

# Guaranteed standards of performance

What you can expect from npower Business Solutions

Plus electricity distribution company and gas transporter standards of performance



Business Solutions

powered by e-on

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We only intend this leaflet to be a guide. It doesn't impose any extra obligations on us. For full details of the relevant standards of performance, just visit [legislation.gov.uk](http://legislation.gov.uk)

# Our guaranteed standards

## Appointments

These standards apply to all appointments made with non-domestic microbusiness customers.

When we schedule an appointment to visit your property, whether for a meter inspection or another purpose, we will ensure it is set within a reasonable time-frame and that we adhere to it. You will receive a four-hour time slot during the following hours: Monday to Friday from 8am to 8pm, or on Saturday and Sunday from 9am to 5pm.

Please note that these hours may change due to public holidays. If you request a two-hour time slot, we may be able to accommodate that as well.

Rest assured, any representative from nBS who visits your property will possess the necessary skills and experience to perform the required tasks.

## If we don't keep our appointment

You'll receive £40 in compensation if for any reason we can't make your appointment, or if we cancel or rearrange it with less than one working day's notice without your consent.

We don't have to make a compensation payment where we cancel an appointment relating to:

- The disconnection of your supply to recover a debt, or
- The reconnection of your supply cut off for nonpayment of a debt that you have now paid or agreed to pay





### Getting compensation from your electricity distribution company and gas transporter

Sometimes, you may be entitled to compensation from your electricity distribution company or gas transporter, particularly if a power cut occurs due to their fault. If compensation is owed to you, they will forward the payment to us, and we will ensure you receive it within 10 working days after we receive it.

If we fail to deliver the compensation within that time frame, you will receive an additional £40, along with any money owed to you by the electricity distribution company or gas transporter.

### Compensation payments from nBS

You will receive any compensation owed to you within 10 working days following the original failure on our part. If you do not receive this compensation in time, you will be entitled to an additional £40, which will also be paid within 10 working days. Please note that this does not apply to any payments related to meter disputes.

### Disputes

If you disagree with us and cannot come to an agreement about whether you should receive a payment, you have the option to refer the case to Ofgem, the regulator for gas and electricity, to request a formal decision. According to Section 39(4) of the Electricity Act 1989 and Section 33A(5) of the Gas Act 1986, any guaranteed standard payments you receive will not affect your right to seek any other remedy or action available to you due to our failure.

### Exceptions

It's important that we're upfront and clear with you about when compensation payments are due and when they're not. That's why we want to clearly set out the exceptions to the compensation statements made above.

- Only one compensation payment of £40 will be made for an ongoing failure
- If we don't fulfil our promise of paying compensation within 10 working days, we're only required to make one extra payment of £40
- If we fail to keep to an agreed appointment, only one compensation payment will be made – even if the appointment was for a number of different things

### Other reasons why compensation may not be paid include:

- If you're already in a dispute with us over whether or not you're owed compensation
- If you don't allow us to enter your property when we've agreed an appointment slot with you, or if we can't gain access for any reason
- If you ask us not to take action over a new problem, or to stop taking action over an ongoing one
- If we've reason to believe that you requested an appointment/call-out for a faulty meter despite knowing that there wasn't an issue with it
- If your meter has been deliberately interfered with or damaged by you or somebody else
- If something happens that's outside our control (and we've taken all reasonable steps to prevent it occurring or to prevent us from not being able to meet the standard)
- Severe weather
- If you have outstanding bills to pay which are overdue (for which we could disconnect your property)
- If completing necessary work would mean breaking the law

# What you can expect from your electricity distribution company

## Section 1

This section is for those with an existing electricity supply. It explains what to expect if you lose power and how quickly it can be restored, including the performance standards for distribution companies in England, Scotland and Wales.

While nBS is your supplier and handles meter readings as well as providing your energy bills, we are not your distribution company. The distribution company is responsible for the wiring that delivers electricity to your business.

According to the Electricity (Standards of Performance) Regulations 2015, we have outlined the guaranteed standards that your electricity distribution company must adhere to.

These guaranteed standards are established by Ofgem, the regulator for gas and electricity. As a non-domestic customer, you are entitled to receive compensation if the distribution company fails to meet these standards. The distribution company can issue these payments either directly to you or through nBS.

In accordance with Section 39A (5) of the Electricity Act 1989, any guaranteed standard payments you receive will not affect your right to pursue any other actions or remedies available to you due to the distribution company's failures.

Please note that there are certain situations where the guaranteed standards may not apply. These include events beyond the distribution company's control, such as severe weather, actions by third parties, or instances where the distribution company cannot access premises or its own equipment, or identify customers affected by supply interruptions. If the distribution company claims any of these exemptions, they are required to demonstrate that they took all reasonable steps to prevent such circumstances from occurring and to prevent any failures.

### Guaranteed Standards

#### Regulation 5 – Restoring your electricity supply in normal weather

If your electricity supply fails under normal weather conditions due to an issue with the distribution system, the distribution company is required to restore it within 12 hours after becoming aware of the problem.

As a non-domestic customer, you will receive £180 if the company does not restore your service within that 12-hour timeframe.

Additionally, you will receive an extra £40 for each additional 12-hour period that your power remains off.

#### Regulation 6 – Restoring your supply in normal weather where 5,000 customers or more are affected

If your electricity supply fails during normal weather conditions due to a single incident on the distribution system that affects 5,000 premises or more, the distribution company will restore your supply within 24 hours of becoming aware of the issue.

