500 or the quotation sum whichever is lowest

### Accuracy of quotation

If your GT provides you with an inaccurate quotation, they will reissue you with a correction quotation and refund you for any overpayment.

### Responses to Land Enquiries

If you ask for a Land Enquiry from your gas network operator in relation to a new connection or an alteration to an existing connection, the network operator will issue a response within 5 working days. If your GT fails to meet this service level you will receive the following compensation:

Connection type	Level of compensation
Connections up to and including 275 kWh	£40 payment and an additional £40 per working day thereafter up to a maximum of £250
Connections exceeding 275 kWh	£40 payment and an additional £40 per working day thereafter up to a maximum of £500

### Payments

Where your GT has failed any of the above guaranteed standards or the Connection Guaranteed Standards, they will write to inform you (or Ørsted, your supplier) and will make the payment either directly to you or to Ørsted within 20 working days of compensation being due. If your GT fails to meet this service level you will receive the following:

Type of complaint	Level of compensation
Failure to meet guaranteed and Connection Guaranteed Standards of Performance	£20 in addition to any payments made under the other guaranteed standards

## Exclusions

Ofgem has agreed a set of circumstances for when the guaranteed standards referred to above may not apply. These are known as exclusions and include events beyond your GT's control such as:

- Severe weather
- Industrial action
- Damage caused by the customer
- Actions by third parties or not being able to gain access to premises
- Legislative constraints
- Labour disputes
- Safety reasons

## Complaints

If you have a complaint about any aspect of your GT's service, please contact them. You will find their complaints handling procedure on their website (see GT contact details section) or you can ring their general enquiry line to request a copy. If they are unable to resolve the matter with you, and you are a small business customer, you can refer it to the Ombudsman Services: Energy. This is a free and independent dispute-resolution service.

The Ombudsman is able to offer free independent advice and will look at your complaint, but will expect you to let your GT to try to sort it out first. You can telephone the Ombudsman Services on **0330 440 1624**. You can find further information on the Ombudsman Service website: [ombudsman-services.org/sectors/energy](http://ombudsman-services.org/sectors/energy).

## GT licence standards

The GTs listed in this document are required to meet standards set out in Licence Conditions on an annual basis. The following tables provide you with the standards of performance that the GTs are also required to meet as part of its Licence Conditions:

Standards	Target
<p><b>Responding to telephone calls</b> Calls shall be answered within 30 seconds of the call being connected.</p> <p>This covers the National Gas Emergency Service (24 hours a day), the general enquiry line and the meter point reference number helpline (during the hours they operate)</p>	90%
<p><b>Responding to all uncontrolled escapes/gas emergencies</b> The Network Gas Operator will attend within 1 hour.</p> <p>This includes significant escape of carbon monoxide or other hazardous situations</p>	97%
<p><b>Responding to all controlled escapes, gas emergencies</b> The Network Gas Operator will attend within 2 hours.</p> <p>This includes significant escape of carbon monoxide or other hazardous situations</p>	97%

The following table details the standards achieved by each GT against targets for the period 1 April 2015 to 31 March 2016.

Network	Region	Telephone response	Uncontrolled escapes, gas emergencies	Controlled escapes, gas emergencies
National Grid	East of England	92.59%	97.94%	98.77%
	London	92.59%	98.04%	98.64%
	North West	92.59%	98.52%	99.14%
	West Midlands	92.59%	98.63%	99.10%
Scotland Gas Networks	Scotland	92.59%	98.65%	99.61%
Southern Gas Networks	Southern	92.59%	98.27%	99.20%
Wales & West Utilities	Wales & West	92.59%	98.59%	99.60%
Northern Gas Networks	Northern	92.59%	99.76%	99.96%

### Contacting your GT

Company	Contact number	Email address
Northern Gas Networks	0845 634 0508 (option 7)	customercare@northerngas.co.uk
Wales & West Utilities	0870 165 0597	enquiries@wwutilities.co.uk
National Grid Distribution	0800 096 5678	enquiries.coalliance@nationalgrid.com
Scotland Gas Networks	0845 070 1432	customer@sgn.co.uk
Southern Gas Networks	0845 070 1431	customer@sgn.co.uk

### In the event of a gas emergency

To report a gas emergency, Call the National Gas Emergency Service on **0800 111 999**. This is a 24-hour emergency line.

