

# Guaranteed standards of service table

Guaranteed standards: 2018-2019

For any further information regarding the Guaranteed Standards of Service please refer to our regulator Ofgem’s website [here](#).

## Please be aware of this information;

From the moment we are made aware of any loss of electricity supply to your property, this is when the time frame for each of these requirements and categories below begins.

If for any reason we are unable to access your property to make repairs to your electricity supply or the local network we are eligible to “stop the clock”. We will always restart the timer with immediate effect when we can access the property or area (What is [clock stopping?](#))

We would only do this in circumstances where we are unable to gain access to the property or affected area to repair, reasons for this can include:

- No access to the property due to blockage, or area is blocked.
- Where a customer has requested that any restoration work be delayed.
- When we are unable to access the supply or network due to emergency services, government authorities or other utilities (e.g gas and water)

Guaranteed Standard	Requirement	Penalty
<p><b>EGS1 – Main Fuse Failure (Regulation 11)</b></p> <p>If the main fuse (cut out) between our supply cable and your meter fails we will visit your property.</p>	<p><b>Weekdays</b> - If you notify us between 7 am and 7 pm we will visit within 3 hours</p> <p><b>Weekends and Bank Holidays</b> - If you notify us between 9 am and 5 pm we will visit within 4 hours</p>	<p>If we do not meet this standard we will arrange a payment to you for £30</p>
<p><b>EGS2 Supply restoration during normal weather (regulation 5)</b></p> <p>If you experience a power cut that is not caused by a problem on our network and not due to severe weather conditions, we will work hard to get your power back on as soon as possible</p>	<p>If you have no electricity supply for over 12 hours from the time we are made aware we will make you a payment in line with the guidelines provided by Ofgem (See next column). You are also entitled to a further payment if the supply remains off for an additional 12hours.</p> <p>If we have not sent you a payment, you have 3 months within which to make a valid claim</p> <p>If the power loss is caused by a severe weather this will be covered in EGS11 to take into account the significance of the weather impact on our network</p>	<p>£75 for Domestic Customers</p> <p>£150 for Commercial Customers</p> <p>and for each succeeding 12 hours:</p> <p>£35 for all Customers</p>

<p><b>EGS2a Multiple Interruptions (Regulations 10)</b></p> <p>If you have had four or more power cuts in a year, each one of them longer than three hours, you can claim a payment for the level of disruption. The payment is the same whether you are a domestic or a business Customer.</p>	<p>You are entitled to a payment after 4 interruptions of more than 3 hours in 1 year from 1 April to the 31 March. You can make a valid claim for the payment within three months of the end of the year, which runs from 1 April to 31 March</p>	<p>£75 for all Customers</p>
<p><b>EGS2b (Regulation 6)</b></p> <p>If we fail to Restore your supply within 24hrs after a single fault that impacts 5000 customers or more during normal weather, you could be entitled to a payment.</p>	<p>If it takes an additional 12 hours or more then you could be entitled to a further payment. You have 3 months within which to make a valid claim</p>	<p>£75 for Domestic Customers £150 for Commercial Customers and for each succeeding 12 hours: £35 for all up to a maximum of £300</p>
<p><b>EGS2c (Regulation 8)</b></p> <p>This applies when your supply is interrupted as a result of a rota disconnection on our network.</p>	<p>This applies if your supply is not restored within 24 hour of being off supply during a period covered by rota disconnection event. You have 3 months within which to make a valid claim.</p>	<p>£75 for Domestic Customers £150 for Commercial Customers</p>
<p><b>EGS4</b></p> <p>Notice of planned supply interruption (regulation 12)</p>	<p>If we need to switch off your supply we will give you a minimum of 2 days notice or 5 days to an Independent Network. In both cases, notice does not apply if work is for emergency repairs. You have 1 month to make a validated claim</p>	<p>£30 for Customers £60 for Commercial Customers</p>

<p><b>EGS5 (Regulation 13)</b></p> <p>If you inform us that the electricity to your property is outside the permitted voltage range, we will contact you to arrange a visit to your property within seven working days. We will then provide a written response in 5 working days</p>	<p>Visit within 7 working days or substantive reply within 5 working days</p>	<p>£30 to all Customers</p>
<p><b>Guaranteed Standard</b></p>	<p><b>Requirement</b></p>	<p><b>Penalty</b></p>
<p><b>EGS8(regulation 17) Make and keep appointment</b></p> <p>If we need to come to your property, or you ask us to visit, we will agree a date and time with you. We will offer to come on weekdays either in the morning between 7am and 1pm or in the afternoon between midday and 7pm, or within a two-hour period of your choice.</p>	<p>If we fail to make or keep an appointment, we will arrange for you to receive £30.  However this does not apply to visits that are the subject of new connection work.</p>	<p>£30 to all Customers</p>
<p><b>EGS9 (Regulation 21) Notify a customer of payment owed under Guaranteed standards)</b></p> <p>We will notify you of any Guaranteed Standards we fail to meet (other than those for which you have to make a claim). We will send your payment directly to you within ten working Days of becoming aware of our failure Except in the case of EGS 11 (Regulation 7).</p>	<p>If we fail to notify you or fail to send a payment within the relevant 10 working days you will be entitled to a further payment</p>	<p>£30 for all Customers</p>
<p><b>Severe Weather Condition Payments</b></p>	<p><b>Requirement</b></p>	<p><b>Penalty</b></p>
<p><b>Supply Restoration – Category 1 Severe Weather Conditions (EGS 11A)</b></p> <p>If you have a power cut during severe weather conditions, we will work hard to restore your electricity supply as quickly as possible, ideally within 24 hours.</p> <p>Category 1 payments will come in to effect if we are experiencing between 8 – 13 times more than our usual fault numbers.</p>	<p>If we do not restore your electricity supply within 24 hours from the time we are made aware that you are without power, we will make you a payment in line with the guidelines provided by Ofgem (See next column)</p> <p>We will also make an additional payment if the supply remains off for a further 12 hours.</p>	<p>Domestic and Commercial customers are entitled to a £70 payment for the first 24 hours without power, and £70 for each subsequent 12 hours you are without power up to a maximum payment of £700.</p>
<p><b>Supply Restoration – Category 2 Severe Weather Conditions (EGS 11B)</b></p>	<p>If you have no electricity supply for</p>	<p>Domestic and Commercial</p>

<p>If you have a power cut during severe weather conditions, we will work hard to restore your electricity supply as quickly as possible, ideally within 48 hours</p> <p>Category 2 payments will come in to effect when we are experiencing in excess of 13 times our usual fault numbers.</p>	<p>over 48 hours from the time we are made aware we will make you a payment in line with the guidelines provided by Ofgem (See next column). You are also entitled to a further payment if the supply remains off for an additional 12hours.</p>	<p>Customers are entitled to a £70 payment for the first 48 hours without power, and £70 for each subsequent 12 hours you are without power up to a maximum payment of £700.</p>
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