As a non-domestic customer, you will receive £180 if your supply is not restored within 24 hours.

Additionally, you will receive an extra £40 for every subsequent 12-hour period that your supply remains off, up to a maximum compensation of £360.

#### Regulation 7 – Restoring your electricity supply in severe weather

If your electricity supply fails during severe weather due to a problem in the distribution system, the distribution company will restore it within the time-frames specified below, as required by regulations:

Category of severe weather	Definition
<b>Category 1</b> (medium events)	Lightning events – when a distribution company experiences at least 8 times the normal amount of higher voltage faults in 1 day – supplies will be restored within 24 hours
	Non-lightning events – when a distribution company experiences 8 or more but fewer than 13 times the normal amount of higher voltage faults in 1 day – supplies will be restored within 24 hours
<b>Category 2</b> (large events)	Non-lightning events – when a distribution company experiences at least 13 times the normal amount of faults in 1 day – supplies will be restored within 48 hours

If you are without electricity for more than a continuous period of 24 or 48 hours from the time we are aware of the problem, we will arrange for you to receive an £85 payment. You will also receive a further £40 for each additional 6-hour period that you are off supply. The maximum payment you will receive is £2,000. These payments will be made as soon as reasonably practicable.

### Regulation 8 – Rota Disconnections

Occasionally, there may be a shortage of electricity supply in your local area, requiring temporary interruptions to your service on a rotating basis. This approach helps to distribute the available electricity load fairly among all customers. The distribution company strives to minimise the impact of these interruptions.

You can expect not to be without electricity for more than a total of 24 hours due to these scheduled disconnections. If your electricity supply is interrupted before these rotations begin, it falls under the relevant regulations – numbers 5, 6, or 7.

You'll receive £180 as a non-domestic customer if your distribution company fails the above standard.

### Regulation 10 – Multiple Interruptions

You are entitled to £95 in compensation if your electricity supply fails due to a distribution system problem, leaving you without power for 3 or more hours on four or more separate occasions within a 12-month period that starts on 1 April.

To claim this payment, you must submit a valid claim within three months after the end of the year on 31 March. Simply provide the address of the affected premises and the dates when the electricity supply failures occurred. Please note that incidents cannot be included if you have already received payment for them.

### Regulation 11 – Distribution Company's Fuse

If you inform the distribution company that your loss of supply is likely due to a failure of the main fuse between the incoming supply cable and your meter, they will respond to your premises within specific timeframes.

On weekdays, if you notify them between 7am and 7pm, they will arrive within 3 hours. On weekends and bank holidays, if you contact them between 9am and 5pm, they will attend within 4 hours.

If you reach out to them outside these hours, they will treat your call as if it was made at the start of the next working day. If they fail to arrive within the designated time period, you will be entitled to a £35 payment.

### Regulation 12 – Informing you about a planned supply interruption

Your distribution company will provide you with at least 2 days' notice before a planned interruption to your service. As a non-domestic customer, you can claim £75 if the company fails to give you this notice or if your electricity is turned off on a different day than planned, as long as you submit your claim within 1 month.

#### Exclusions:

If the distribution company informs you of estimated times for the planned interruption and it takes longer than expected to restore your supply, this does not count as a failure of the standard, even if the outage lasts longer than 12 hours.

If the planned work is cancelled, the distribution company will notify you of the rescheduled date. However, if the cancellation occurs at short notice and you are not informed, this will not be considered a failure of the standard. Similarly, if your electricity is turned off earlier than scheduled, it does not count as a failure. Such situations are classified as unplanned incidents and are subject to the Supply Interruption standards.

### Regulation 13 – Voltage Complaints

If you report that you believe the voltage of the electricity to your premises is operating outside the permitted limits (+10%/–6%), the distribution company will respond with an explanation within 5 working days. They may also offer to visit your property to investigate within 7 working days.

Please note that if you make a call after 4pm on a working day, your enquiry will be considered received on the next working day.

If the distribution company offers to visit your premises, they are required to keep the appointment. If they fail to respond within the specified timeframes or do not attend the appointment, you will receive a payment of £35.

### Regulation 17 – Appointments

You will be offered an appointment in the morning or afternoon within a two-hour time slot if the distribution company needs to visit your premises or if you request a visit. Please note that this standard does not apply to visits related to connection work.

If the company fails to make or keep the scheduled appointment, you will receive £35 in compensation.

### Regulation 19 – Notification of Payment under Guaranteed Standards

Your distribution company will inform you, or your electricity supplier (which is us), about any guaranteed standards that it has failed to meet, except for those situations where you need to make a compensation claim. Payment will be sent either directly to you or to nBS for distribution to you, within 10 working days of us becoming aware of the failure.

Please note that this timeframe does not apply to failures under Regulation 7, which pertains to restoring your supply during severe weather. Compensation payments for failures under this regulation will be made as soon as reasonably practicable.

Additionally, you are entitled to an extra £35 in compensation if the distribution company fails to notify you or us about any unmet standards, or if there are delays in compensation payments.

#### Claiming compensation

To make a claim under any of the regulations that apply to your distribution company, please call its general enquiries number, which can be found in the section titled "How to Contact Your Electricity Distribution Company" on pages 20-23 of this document. This will provide you with information on how to make a claim.

Claims submitted outside of the listed office hours will be considered received on the next working day.

