

*Guaranteed Standards of  
Performance for metered demand  
customers of  
Electricity Distribution Companies in  
England, Wales & Scotland*

*March 2014*

## **Introduction**

In accordance with the Electricity (Standards of Performance) Regulations 2010, as modified by the Electricity (Standards of Performance) (Amendment) Regulations 2010, this document sets out the guaranteed standards of your electricity distribution company, which owns the electricity wires and cables by which electricity is supplied to your premises. Distributors are not responsible for meter reading or billing – your supplier does this.

Ofgem, the industry regulator, sets the guaranteed standards. If we fail to meet these standards you (“you” being a domestic or non-domestic customer) are entitled to receive a payment. We can either make payments via your electricity supplier or directly to you.

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.

Sometimes the guaranteed standards may not apply, including under exceptional circumstances, events beyond our control, industrial action, actions of third parties or not being able to gain access to premises and in some cases severe weather. If any of these exemptions are invoked, we will need to demonstrate that we had taken all reasonable steps to prevent the exceptional circumstances occurring and to prevent failure.

## **GUARANTEED STANDARDS**

### **Regulation 5 - Supply Restoration during Normal Weather**

If your electricity supply fails during normal weather conditions because of a problem on our distribution system we will restore it within 18 hours of first becoming aware of the problem.

If we fail and you make a valid claim within three months of the date the supply is restored, we will arrange for you to receive £54 if you are a domestic consumer or £108 if you are a business consumer. You will also receive a further £27 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 our distribution system affecting 5,000 premises or more, we will restore it within 24 hours of first becoming aware of the problem.

If we fail and you make a valid claim within three months of the date the supply is restored, we will arrange for you to receive £54 if you are a domestic consumer or £108 if you are a business consumer. You will also receive a further payment of £27 for each additional 12-hour period that you are off supply up to a maximum of £216.

### **Regulation 7 - Supply Restoration during Severe Weather**

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

<b>Category of severe weather</b>	<b>Definition</b>
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 we fail and you make a valid claim within three months of the date the supply is restored, we will arrange for you to receive £27 (for both domestic and business consumers). You will also receive a further £27 for each additional 12 hours you are without supply. The maximum payment you will receive is £216. 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. We aim to minimize the amount of time that your supply would be affected in such cases. We 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 we commence rota disconnections, this would be covered by Regulations 5, 6 or 7 as appropriate.

If we fail and you make a valid claim within three months of the date the supply is restored, we will arrange for you to receive £54 if you are a domestic consumer or £108 if you are a business consumer.

### **Regulation 11 - Multiple Interruptions**

If your electricity supply fails because of a problem on our 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, you are entitled to a £54 payment. You must make a valid claim for this payment within three months of the end of the year to which the claim applies. 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 12 - Distributor's Fuse**

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

If we fail we will arrange for you to receive a £22 payment.

### **Regulation 14 - Notice of Planned Supply Interruption**

If we need to switch off your power to work on our network for planned maintenance work we will give you at least 2 days' notice. (We will always give as much notice of a planned interruption as possible, even if we know we've already failed the standard.)

If we fail to give 2 days' notice or we switch your electricity off on a different day, then you can claim (within 1 month of the failure) £22 if you are a domestic consumer or £44 if you are a business consumer.

### **Regulation 15 - Voltage Complaints**

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

If we fail we will arrange for you to receive a £22 payment.

### **Regulation 19 – Appointments**

Should we need to visit you, or should you request a visit from us 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.

If we fail to make or keep an appointment we will arrange for you to receive a £22 payment.

## **Regulation 21 - Notification of Payment under Guaranteed Standards**

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

If we fail to notify you, or your supplier, or fail to send a payment within the above timescales, we will arrange for you to receive an additional £22.

### **Making a Claim for Payment**

Should you wish to make a claim under Regulation 5, 6, 7, 8, 11 or 14, please telephone us for details of how to claim on the general enquiries number listed in the section on "Contacting your Electricity Distributor". 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 us about whether you should receive a payment, you may refer the case to the Office of Gas and Electricity Markets (Ofgem), the independent regulator for the electricity industry, to request a formal decision.

### **Contacting your Electricity Distributor**

For further information about any of the guaranteed standards, or if you would like to enquire about a service provided by us, please telephone us on the number below. If you are unsure of who your distributor is, please refer to an electricity bill from your supplier.

Please note if you ring or email us outside normal working hours, we will treat this as having been received at the start of business on the next working day.

### **Performance Information**

A periodic report on performance against these guaranteed standards, including the levels of compensation paid out, is published by the consumer champion, Consumer Futures, at [www.consumerfutures.org.uk](http://www.consumerfutures.org.uk)