You should call the emergency line if:

- You can smell gas
- You have no gas, low or high pressure
- You suspect carbon monoxide poisoning
- There has been a gas explosion or fire

Once you have called the emergency helpline, take the following actions, if it is safe to do so:

- Turn the emergency control valve off at the meter. Only do this if your Site Engineer has advised that you can take this action. If the emergency control valve is in a cellar or confined space, where there is also the smell of gas, do not enter and leave the premises immediately
- Open all doors and windows to ventilate the property
- Do not turn any electrical switches on or off
- Put out naked flames; do not smoke, strike matches or do anything which could cause ignition
- Manually open any electric doors or gates



## Electricity - Guaranteed Standards of Performance

The following regulations are set out by Ofgem, to ensure that required levels of service are met. Please note that this document only refers to regulations which are directly relevant to you as a consumer. For this reason, several numbers have been omitted.

1. Scottish & Southern Electricity Networks
2. SP Energy Networks
3. Northern Ireland Electricity Networks
4. Electricity North West
5. Northern Powergrid
6. Western Power Distribution
7. UK Power Networks
8. ESB Networks



### Regulation 5 - Supply restoration during normal weather

If your electricity supply fails during normal weather conditions because of a problem with the distribution system, the DNO will restore it within 12 hours of first becoming aware of the problem.

If your DNO fails and you make a valid claim within three months of the date the supply is restored, you will be entitled to:

Service level failure	Level of compensation
Failure to restore supply within 12 hours	£150 and a further £35 for each additional 12 hours you are without supply

### Regulation 6 - Supply restoration during normal weather – incidents affecting 5,000 customers or more

If your electricity supply fails during normal weather conditions because of a single incident on your distribution system affecting 5,000 premises or more, your DNO will restore it within 24 hours of first becoming aware of the problem.

If they fail and you make a valid claim within three months of the date the supply is restored, you will be entitled to:

Service level failure	Level of compensation
Failure to restore supply within 24 hours	£150 and a further £35 for each additional 12 hours you are off supply up to a maximum of £300

### Regulation 7 - Supply restoration during severe weather

If your electricity supply fails because of a problem on the distribution system due to severe weather, your DNO will restore it within the period prescribed by the Regulations dependent upon the scale of the event:

Category of severe weather	Definition
Category 1 (medium events)	Lightning events - when a distributor experiences at least 8 times the normal amount of faults in 1 day – supplies will be restored within 24 hours
	Non-lightning events - when a distributor experiences 8 or more but fewer than 13 times the normal amount of faults in 1 day – supplies will be restored within 24 hours
Category 2 (large events)	Non-lightning events - when a distributor 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 at least 35% of exposed 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 they fail and you make a valid claim within three months of the date the supply is restored, you are entitled to:

Service level failure	Level of compensation
Failure to restore supply	£70 and a further £70 for each additional 12 hours you are without supply up to a maximum of £700. These payments will be made as soon as reasonably practicable

### Regulation 8 – Rota disconnections

On very rare occasions, there may be supply shortages in your locality and your electricity supply may need to be interrupted on a rota basis in order to share the available load. The DNO aims to minimise the amount of time that your supply would be affected in such cases. They will at any rate ensure a total of no more than 24 hours without electricity during the period covered by a rota disconnection event. If you are without supply for a period before rota disconnections commence, this would be covered by Regulations 5, 6 or 7 as appropriate.

If they fail and you make a valid claim within three months of the date the supply is restored, you will be entitled to:

Service level failure	Level of compensation
Failure to restore supply within 24 hours	£150

### Regulation 10 - Multiple interruptions

If your electricity supply fails because of a problem on the distribution system and you are without power for three hours or more, on four or more different occasions in any single year (12-month period) starting on 1 April and you make a valid claim within three months of the end of the year to which the claim applies, you are entitled to:

Service level failure	Level of compensation
Supply fails on four or more different occasions in a single year	£75

In order for your claim to be verified, you will need to provide the address of the premises affected and the dates of the electricity supply failures. Incidents for which a payment has already been made cannot be included in your claim.

### Regulation 11 - Distributor's fuse

If you report information that leads your DNO to believe that the main fuse between the incoming supply cable and your meter has or might have failed, the DNO will attend your premises within 3 hours on weekdays if you notify them between 7am and 7pm. At weekends and bank holidays, they will attend within 4 hours if you contact them between 9am and 5pm. If you notify them outside these times, they will treat your call as if they had received it at the start of the next day.

Service level failure	Level of compensation
Distributor's fuse failure	£30

### Regulation 12 - Notice of planned supply interruption

If the DNO needs to switch off your power to work on their network for planned maintenance work, they will give you at least 2 days' notice. (They will always give as much notice of a planned interruption as possible, even if they know they have already failed the standard).