If you are unable to reach an agreement with your distribution company regarding your entitlement to compensation, you may refer your case to Ofgem.





### Contacting Your Electricity Distribution Company

If you need more information about the guaranteed standards or want to learn more about the services provided by your distribution company, please call the number listed on pages 20-23 of this document.

### Unsure who your distribution company is?

You can find out by checking an electricity bill from us.

Please note that calls or emails to your distribution company received outside of office hours will be treated as if they were received at the beginning of the next working day.

### Codes of Practice

Your electricity distribution company has an official code of practice that outlines its customer services. This includes services for individuals who are blind, deaf, or hearing impaired, those who rely on electricity for health reasons, and those who require a password for appointments. You can request a copy of your distribution company's code of practice for free or download it from their website.

### How to make a complaint

You can usually find your distribution company's complaint handling procedure on their website. Alternatively, you can contact them using the general enquiries number provided on pages 20-23 to ask how to file a formal complaint.

If your distribution company has sent you a "final position" letter or has not resolved your complaint within eight weeks and you are a microbusiness or small business consumer, you can escalate the issue to Ombudsman Services: Energy. They are available to help resolve disputes between energy companies and their customers. Their services are free, and they operate independently, making decisions solely based on the available information.

If you agree with the resolution provided by Ombudsman Services, your distribution company is required to comply with their decision.

To register your complaint online, visit [ombudsman-services.org/energy](https://ombudsman-services.org/energy), or call **0330 440 1624**.

# What you can expect from your electricity distribution company

## Section 2

This section is intended for those who wish to establish a new or improved connection. It details the service standards for electricity distribution companies in England, Scotland and Wales.

To provide energy to your business, we collaborate with electricity distribution companies that own the wires and cables connecting you to the grid. While these distribution companies are responsible for maintaining the infrastructure, they do not handle meter readings or billing for your electricity usage. However, they are required to meet the guaranteed standards set by Ofgem for metered demand and generation connection services.

It's essential for you to understand what to expect from your distribution company, as this knowledge can help you identify who is responsible in case of any issues and determine where compensation might be applicable.

In this guide, we outline the standards that your distribution company must adhere to regarding connections to its system. In Part A, we summarise the Electricity (Connected Standards of Performance) Regulations 2015, focusing on metered demand connections, as well as the Direction under Distribution Licence Condition 15A concerning generation connections. Part B summarises these regulations as they relate to unmetered connections.

### Part A: Standards relating to connections to properties with a metered supply of electricity

#### Where the standards do not apply

The guaranteed standards set by Ofgem may not apply if your distribution company is unable to meet them due to exceptional circumstances. These circumstances include events beyond their control, such as industrial action, third-party interference, or if they cannot access the premises to complete the necessary work.

If a distribution company claims any of these exemptions, they must show that they have taken all reasonable steps to prevent these circumstances and to avoid failure to meet the standards.

It is important to note that the guaranteed standards apply only to relevant connection services provided by your electricity distribution company. They do not apply in the following situations:

- If the connection work is carried out by an independent connections provider
- When reinforcement is required due to the installation of approved equipment (such as small-scale



generation) at domestic or small business premises, as long as no modifications to the physical connection are necessary and no connection charge is imposed

The applicable demand standards will be in effect when a new demand connection involves the installation of a G98 Type Tested micro-generator, also known as a small-scale generation unit (SSEG).

If a new or modified connection includes multiple micro-generators or large-scale generation systems (G99, previously referred to as G59), the relevant generation standards will apply instead.

For existing connections, the G98 or G99 Small Generation Installation procedures will only apply if a new service connection is needed for the premises.

**Guaranteed standards for generation connection**

Your distribution company provides specific guarantees for its key connection services. These guarantees apply to both new and modified connections. However, work that involves only moving your meter is classified as part of ‘modified connections’ for the purposes of Budget Estimates, Quotations, and the Quotation Accuracy Scheme.

**Provision of Budget Estimates**

If you request a desktop budget estimate for connection costs, your distribution company will provide it within the following time-frames. These time-frames begin after you have supplied all the necessary information and paid any applicable fees.

Please note that the timescales may vary if the distribution company needs to visit your property to prepare the budget estimate.

You will receive a budget estimate within 10 working days if the required capacity of the connection is less than 1MVA (Mega Volt Amp). If the capacity exceeds this amount, the estimate will be provided within 20 working days.

Additionally, you will receive £80 in compensation if your distribution company fails to meet these time-frames.

**Provision of Quotations**

Your distribution company will provide you with a quotation (a formal offer of terms) for a connection once they have received all the necessary information and you have paid any applicable fees. This quotation will be delivered within the specified time-frame outlined below.

Provision of Quotations Type of Connection	Demand Timescale	Generation Timescale	Late payment per working
Single LV (Low Voltage) service demand connection or service alteration (including work associated with moving a meter)	5 working days	-	£20
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	-	£20
Other LV connections with LV works	25 working days	45 working days	£80
Connections involving HV (High Voltage) works	35 working days	65 working days	£165
Connections involving EHV (Extra High Voltage) works	65 working days	65 working days	£245

### Quotation Accuracy Scheme

This information is relevant only if you are requesting a quotation for small project demand connections or a single Low Voltage (LV) service demand connection.

You have the right to challenge the accuracy of your quotation through the Quotation Accuracy Scheme. If your distribution company finds that your quotation is inaccurate or incomplete, they will make a fixed payment to you. They will also provide a corrected quotation and refund any over-payments. However, if your distribution company undercharged you, you will be responsible for repaying the additional amount.

