

Our Guaranteed Standards of Performance

We turn up when we say we will

You can book an appointment with us in the morning, or afternoon (4-hour slot). During working hours, you can even request a two-hour slot and we will do our best to accommodate it. If we miss that appointment, we will pay you £30 compensation.

And unless you've given us your consent in writing, we won't rearrange this appointment if it's less than 24 hours to go.

We'll be quick in fixing your prepayment or smart meter

If the meter stops working because it's broken and you report it to us between 8am - 8pm, Monday to Friday, we'll be there to fix it within 3 hours. If the meter fault is reported at the weekend or on a bank holiday between 9am - 5pm, we will attend within 4 hours. These are maximum times only; we'll always aim to get to you right away.

If you let us know about a meter fault outside these times, and we can't attend the same day, then we will attend before 11am the following working day, or 12pm on weekends and bank holidays. If we do not meet this target, we'll give you £30.

If your credit meter breaks, we'll assess it quickly

If you report it to us a fault with your credit meter, here's what we'll do within 5 working days:

1. Complete an initial assessment of whether the meter is working correctly or not
2. Take appropriate action
3. Confirm to you in writing the outcome of the assessment and let you know what'll happen next

We'll turn your meter back on quickly if your debt is settled

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 as soon as possible. If you have made a payment or agreed a payment plan with us we will turn your supplies back on within 24 hours. If the payment is made outside of working hours the 24-hour period will start from the next working day. If we fail to meet this standard, we'll pay you £30 compensation.

If we owe you compensation and haven't paid within 10 days, we'll pay you the original compensation plus additional £30.

There are some of the circumstances in which we would not apply the £30 compensation.

- If we are in a dispute with the customer over whether or not we owe compensation
- If the customer tells us they don't want to take any or further actions over an issue
- If they aren't at the home or won't let us in when we have arranged to visit or they cancel the visit
- If we can't get access to the your home/ meter or if access is refused
- If we think that, the customer has asked for an appointment knowing that there is not an issue with the meter or any other behavior that suggests the customer does not have an issue with their meter
- If the meter has been tampered with
- If the customer owes us money and we will be shortly disconnecting supply
- If something happens outside of our control e.g. severe weather or an action by people who aren't employed by us, or any other reasons beyond our control so long as we took all reasonable steps to prevent this from occurring or affecting us
- If any action taken by us would breach regulation or break the law