If the DNO fails to give 2 days' notice or switches your electricity off on a different day, then you can claim (within 1 month of the failure).

Service level failure	Level of compensation
Failure to provide notice of planned supply interruption	£60

### Regulation 13 - Voltage complaints

If you report a problem with the voltage of the electricity to your premises, your DNO will send you an explanation within 5 working days or offer to visit you to investigate within 7 working days.

Service level failure	Level of compensation
Voltage Complaints	£30

### Regulation 17 - Appointments

Should the DNO need to visit you, or should you request a visit from them for any reason, you will be offered an appointment during the morning or afternoon or within a two-hour time band. As of 1 October 2010, this standard no longer applies to visits related to connections work.

Service level failure	Level of compensation
Failure to keep an appointment	£30

### Regulation 19 - Notification of payment under Guaranteed Standards

The DNO will notify you, or your supplier (Ørsted), of any guaranteed standards that they have failed to meet (other than those for which you have to make a claim for payment). In any case, they will send your payment either directly to you or to Ørsted within 10 working days of becoming aware of the failure except in the case of Regulation 7, Supply Restoration during Severe Weather, when they will issue payment as soon as is reasonably practicable.

Service level failure	Level of compensation
Failure to notify or to send payment within timescales	£30

### Making a claim for payment

Should you wish to make a claim under Regulation 5, 6, 7, 8, 10 or 12, please telephone the DNO for details of how to claim on the general enquiries number listed in the section on 'Contacting your DNO' on page 21. If you make a claim outside the hours listed, your claim will be treated as if you had called on the next working day.

If you disagree and cannot reach agreement with them about whether you should receive a payment, you may refer the case to Ofgem to request a formal decision.

### Performance information

A periodic report on performance against these guaranteed standards, including the levels of compensation paid out, is published by the Citizens Advice Consumer Service at [citizensadvice.org.uk](http://citizensadvice.org.uk).

## Connection Guaranteed Standards

The DNO guarantees key connection services. The guarantees apply to new or modified connections.

### Provision of budget estimates

If you ask the DNO for a desktop budget estimate of connection costs that does not require a visit, they will provide this within the following timescales, from when you have given them all the information that they need and paid them any applicable fees.

If the required capacity of the connection is less than 1MVA they will provide the budget estimate within 10 working days.

If the required capacity of the connection is 1MVA or more they will provide the budget estimate within 20 working days.

Service level failure	Level of compensation
Failure to provide budget estimates	£65

### Provision of quotations

If you ask your DNO for a quotation (i.e. a formal offer of terms) for a connection, they will provide this within the following timescales from when you have given them all the information that they need and paid them any applicable fees.

If they fail, they will pay you a fixed amount for each working day they are late.

Type of connection	Timescale (demand)	Timescale (generation)	Late payment per working day
Single Low Voltage (LV) service demand connection or 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 High Voltage (HV) works	35 working days	65 working days	£135
Connections involving Extra High Voltage(EHV) works	65 working days	65 working days	£200

### Quotation Accuracy Scheme

This only applies to customers asking for a quotation for a single LV service demand connection or for small-project demand connections.

Customers have the right to challenge the accuracy of their quotation under the Quotation Accuracy Scheme. If the quotation is found to be inaccurate or incomplete, the DNO will make a fixed payment. They will provide you with a correct quotation and also refund you the amount of any overpayment you have made. If they have undercharged you, they will require you to repay the additional amount.

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

#### Making contact to schedule work and completing work for single LV services and small LV projects

Once your DNO has received written acceptance of your quotation and you have paid the full amount quoted, they will contact you within 7 working days to discuss dates for carrying out the works. It may not always be possible to agree a date when they contact you initially, for example, if wayleaves or other consents are required. Please note: works associated with moving meters are not covered by this standard.

Service level failure	Level of compensation
Failure to make contact	£15 for each working day the DNO is late

Once a date is agreed to complete the works (or a phase of works specified in the quotation), this may be varied at the customer's request or agreement or as notified by them (for example if severe weather causes a delay in planned works, if there are delays in obtaining wayleaves or other consents, or if prerequisite works have not been completed). They will complete the works on the agreed date.