You are entitled to a fixed amount of compensation for each working day that the distribution company delays beyond these time-frames.

Quotation Accuracy Scheme Type of Connection	Payment
Single LV service demand connection or alteration (including work associated with moving a meter)	£410
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)	£820

### Contacting you about scheduled work and completing work for single LV service and small LV projects demand connections

Once you have provided your distribution company with written acceptance of their quotation and have paid the full amount, they will contact you within 7 working days to arrange dates for the work to be carried out.

Please be aware that during this initial contact, it might not be possible to finalise dates, for example, due to the need for consents and wayleaves.

Important: The works related to moving meters are not included in this standard agreement.

If your distribution company does not contact you within the specified time, you will receive £20 for each working day of delay.

Once a date for the work, or a specific phase of work outlined in the quotation, has been agreed upon, it may be changed at your request or as notified by your distribution company. Changes can occur due to reasons such as severe weather, delays in obtaining wayleaves or other consents, or if any prerequisite work has not been completed.

Your distribution company is committed to completing the work on the agreed date. If they are late, you will be compensated with £40 for each working day of delay.

### Contacting you about scheduled work and commencing and completing work for all other LV connections, HV and EHV connections

After you have provided your distribution company with written acceptance of its quotation and paid the full amount, or the specified amount for phases of work outlined in the quotation, the company will contact you to arrange dates for the work to be carried out.

When the company first reaches out to you, it may not always be possible to agree on dates immediately. This could happen if consents or wayleaves are required.

If the distribution company fails to contact you on time, you will receive 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	7 working days	£80
Connections involving HV works	10 working days	£165
Connections involving EHV works	15 working days	£245

If the distribution company fails to meet an agreed date, you'll receive a fixed amount for each working day that it is late:

Type of Connection	Late payment per working day for commencing work day	Late payment per working day for completing work	Late payment per working day for energising where required
Other LV connections	£30	£165	£165
Connections involving HV works	£30	£245	£245
Connections involving EHV works	£30	£330	£330

The distribution company will work with you to establish start and finish dates for the work, or for the specified phase of work in the quotation and will energise the supply if necessary.

You have the option to change these dates. Additionally, the company may notify you of a change in schedule, for instance, if they need to postpone the work due to bad weather, incomplete prerequisite work, delays in obtaining wayleave consents, or if safety reasons prevent them from carrying out live work on their system.



**Notification of Payment under Guaranteed Standards**

If your distribution business does not meet any of the guaranteed standards, they will issue your payment either by cheque, through electronic transmission (including bank transfer, if you provide your bank details), or as a credit to your connection invoice.

This will be done within the specified timescales:

Guaranteed Standard	Failure payment due within:
Budget estimates	10 working days from the date on which we should have issued the budget estimate
Quotations	10 working days from the date on which we issued the quotation
Quotation Accuracy Scheme	10 working days from the date on which a quotation is found to be incomplete or inaccurate
All other guaranteed standards	10 working days from the date on which we either contacted you, commenced or completed the relevant activity or energisation occurred, as appropriate.

If they fail to make the payment within the required timescale, they will send you an additional £80.

**Complaints**

If you have a complaint about any aspect of your distribution company’s service, please reach out to them directly. You can find their contact details on pages 20-23.

If your distribution company is unable to resolve the issue and you are a microbusiness or small business consumer, you can escalate the matter to the Ombudsman Services: Energy. This organisation provides free and independent dispute resolution advice. They will review your complaint but will expect you to allow your distribution company the opportunity to resolve it first. You can contact the Ombudsman by calling **0330 440 1624** or by visiting their website at **ombudsman-services.org/energy**

**Part B:**

**Standards relating to connections to equipment which do not have a metered supply of electricity**



This section outlines the standards for unmetered services related to street lighting and street furniture provided by the distribution company that owns the electricity wires and cables supplying power to your equipment.

These standards apply to the authorities responsible for street lighting and street furniture, referred to in this document as “you.” However, these standards do not apply to schemes involving more than 100 units of street lighting or other street furniture, or to those requiring high-voltage (HV) work.

Additionally, these standards are not applicable if you have entered into a separate bilateral agreement with the distribution company regarding performance standards.

There are circumstances in which these standards may not apply, including:

- Exceptional circumstances
- Events beyond the company’s control
- Industrial action
- Actions by third parties
- Inability to access their equipment
- Restrictions imposed by the New Roads and Street Works Act 1991
- If the total number of units of street lighting or other street furniture for which you have requested quotes in the current month exceeds 115% of the monthly average from the previous calendar year

If any of these exemptions are invoked, your distribution company must demonstrate that it took all reasonable steps to prevent these circumstances and to avoid failure.

## Unmetered Connection Standards

If you inform your distribution company of a fault that requires repair to your unmetered equipment, they will respond within the specified timescales below.

If the company fails to meet these standards, 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 arising from the electricity distribution network	Attend on site within 2 hours	£80
High-priority fault repair involving traffic lights	Restore supplies within 2 calendar days	£20 per working day late
High-priority fault repair not involving traffic lights	Restore supplies within 10 working days	£20 per working day late
Multiple-unit fault repair to street lights	Restore supplies within 20 working days	£20 per working day late
Single-unit fault repair to street lights or street furniture	Restore supplies within 25 working days	£20 per working day late

## Provision of Quotations for New Works

If you request an individual quotation from your distribution company for a connection scheme that falls outside its standard published charges, they will provide a response within 25 working days, starting from the date when you have submitted all necessary information and paid any applicable fees. If they fail to meet this deadline, they will pay you £20 for each working day they are late.

