

Guaranteed Standards of Service for Electricity and Gas Distributors

If you experiences issues with your supply, for either gas or electricity this will more than likely be an issue with your distributor. Just like Economy Energy, electricity and gas distributors have to follow certain standards and compensate customers accordingly. This could be for interruptions or compete loss of supply or work that needs to take place.

Below is an overview how to contact the distributors and potential reasons for compensation that customers could receive.

Electricity

If a customer calls and describes emergency, instruct them to call **105**.

If it is not an emergency they can still use 105 or we can advise them as below:

Network Name	County	Distributor ID	Contact number
UK Power Networks	East England	10	0845 601 4516
Western Power Distribution	East Midlands	11	0800 096 3080
UK Power Networks	London	12	0845 601 4516
Scottish Power Energy Networks	North West	13	0330 1010 300
Western Power Distribution	West Midlands	14	0800 096 3080
Northern Power Grid	North East England	15	0800 011 3332
Electricity Northwest Ltd	North West	16	0800 195 4141
Scottish and Southern Energy Distribution	North Scotland	17	0800 048 3515
Scottish Power Energy Networks	Central and South Scotland	18	0330 1010 300
UK Power Networks	South East England	19	0845 601 4516
Scottish and Southern Energy Distribution	Southern England	20	0800 048 3516
Western Power Distribution	South Wales	21	0800 096 3080
Western Power Distribution	South West England	22	0800 096 3080
Northern Power Grid	Yorkshire	23	0800 011 3332
IPNL – Independent Power Networks	—	24	01359 240 363
ESP Electricity	—	25	01372 587 500
Energetics Electricity Ltd	—	26	0845 463 6623
GTC	—	27	01359 24331
Harlaxton Energy Networks	—	29	0844 335 8897
Peel Electricity Networks Limited	—	30	0161 629 8351

Below are potential issues that a customer could face and compensation they should receive;

Issue	Actions and compensation
No electricity	If supply fails, the local network operator will visit the customer within 3 hours if it is reported to them between 7am and 7pm on a working day. At weekends or on bank holidays, then it will be within 4 hours, if reported between 9am and 5pm. If that doesn't happen, the customer is entitled to £30 as compensation
Weather problems	In normal weather: electricity should be back to normal within 12 hours, if fewer than 5,000 properties lose power – it would be within 24 hours if it has more than 5,000 properties that are affected. If that does not happen, £75 is due –and then an extra £35 for every extra 12 hours that pass until things are put right. In bad weather: the same compensation levels apply, but the timescales are different: Reconnection should be between 24 and 48 hours, depending on where you live. Up to £700 for late reconnection can be claimed within 3 months.
Power shortage	On rare occasions, there may be supply shortages in a local area. If this happens, the local network operator may choose to rotate the energy being supplied to homes in the area meaning supply can be intermittent. The network operator will work as quickly as possible to fix the fault and a customer should not be cut off for more than 24 hours. If the cut off is longer than a 24-hour period then £75 can be claimed within 3 months of the incident.
Planned work	Networks should give 2 days' notice before supply is interrupted for planned works. If that does not happen then a customer is entitled to £30 claimed within one month of the event.
Multiple interruptions	A customer is entitled to £75 if there are 4 separate interruptions in one year, with all lasting over 3 hours and can be claimed within 3 months.
Quotations for a new energy supply	If a customer has asked for a new supply to be created, an estimate must be given within 5 to 15 days depending on how complicated the work is. If this does not happen £15 can be claimed for each working day they are late.
Voltage enquiries	If a voltage issue is logged, a visit must be made within 7 working days or an explanation in writing provided in 5 working days. If that does not happen £30 is due.
Making and keeping appointments	A morning or afternoon slot will be offered or a fixed 2-hour slot. If the operator does not show up then a customer is entitled to £30
Payments	Compensation should be made with 10 working days, if this does not happen an additional £30 is due.

The distributors will pass on the payment to us for us to pass on to the customer.

On receiving this if we do not relay this with 10 days, we will pay an additional £30.

Gas

If a customer calls and reports issues with their gas we can direct them to the relevant distributor.

If a customer thinks that they can smell gas immediately, instruct them to:

- Open all windows and doors
- Turn off the gas supply
- Do not use naked flames
- Do not use mobile phones
- Do not touch electrical switches

Make sure they call National Grid on **0800 111 999** or visit **their website** to report this issue

If it is not an emergency and the customer needs to talk to their distributor the below table lists the relevant areas and phone numbers:

Network Name	Area	Number
National Grid	East of England, London, North West, West Midlands	0845 070 0203
SGN	Scotland	0845 070 1431
Northern Gas Networks	North East England	0191 501 4360
Wales and West Utilities	Wales and West	0870 165 0597

Below are potential issues that a customer could face and compensation they should receive;

Issue	Actions and compensation
No gas	If supply fails, then a customer will receive £30 for every 24 hour period supply is off, up to a max of £1000
Planned work	Networks should give 5 days' notice before supply is interrupted for planned works. Everything should return to normal with 5 days, if not then £20 compensation is due.
Priority Service users	If a customer is on the PSR they should get alternative heating and cooking facilities within 4 hours of a gas supply going off, or 8 hours if more than 250 customers are affected, between 8am to 8pm. If that does not happen, they will receive £24 compensation 3 months to claim it.
Responses to land enquires	If a customer has asked for a new supply or alteration, they should be contacted within 5 days. If this does not happen £40 can be claimed plus £40 for each working day they are late up to £250.
Quotes	If a voltage issue is logged, a visit must be made within 7 working days or an explanation in writing provided in 5 working days. If that does not happen £30 is due.
Setting work dates	When a quote has been accepted, the network should offer a date within 20 working days. If they do not a customer is entitled to £20 plus £20 for every day this does not happen. This is up to £250, whichever is lowest.
Post pipework	Any work that is carried out, supply should return to normal within 5 working days after the job has finished. If this does not happen £50 is due and a further £50 for every 5 days this does not happen.
Responding to complaints	Complaints should be responded to within 10 working days, if extra information is needed a response would be sent within 20 working days. If this does not happen £20 will be due to the customer and an additional £20 with each subsequent 5-working day period this does not happen, up to £100.

The distributors will pass on the payment to us for us to pass on to the customer.

On receiving this if we do not relay this with 10 days, we will pay an additional £30.

Distributor/Transporter Payments

We may be asked by electricity distributors or gas transporters to pay compensation to customers who have experienced faults or issues.

- The network companies will let us know who is due compensation and how much.
- Payments are to be made within 10 working days of us being informed by the company.
- If we fail to meet this standard will pay an additional £30 compensation.