Service level failure	Level of compensation
Failure to complete the works on the agreed date	£35 for each working day the DNO is late

#### Making contact to schedule work and commencing and completing work for other LV connections, HV and EHV connections

Once the DNO has received written acceptance of your quotation and you have paid the full amount quoted (or an amount for phases specified in the quotation), they will contact you to arrange scheduled dates to carry out the work. It may not always be possible to agree dates when they contact you initially, for example if wayleaves or other consents are required.

If they fail to contact you, they will pay you a fixed amount for each working day they are late.

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

They will agree dates to commence the works, complete the works (or a phase of works specified in the quotation) and if required energise the supply. These dates may be varied at the customer's request or agreement or as notified by them (for example if severe weather causes planned works to be postponed, if there are delays in obtaining wayleave consents, or if they are unable to undertake live working on the system for safety reasons or prerequisite works have not been completed). They will commence on-site work, complete the on-site works, and energise if required, on the agreed dates.

If they fail to meet an agreed date they will pay you a fixed amount for each working day they are late.

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 works	£25	£135	£135
Connections involving HV works	£25	£200	£200
Connections involving EHV works	£25	£270	£270

### Notification of payment under Guaranteed Standards

If the DNO fails to meet any of the standards they will make your payment by cheque, by electronic transmission or as a credit to your connection invoice, within 10 working days of the failure (for budget estimates), within 10 working days of a quotation being found to be incomplete or inaccurate (for the quotation accuracy scheme) and within 10 working days of completion of the job (for all the other standards covered by this document).

If they fail to make the payment within the above timescales, they will send you an additional £65.

In line with Section 39A (5) of the Electricity Act 1989 (as amended by the Utilities Act 2000), 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 your distributor's failure.

### Complaints

If you have a complaint about any aspect of the DNO's service, please contact them using the contact details on page 19. You will find their complaints handling procedure on their website or you can ring their general enquiry line to request a copy. If they are unable to resolve the matter with you, and you are a small business customer, you can refer it to the Ombudsman Services: Energy. This is a free and independent dispute-resolution service.

The Ombudsman is able to offer free independent advice and will look at your complaint, but will expect you to let the DNO try to sort it out first. You can telephone the Ombudsman Services: Energy on **0330 440 1624**. You can find further information on the Ombudsman Service website: [ombudsman-services.org/sectors/energy](http://ombudsman-services.org/sectors/energy).

### Disputes

If you are unable to resolve a dispute with the DNO about whether you should receive a payment, you may refer the case to Ofgem to request a formal decision.

In line with Section 39A (5) of the Electricity Act 1989 (as amended by the Utilities Act 2000), 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 your distributor's failure.

### Contacting your DNO

For further information about any of the guaranteed standards, or if you would like to request a service from them, please telephone your DNO using the contact details on page 19. If you are unsure of who your DNO is, please refer to your electricity bill.

### Performance information

Performance against these guaranteed standards, including the levels of compensation paid out, is published from time to time by Citizens Advice Consumer Service.

## Unmetered Guaranteed Services

These standards apply to authorities responsible for street lighting and street furniture.

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 where the Local Authority has entered into a separate bilateral agreement with the DNO in respect of performance standards.

Sometimes the standards may not apply, including under exceptional circumstances, or due to events beyond our control, industrial action, actions of third parties, not being able to gain access to our equipment or New Roads and Street Works Act (NRSWA) restrictions. If any of these exemptions are invoked, they will need to demonstrate that they have taken all reasonable steps to prevent the circumstances occurring and to prevent failure.

## Unmetered Connection Standards

### Fault repairs

If you notify the DNO of a fault repair affecting your unmetered equipment that needs to be carried out, they will respond in the following timescales. If they fail to meet the standard, they will make the appropriate payment.

Service	Fault repairs – street lighting or street furniture	
Type of connection	Timescale	Failure payment
Works to remove immediate danger to the public or property	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

### Provision of quotations for new works

If you ask the DNO for an individual quotation for a connection scheme outside their published standard charges, they will provide this within 25 working days from when you have given them all the information that they need and paid them any applicable fees.

Service level failure	Level of compensation
Failure to provide an individual quotation for a connection scheme outside the DNO's published standard charges	£15 for each working day they are late.

This standard does not apply if you request a quotation for a scheme that causes the total number of units of street lighting or other street furniture that you have requested quotations for in the current month to exceed 115% of the monthly average for the last calendar year.



## Completing new works

### (a) Works on a new site

Once the DNO has received written acceptance of their quotation and 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), they 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 the DNO (for example due to delays in obtaining Traffic Management Act (TMA) permits, New Roads and Street Works Act (NRSWA) restrictions or other access problems, or if severe weather causes planned works to be postponed). They will complete the works on the agreed date.