## Completing New Works

### (a) Works on a New Site

Once the distribution company receives written acceptance of its quotation, you have paid the full quoted amount, and you have confirmed that any prerequisite work for which you are responsible has been completed (for example, erecting street lighting columns), they will agree on a date to complete the requested scheme.

Once a date is agreed upon, it may be changed either at your request, by mutual agreement, or as notified by your distribution company. Changes may occur due to delays in obtaining permits, local authority restrictions, access issues, or severe weather that may postpone planned work. The company will complete the work on the agreed date.

If the company fails to complete the project on time, it will pay you £20 for each working day it is late in completing the scheme.

### (b) Works in an Existing Adopted Highway

Your distribution company will complete the requested scheme within 35 working days, provided that you have completed any prerequisite work for which you are responsible (e.g. erecting street light columns).

This timeframe may be adjusted based on your request, mutual agreement, or notifications from your distribution company. Factors such as delays in obtaining permits, local authority restrictions, other access issues, or severe weather that causes postponements can also impact this schedule.

If the company fails to meet this deadline, it will compensate you £20 for each working day that the completion is delayed.

## Notification of Payment under Guaranteed Standards

If your distribution company fails to meet any of the agreed standards, it will compensate you by cheque, electronic transmission, or as a credit on your connection invoice. This payment will be made within 10 working days following the day of the failure for emergency response fault repairs, or within 10 working days after completing the service for all other standards.

For your convenience, you can negotiate a different timescale for receiving bulk payments, such as on a quarterly basis. Please contact the distribution company to arrange this.

Additionally, if the company does not make the payment within the specified timescales, you will receive an extra £80.

## Disputes

If you are unable to resolve a dispute with your distribution company regarding a payment you believe you should receive, you can escalate the issue to Ofgem and request a formal decision.

According to Section 39A (5) of the Electricity Act 1989, any guaranteed standard payments you receive will not affect your right to pursue any other actions or remedies that may be available to you due to your distribution company's failure.

### How to contact your electricity distribution company

If you would like more information about any of the guaranteed standards or wish to request a service from your distribution company, please call the relevant number.

Unsure who your distribution company is? You can find this information on your electricity bill from us.

Please note: If you call or email outside of normal working hours, your inquiry will be recorded as received at the beginning of the next working day.

These standards also apply to requests for quotations and estimates made by phone.

Company	Area	Emergency / Supply Loss (24 hours)	Customer Relations (Mon-Fri unless stated)	Connections enquiries (Mon-Fri unless stated)	Website address
National Grid Electricity Distribution	East Midlands	105	0800 096 3080	0800 096 3080 9am to 5pm	<a href="http://nationalgrid.co.uk">nationalgrid.co.uk</a>
National Grid Electricity Distribution	West Midlands	105	0800 096 3080	0800 096 3080 9am to 5pm	<a href="http://nationalgrid.co.uk">nationalgrid.co.uk</a>
National Grid Electricity Distribution	South Wales	105	0800 096 3080	0800 096 3080 9am to 5pm	<a href="http://nationalgrid.co.uk">nationalgrid.co.uk</a>
National Grid Electricity Distribution	South West	105	0800 096 3080	0800 096 3080 9am to 5pm	<a href="http://nationalgrid.co.uk">nationalgrid.co.uk</a>
UK Power Networks – Eastern Power Networks plc	East Anglia	105	Customer Care 0800 028 4587 8.30am to 5pm	0203 324 1460 8.30am to 5pm	<a href="http://ukpowernetworks.co.uk">ukpowernetworks.co.uk</a>
UK Power Networks – Eastern Power Networks plc	London	105	Customer Care 0800 028 4587 8.30am to 5pm	0203 324 1460 8.30am to 5pm	<a href="http://ukpowernetworks.co.uk">ukpowernetworks.co.uk</a>
UK Power Networks – South Eastern Power Networks plc	South East England	105	Customer Care 0800 028 4587 8.30am to 5pm	0203 324 1460 8.30am to 5pm	<a href="http://ukpowernetworks.co.uk">ukpowernetworks.co.uk</a>
Northern Powergrid (Northeast) plc	The Northeast & most of North Yorkshire	105	0800 781 8848 24 hours	0800 011 3433 Mon-Thur 8am to 8pm Saturday 9am to 5pm	<a href="http://northernpowergrid.com">northernpowergrid.com</a>
Northern Powergrid (Yorkshire) plc	West, South and East Yorkshire and northern Lincolnshire	105	0800 781 8848 24 hours	0800 011 3433 Mon-Thur 8am to 8pm Saturday 9am to 5pm	<a href="http://northernpowergrid.com">northernpowergrid.com</a>
Scottish Hydro Electric Power Distribution	North Scotland	105	0800 9801 395 Mon-Fri 8am to 8pm Saturday 8am to 5pm	08000 483 515 8am to 5pm	<a href="http://ssen.co.uk">ssen.co.uk</a>
Southern Electric Power Distribution	South England	105	0800 9801 395 Mon-Fri 8am to 8pm Saturday 8am to 5pm	08000 483 515 8am to 5pm	<a href="http://ssen.co.uk">ssen.co.uk</a>
SP Energy Networks	Central and Southern Scotland	105	0330 1010 444	0845 270 0783 8.30am to 4.45pm	<a href="http://spenergynetworks.co.uk">spenergynetworks.co.uk</a>
SP Energy Networks	Merseyside, Cheshire and North Wales	105	0330 1010 444	0845 270 0783 8.30am to 4.45pm	<a href="http://spenergynetworks.co.uk">spenergynetworks.co.uk</a>
Electricity North West	North West England	105	0800 048 1820 9am to 5pm	0800 988 1730 Mon-Thur 8am to 5pm Saturday 8am to 4.30pm	<a href="http://enwl.co.uk">enwl.co.uk</a>
Electricity Network Co Ltd	UK	105	01359 243311 8am to 5pm Emergency - 0800 032 6990	01359 243311 8am to 5pm	<a href="http://gtc-uk.co.uk">gtc-uk.co.uk</a>