Company	Area	Emergency/ Supply Loss (24 hour)	General Enquiries (Mon-Fri unless otherwise stated)	Customer Relations No. (Mon-Fri unless otherwise stated)	Website address
<b>Western Power Distribution East Midlands:</b>	East Midlands	0800 056 8090	0845 7240240	0800 0556833 08:30-17:00	<a href="http://www.westernpower.co.uk">www.westernpower.co.uk</a>
<b>Western Power Distribution West Midlands</b>	West Midlands	0800 3281111	0845 7240240	0800 0556833 08:30-17:00	<a href="http://www.westernpower.co.uk">www.westernpower.co.uk</a>
<b>Western Power Distribution South Wales</b>	South & West Wales	0800 0520400	0845 601 3341 08:00 to 18:00	0800 0556833 08:30-17:00	<a href="http://www.westernpower.co.uk">www.westernpower.co.uk</a>
<b>Western Power Distribution South West</b>	South West England	0800 365900	0845 601 2989 08:00 to 18:00	0800 0556833 08:30-17:00	<a href="http://www.westernpower.co.uk">www.westernpower.co.uk</a>
<b>UK Power Networks – Eastern Power Networks plc</b>	East Anglia	0800 7838838	08456 014516 09:00 to 17:00	0800 028 4587 08:30 to 17:00	<a href="http://www.ukpowernetworks.co.uk">www.ukpowernetworks.co.uk</a>
<b>UK Power Networks – London Power Networks plc</b>	London	0800 0280247	08456 014516 09:00 to 17:00	0800 028 4587 08:30 to 17:00	<a href="http://www.ukpowernetworks.co.uk">www.ukpowernetworks.co.uk</a>
<b>UK Power Networks – South Eastern Power Networks plc</b>	South East England	0800 7838866	08456 014516 09:00 to 17:00	0800 028 4587 08:30 to 17:00	<a href="http://www.ukpowernetworks.co.uk">www.ukpowernetworks.co.uk</a>
<b>Northern Powergrid (Northeast) Ltd</b>	The Northeast & most of North Yorkshire	0800 66 88 77	08450 70 71 72 08:30 to 16:45	0800 7818848 08:30 to 16:45	<a href="http://www.northernpowergrid.com">www.northernpowergrid.com</a>

<b>Northern Powergrid (Yorkshire) plc</b>	West, South & East Yorkshire & northern Lincolnshire	0800 37 56 75	08450 70 71 72 08:30 to 16:45	0800 7818848 08:30 to 16:45	<a href="http://www.northernpowergrid.com">www.northernpowergrid.com</a>
<b>Scottish &amp; Southern Energy Power Distribution</b>	North Scotland	0800 300 999	08000 483 515 08:00 to 17:00 Sat: 08:00-14:00	0800 9801394 Mon-Thurs 08:30 to 17:00 Fri 08:30 to 16:30	<a href="http://www.ssepd.co.uk">www.ssepd.co.uk</a>
<b>Scottish &amp; Southern Energy Power Distribution</b>	South England	08000 72 72 82	08000 483 516 08:00 to 17:00 Sat: 08:00-14:00	0800 9801395 Mon-Thurs 08:30 to 17:00 Fri 08:30 to 16:30	<a href="http://www.ssepd.co.uk">www.ssepd.co.uk</a>
<b>SP Energy Networks</b>	Central & Southern Scotland	0845 272 7999	0845 273 4444 08:30 to 18:00	0845 273 4444	<a href="http://www.spenergynetworks.co.uk/">http://www.spenergynetworks.co.uk/</a>
<b>SP Energy Networks</b>	Merseyside, Cheshire & North Wales	0845 272 2424	0845 273 4444 08:30 to 18:00	0845 273 4444	<a href="http://www.spenergynetworks.co.uk/">http://www.spenergynetworks.co.uk/</a>
<b>Electricity North West</b>	North West England	0800 195 4141	0800 0481820 08:30 to 16:30	0800 0481820	<a href="http://www.enwl.co.uk/">http://www.enwl.co.uk/</a>
<b>Electricity Network Co Ltd</b>	Great Britain	0800 0326990	01359 243311 08:30 to 17:00	01359 243311	<a href="http://www.gtc-uk.co.uk">www.gtc-uk.co.uk</a>
<b>ESP Electricity Ltd</b>	Great Britain	0800 731 6945	01372 227560 08.00 - 18.00	01372 227560 08.00 - 18.00	<a href="http://www.espelectricity.com">www.espelectricity.com</a>
<b>Independent Power Networks</b>	Great Britain	0800 013 0849	0845 055 6199 Mon - Thurs: 08:30 to 17:00 Fri 08:30 to 16:30	0845 055 6199 Mon - Thurs: 08:30 to 17:00 Fri 08:30 to 16:30	<a href="http://www.central-networks.co.uk/http://www.independentpowernetworks.co.uk/">http://www.central-networks.co.uk/http://www.independentpowernetworks.co.uk/</a>
<b>Energetics Electricity</b>	Great Britain	0800 8048688	01698 404640 08:30-16:45	01698 404640 08:30-16:45	<a href="http://www.energetics-uk.com">www.energetics-uk.com</a>

## **Codes of Practice**

Electricity distributors have statements that describe services available to customers. These might include services for customers who are blind, deaf or hearing impaired, for customers who depend on electricity for health reasons and for customers who require a password during appointments for extra security. A copy of our statements is available free of charge from us or can be downloaded from our website.

## **Complaints**

If you have a complaint about any aspect of our service, please let us know. You will find our complaints-handling procedure on our website or you can ring the general enquiry line to request a copy. If we are unable to resolve the matter with you, you can refer it to the Ombudsman Services: Energy. This is a free and independent dispute-resolution service.

They are able to offer free independent advice and will look at your complaint, but will expect you to let us 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 Services website: [www.ombudsman-services.org/energy](http://www.ombudsman-services.org/energy)