Service level failure	Level of compensation
Failure to complete the works on the agreed date	£15 for each working day they are late completing the scheme

This standard does not apply if you request works that cause the total number of units of street lighting or other street furniture that you have requested a connection for in the current month to exceed 115% of the monthly average for the last calendar year.

### (b) Works in an existing adopted highway

Once you have confirmed that any prerequisite works for which you are responsible have been completed (e.g. erecting street lighting columns), they will complete the requested scheme within 35 working days. This may be varied by your request or agreement or as notified by them (for example due to delays in obtaining permits, local authority restrictions or other access problems, or if severe weather causes planned works to be postponed).

Service level failure	Level of compensation
Failure to complete the scheme	£15 for each working day they are late completing the scheme

This standard does not apply if you request works that cause the total number of units of street lighting or other street furniture that you have requested a connection for in the current month to exceed 115% of the monthly average for the last calendar year.

### Notification of payment under Guaranteed Standards

Ofgem, the industry regulator, sets the guaranteed standards. If the DNO fail to meet these standards you are entitled to receive a payment. The Electricity Distribution Company can either make payments via your electricity supplier (Ørsted) or directly to you.

If the electricity distribution company fail to meet any of the standards they will make your payment by cheque, by electronic transmission or as a credit to your connection invoice, within 10 working days of the day of failure (for emergency-response fault repairs) or within 10 working days of completing the service (for all other standards covered by this document).

Service level failure	Level of compensation
Failure to make payment within the set timescales	£65

Please note that for administrative convenience you can agree a different timescale within which to receive payments in bulk. For example, you may wish to receive payments quarterly. Please contact the electricity distribution company to agree this.

In line with Section 39A (5) of the Electricity Act 1989 (as amended by the Utilities Act 2000), any guaranteed standard payments you receive will not prejudice your entitlement to any other remedy or action that may be due to you because of our failure.

### **Disputes**

If you have a dispute that you cannot resolve with the DNO about whether you should receive a payment, you may refer the case to Ofgem to request a formal decision.

### **Exclusions**

Ofgem has agreed a set of circumstances for when the guaranteed standards referred to above may not apply, these are known as exclusions. They include events beyond the GTs control such as:

- Severe weather
- Industrial action
- Damage caused by the customer
- Actions by third parties or not being able to gain access to premises
- Legislative constraints
- Labour disputes
- Safety reasons

### **Complaints**

If you have a complaint about any aspect of the DNO's service, please contact them. You will find their complaints handling procedure on their website (see DNO contact details section on page 19) or you can ring their general enquiry line to request a copy. If they are unable to resolve the matter with you, and you are a small business customer, you can refer it to the Ombudsman Services: Energy. This is a free and independent dispute-resolution service.

The Ombudsman is able to offer free independent advice and will look at your complaint, but will expect you to let the DNO try to sort it out first. You can telephone the Ombudsman Services: Energy on **0330 440 1624**. You can find further information on the Ombudsman Service website: [ombudsman-services.org/sectors/energy](http://ombudsman-services.org/sectors/energy).

### **Disputes**

If you are unable to resolve a dispute with the DNO about whether you should receive a payment, you may refer the case to Ofgem to request a formal decision.

In line with Section 39A (5) of the Electricity Act 1989 (as amended by the Utilities Act 2000), 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 your distributor's failure.

## Contacting your DNO

To request a service, please telephone your DNO on the relevant number below. Please note if you call or email them outside normal working hours, they will treat your request as having been received at the start of business on the next working day.

If they have indicated willingness to accept requests for quotations by telephone, such requests are covered by the 'provision of quotations' standard referred to on page 13.

## In the event of a power cut

In the event of a power cut, call the national power emergency service on **105**. This is a 24 hour emergency line. Alternatively, you can contact the DNO using the emergency contact details shown in the on the next page.