## How to contact your electricity distribution company

continued

Company	Area	Emergency / Supply Loss (24 hours)	Customer Relations (Mon-Fri unless stated)	Connections enquiries (Mon-Fri unless stated)	Website address
ESP Electricity Ltd	Great Britain	105	01372 587500 8am to 5pm	01372 587500 8am to 5pm	espug.com
Independent Power Networks Ltd	Great Britain	105	01359 243311 8am to 5pm - Emergency 0800 032 6990	01359 243311 8am to 5pm	gtc-uk.co.uk
Last Mile Electricity Ltd	Great Britain	105	03300 587 440 8.30am to 4.45pm	03300 587 440 8.30am to 4.45pm	lastmile-uk.com
Leep Electricity Networks Ltd	North West	105	0345 122 6786	0345 122 6786	leeputilities.co.uk/electricity
Harlaxton Energy Networks Ltd	Great Britain	105	0800 055 6288	0800 055 6288	harlaxtonenergynetworks.co.uk
UK Power Distribution	Great Britain	105	0800 311 8074 8.30am to 5pm	0800 311 8074 8.30am to 5pm	ukpowerdistribution.co.uk
Eclipse Power Networks Ltd	Great Britain	0800 0548 192	01234 486487	01234 486487	eclipsepower.co.uk
Energy Assets Ltd	Great Britain	105	01254 819600	01254 819600	energyassets.co.uk
Fulcrum Electricity Assets Ltd	Great Britain	105	0808 1644 714	0808 1644 714	fulcrum.co.uk
Indigo Power Limited	Great Britain	105	0118 436 2510	0345 300 2314	indigonetworks.co.uk
MUA Electricity Ltd	Great Britain	105	020 7267 4366	020 7267 4366	murphygroup.co.uk
Optimal Power Networks Ltd	Great Britain	0800 107 6930 or email on OPNEmergencies@sse.com	0345 078 3237 or email OPNGeneralEnquiries@sse.com	0345 078 3237 or email OPNGeneralEnquiries@sse.com	optimalpowernetworks.com
Utility Assets Ltd	Great Britain	105	01234 764652	01234 764652	utilityassets.co.uk
Vattenfall Networks Ltd	Great Britain	105	020 3955 5140	020 3955 5140	networks.vattenfall.co.uk
Stark Infra Electricity Ltd	TBC	0800 966 1002	TBC	TBC	stark.co.uk

# What you can expect from your gas transporter

## Customer standards of performance for gas transporters.

Gas transporters (GTs) own the network of pipes that supply gas to your property. We collaborate with them to ensure you receive a constant and uninterrupted gas supply. Since they are responsible for maintaining the network and ensuring continuity of supply, they are required by the government to meet specific service standards.

All gas transporters in Britain must comply with the guaranteed standards of service set by Ofgem. These standards are designed to ensure you are treated fairly and receive an appropriate level of service. The standards include:

- Restoration of supply
- Reinstatement after work on your premises
- Responding to complaints
- Notifying you of planned work that could interrupt your gas supply
- Connection services

If your gas transporter fails to meet any of these standards, you may be entitled to compensation.

This section contains information about your gas transporter’s performance standards and details the compensation payments you can receive if they do not meet these standards.

In addition to these guaranteed standards, Ofgem sets Licence Conditions outlining minimum service standards that gas transporters must adhere to. For example, a gas transporter is assessed based on its response time to phone calls made to the National Gas Emergency Service and how quickly it responds to gas emergencies.

## Guaranteed Standards of Performance

Guaranteed Standard	Standard Description	Compensation for failure
<b>GS1. Supply restoration</b>	If you are a domestic customer and your gas supply is interrupted as a result of a failure, fault, or damage to your GTs pipeline system you will be reconnected/ gas will be available at your property within 24 hours.	If the GT fails you will receive a payment of £70 if you are a domestic customer, and £70 for each additional complete 24 hour you are without gas.  If you are a non-domestic customer, (and your annual gas consumption does not exceed 73,200kWh) the payment will be £120 for the failure and £120 for each additional complete 24 hour you are without gas.
<b>Note for GS1:</b> If you are a non-domestic customer and your annual gas consumption exceeds the 73,200kWh threshold, you are entitled to similar payments to GS1 but under alternative arrangements.		
<b>GS2. Reinstatement of customer’s premises</b>	If the GT initiates work on your premises, your premises will be permanently reinstated within 5 working days of the completion of the engineering work.	If the GT fails and you are a non-domestic customer, the payment will be £240 for the failure and £240 for each succeeding period of 5 working days thereafter.
<b>GS13. Notification in advance of planned supply interruptions</b>	When the GT carries out planned work to replace pipes or maintain the integrity of the gas system, they may need to interrupt your gas supply, if so, your GT will inform you of the date they expect to interrupt you and the reason why your supply needs to be interrupted, at least 7 working days before the interruption occurs.	If the GT fails, you will receive a payment of £120 if you are a non-domestic customer.
<b>GS14. Responding to Complaints</b>	If you complain to a GT in writing or over the telephone, the GT will respond substantively to your complaint within 5 working days of receiving your complaint.  However, if a visit to your premises or additional information from a third party is required to enable resolution of the complaint, the GT will issue an initial written response within 10 working days of receiving your complaint to explain this situation.	If the GT fails you will receive a payment of £50 and £50 for each succeeding period of 5 working days thereafter, up to a maximum of £240

## Guaranteed Standards of Performance

The tables below outline the guaranteed standards for new connections and service alterations. In addition to these standards, your gas transporter must comply with Ofgem's Licence Conditions, specifically Standard Special Condition D10, in 90% of cases.

Guaranteed Standard	Standard Description	Compensation for failure
<b>GS4. Provision of standard quotations (up to 275kWh disconnections &lt;2 bar gauge)</b>	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 and ≤275kWh, disconnections less than 2 bar gauge, the GT will issue it within 4 working days.	If the GT fails, you will receive a payment of £25 and an additional £25 for each succeeding working day up to the quotation sum or £595 whichever is lowest.
<b>GS5. Provision of non-standard quotations (up to 275kWh disconnections &lt;2 bar gauge)</b>	GTs are required to provide a non- standard quotation within 11 working days of receiving a request for a quotation for a new connection, or an alteration to an existing connection up to and including 275kWh per hour and other disconnections less than 2 bar gauge.	If the GT fails, you will receive a payment of £25 and an additional £25 for each succeeding working day up to the quotation sum or £595 whichever is lowest.
<b>GS6. Provision of non-standard quotations (greater than 275kWh disconnections ≥2 bar gauge, diversions)</b>	GTs are required to provide a non- standard quotation within 21 working days of receiving a request for a quotation for a new connection, or an alteration to an existing connection exceeding 275kWh per hour, diversions, and a disconnection greater than or equal to 2 bar gauge.	If the GT fails, you will receive a payment of £50 and an additional £50 for each succeeding working day up to the quotation sum or £1,190 whichever is lowest.
<b>Note for GS4, GS5 &amp; GS6:</b> these standards do not apply where the information you provided to your GT was incorrect or incomplete or where consents are required from third parties.		
<b>GS7. Accuracy of quotations</b>	If the quotation is found to be inaccurate in accordance with the GTs published accuracy scheme, the GT will reissue you with a correct quotation and any overcharge paid will be refunded.  You can contact your GT on the details provided for further information on their accuracy scheme.	If the quotation is found to be inaccurate in accordance with the GTs published accuracy scheme, then you will be entitled to payment(s) under GS4, GS5 or GS6 until an accurate quote is issued.

Guaranteed Standard	Standard Description	Compensation for failure
<b>GS8. Responses to land enquiries</b>	If you ask for a Land Enquiry from your GT in relation to a new connection or an alteration to an existing connection the GT will issue a response within 5 working days.	If the GT fails, you will receive a payment of £95. Further payment each subsequent working day during which the failure continues, up to a cap of: £595 per customer, for connections ≤275kWh per hour, or a disconnection less than 2 bar gauge with no site visit required, or £1,190 per customer, for connections >275kWh per hour, or other disconnections greater than or equal to 2 bar gauge.
<b>GS9. Provision of commencement &amp; substantial completion dates (up to 275kWh)</b>	If the GT receives an accepted quotation for a new connection or an alteration to an existing connection up to and including a rate of flow of 275kWh, it will offer a planned date within 17 working days for commencement and substantial completion of this work	If the GT fails, you will receive a payment of £50 and an additional £50 per working day thereafter up to the quotation sum or £595 whichever is lowest.
<b>GS10. Provision of commencement &amp; substantial completion dates (greater than 275kWh)</b>	If the GT receives an accepted quotation for a new connection or an alteration to an existing connection exceeding a rate of flow of 275kWh, it will offer a planned date within 20 working days for commencement and substantial completion of this work.	If the GT fails, you will receive a payment of £95 and an additional £95 per working day thereafter up to the quotation sum or £1,190 whichever is lowest.
<b>GS11. Substantial completion by agreed date</b>	Where the GT has agreed a substantial completion date for a new connection or an alteration to an existing connection it will meet that date. However, this does not necessarily mean that gas will be available for use inside the premises as the fitting of a meter, which will enable the flow of gas, must be arranged by you and your chosen gas supplier.	If the GT fails, you will receive a payment related to the value of the contract and a payment for each working day thereafter up to a maximum level. Your contract will be allocated to one category of the table below and payments will be made in line with that category up to the relevant cap.