Area	Area	DNO	Emergency/loss of supply (24 hour)	General enquiries
10	East Anglia	UK Power Networks – Eastern Power Networks	0800 316 3105	0845 601 4516
11	East Midlands, West Midlands, South Wales & South West	Western Power Distribution	0800 678 3105	0800 096 3080
12	London	UK Power Networks – London Power Networks	0800 316 3105	0845 601 4516
13	Merseyside, Cheshire & North Wales	SP Energy Networks	0800 001 5400 Mobile: 0330 101 0400	0330 101 0444
14	West Midlands	Western Power Distribution	0800 678 3105	0800 096 3080
15	North East and most of North Yorkshire	Northern Powergrid (Northeast)	0800 668 877 or 0330 123 0877	0845 070 7172
16	North West England	Electricity North West	0800 195 4141	0800 048 1820
17	North Scotland	Scottish & Southern Energy Power Distribution	0800 300 999 Mobile: 0345 072 1901	0800 483 515
18	Central & Southern Scotland	SP Energy Networks	0800 092 9290 Mobile: 0330 101 0222	0330 101 0444
19	South East England	UK Power Networks – South Eastern Power Networks	0800 316 3105	0845 601 4516
20	South England	Scottish & Southern Energy Power Distribution	0800 727 282 Mobile: 0345 072 1905	0800 483 516
21	South Wales	Western Power Distribution	0800 678 3105	0800 096 3080
22	South West England	Western Power Distribution	0800 678 3105	0800 096 3080
23	West, South & East Yorkshire & Northern Lincolnshire	Northern Powergrid (Yorkshire)	0800 668 877 or 0330 123 0877	0845 070 7172
24	Great Britain	Independent Power Networks	0800 013 0849	0845 055 6199

25	Great Britain	ESP Electricity	0800 731 6945	0137 222 7560
26	Great Britain	Energetics Electricity	0800 804 8688	0169 840 4640
27	Great Britain	Electricity Network Co	0800 032 6990	0135 924 3311
29	Great Britain	Halaxton	0800 055 6288	0844 800 1813
30	North West	Peel Electricity Networks	0192 487 1558	0845 226 786
31	Great Britain	UK Power Distribution	0800 311 8074	0844 740 0074

# Energy suppliers - Guaranteed Standards of Performance

## **Making and keeping appointments**

We offer appointments in the morning or afternoon, within a two to four working hour time frame. If we need to cancel or rearrange an appointment, we will give you notice of at least one full working day, with your agreement. In order to keep an agreed appointment, we will ensure that whoever represents Ørsted for the purpose of appointment possesses the necessary skills, experience and resources to fulfil the job, as we reasonably understand it.

If we do not offer you an appointment within these time periods or can't keep an appointment we've made, you are entitled to receive £30 compensation within 10 working days. If we fail to make this payment within 10 working days, we will pay you a further £30.

## **Distributed payment**

When a GT or a DNO fails meet their performance standards as described in the GT and DNO's guaranteed standards sections, they will compensate you for failing their commitments. If we receive the payment on your behalf in accordance with Regulation 19 of the Electricity and Gas (Standard of Performance) (Suppliers) Regulation 2015, we promise that we will relay this payment to you within 10 working days after receipt of the distributed payment. If we fail to do this, we will pay you an additional compensation of £30.

## **Exemptions to supplier payment obligation**

In accordance with the Electricity and Gas (Standard of Performance) (Suppliers) Regulation 2015, we do not have an obligation to pay our customers in the following circumstances:

- a) there is a genuine dispute<sup>1</sup> between the customer and us regarding the payment; or
- b) the customer notify us, before our committed performance timescales expires, that he/she does not wish further actions to be taken; or
- c) we reasonably believe that the notification and/or request the customer made are frivolous or vexatious; or
- d) the customer has committed an offence as described in Schedule 2B to the Gas Act (a) or Schedule 6 & 7 to Electricity Act (b); or
- e) the customer has failed to pay any charges due to us after receiving notice; or
- f) when is it not practicably possible for us to meet the standard of performance as a result of any of the following:
  - i. severe weather conditions;
  - ii. industrial action;
  - iii. inability for us to access to the premises;
  - iv. legislative and safety constraints; or
  - v. other circumstances of an exceptional nature beyond our control.

<sup>1</sup> In accordance to the Electricity and Gas (Standard of Performance) (Suppliers) Regulation 2015

### Where Ørsted's electricity comes from

The information in the table below shows Ørsted's fuel mix, along with the UK average, for the period from 1 April 2016 to 31 March 2017. This is broken down as a percentage of electricity produced from each source, along with the environmental impact.

Energy source	Ørsted	Average for UK
Coal	000%	8.5%
Natural Gas	00.0%	44.1%
Nuclear	00.0%	21.1%
Renewables	100%	24.2%
Other Fuels	00.0%	2.2%
<b>Total</b>	<b>100%</b>	<b>100%</b>

  

Environmental impact	
Carbon dioxide emissions	0.000 CO2 g/kWh
Radioactive waste	0.000 g/kWh

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