### Payments

Contract Value	Payment	Cap
Up to & incl. £1k	£50	£475
Up to & incl. £4k	£240	5% of the contract sum
Up to & incl. £20k	£240	50% of the contract sum
Up to & incl. £50k	£240	£11,895
Up to & incl. £100k	£355	£21,410

**Note:** for GS9, GS10 & GS11 these standards do not apply where you have specifically asked your GT to delay the work.

### Failure payments

Guaranteed Standard	Standard Description	Compensation for failure
<b>GS12. Notification and payments under the Guaranteed Standards</b>	Where a GT has failed any of the above Guaranteed Standards or the Connections Guaranteed Standards, they will write to inform you (or your supplier) and make the payment within 10 working days of compensation becoming due.	If the GT fails to contact you and make required payment in time, you will receive a payment of £50 in addition to any payments made under the other Guaranteed Standards.

For failures under GS1, GS2, GS13, GS14 and GS12 payment(s) will be made either directly to you or via your gas supplier who is obliged to forward this payment to you. For failures under GS4-GS11 the payment(s) will be made directly to you.

### Exclusions to Guaranteed Standards

Please note that there are certain exclusions agreed by Ofgem where the guaranteed standards mentioned in the previous tables may not apply.

These exclusions include events that are beyond the gas transporter’s control, such as severe weather, industrial action, damage caused by the customer, actions by third parties, legislative constraints, and labour disputes.

The standards may also not apply if the gas transporter is unable to access your premises or cannot complete work for safety reasons.

If your gas transporter invokes any of these exclusions, it must demonstrate that it has taken all reasonable steps to meet the standard.





### Licence Conditions



All gas transporters mentioned in this document must comply with the annual standards outlined in Ofgem’s Licence Conditions. In addition to achieving the 90% standard for connections work, they are required to meet the Licence Conditions specified in the table below:

Licence Condition	Definition	Annual Target
<b>Standard Special Condition D10 – Quality of service standards</b> <b>Paragraph 2(f) – Responding to telephone calls</b>	Telephone calls to the National Gas Emergency Service (which operates 24 hours a day), the general enquiry line and the meter point number helpline (during the hours which they operate) shall be answered within 30 seconds of the call being connected.	90%
<b>Standard Special Condition D10 – Quality of service standards</b> <b>Paragraph 2(g) – Responding to gas emergencies</b>	Where a GT receives a report of a gas escape or other gas emergency, including a significant escape of carbon monoxide or other 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	97%

The performance achieved by each gas transporter for the period 1 April 2023 to 31 March 2024 is shown in the table below:

Gas Transporter Owner	Network area owned by Gas Transporter	% Performance achieved against Licence Standards in 2023/24		
		2(f) Telephone response times (proportion answered within 30 seconds)	2(g) Response to uncontrolled escapes (proportion attended within 1 hour)	2(g) Response to controlled escapes (proportion attended within 2 hours)
 Your Gas Network	East of England	94%	98.9%	99.3%
	London	94%	98.3%	98.2%
	North West	94%	98.8%	99.0%
	West Midlands	94%	98.4%	98.8%
 Your gas. Our network.	Scotland	94%	99.5%	99.8%
	Southern	94%	98.4%	98.9%
 WALES & WEST UTILITIES	Wales & West	94%	99.3%	99.8%
 Northern Gas Networks	Northern	94%	99.8%	99.9%

**Some terms explained**

- Domestic customer** A customer whose gas supply is taken wholly or mainly for domestic purposes.
- Non-Domestic customer** A customer whose gas supply is taken wholly or mainly for non-domestic purposes.
- Controlled gas escape** Where the person reporting the escape, or someone on their behalf, has taken all the actions advised by the emergency call centre agent and can no longer smell gas.
- Uncontrolled gas escape** Where the person reporting the escape, or someone on their behalf, has taken all the actions advised by the emergency call centre agent and can still smell gas.



**NATIONAL GAS EMERGENCY SERVICE:**  
 365 days a year, 24 hours a day  
 Smell gas? Call free on **0800 111 999**  
 (Minicom/textphone **0800 371787**)  
 All calls are recorded and may be monitored for training purposes

**For all enquiries, please contact your Gas Transporter at the following address:**

- |   |   |
|---|---|
|  <p>Customer Centre<br/>                 Customer Care Team<br/>                 Cadent<br/>                 Ansty Park, Pilot Way<br/>                 Coventry, CV7 9JU<br/> <b>0800 389 8000</b><br/>                 wecare@cadentgas.com<br/>                 www.cadentgas.com</p>   |  <p>SGN Customer Service<br/>                 Stroma Suite<br/>                 Grampian House<br/>                 Perth<br/>                 PH1 3XX<br/> <b>0800 912 1700</b><br/>                 customer@sgn.co.uk<br/>                 www.sgn.co.uk</p>  |
|  <p>Customer Services<br/>                 Wales &amp; West Utilities<br/>                 Wales &amp; West House<br/>                 Spooner Close, Celtic Springs,<br/>                 Coedkernew<br/>                 Newport, NP10 8FZ<br/> <b>0800 912 2999</b><br/>                 enquiries@wwutilities.co.uk<br/>                 www.wwutilities.co.uk</p> |  <p>Northern Gas Networks<br/>                 1100 Century Way<br/>                 Thorpe Park Business Park<br/>                 Colton<br/>                 Leeds<br/>                 LS15 8TU<br/> <b>0800 040 7766</b><br/>                 customercare@northerngas.co.uk<br/>                 www.northerngasnetworks.co.uk</p> |

# How we can help

Contact us:



0800 917 9323



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**Phone calls:** We may monitor and/or record calls for security, quality or training purposes. Call charges to numbers beginning with 0800 should be free if you are calling from a business mobile or landline but this will depend on your contract. Please check with your operator for exact charges.

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