

## CUSTOMER GUARANTEES - STANDARDS OF SERVICE (April 2023)

STANDARDS TO BE PAID BY AUTOMATIC GSOPS FAILURE PAYMENT WITHIN 10 DAYS These cannot be paid by proactive ex gratia payment		Payment
Mains Fuse Failure (Regulation 11)	Attend within 3 hours if notified between 7am – 7pm Mon – Fri. Attend within 4 hours if notified between 9am – 5pm Sat/Sun & Bank Hols. In normal weather, the 12 hour standard will also apply to the incident unless the mains fuse failure is confirmed on site. During severe weather, Regulation 11 does not apply, unless the customer states that the mains fuse has operated.	£30 domestic £30 business
Supply Failure – Normal Weather (Regulation 5)	Restore metered supplies within 12 hours.	£75 domestic £150 business £35 for additional 12 hours
Supply Failure – Severe Weather (Regulation 7)	Restore metered supplies within 24 or 48 hours depending on the storm severity.	£70 domestic/business £70 for additional 12 hours. Max £700
Supply Failure – Normal Weather – 5,000 or more premises (Regulation 6)	Restore metered supplies within 24 hours of a single incident affecting 5,000+ customers.	£75 dom /£150 business £35 for additional 12 hours. Max £300
Rota Disconnections (Regulation 8)	Any supply affected by a total of 24 hours of rota disconnection periods.	£75 domestic £150 business
Voltage Complaints (Regulation 13)	Where the customer indicates that their voltage may be operating outside of statutory limits - Respond by letter within 5 working days or visit within 7 working days. Excludes fault related temporary voltage problems.	Fail to offer £30 Fail to keep £30
Appointments (Regulation 17)	Offer an AM or PM appointment for all visits. If requested offer a 2 hour time-band. All appointments must be kept	Fail to offer £30 Fail to keep £30
Payments (Regulation 19)	Guaranteed Standard failure payments must be made within 10 working days.	£30 domestic £30 business

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STANDARDS CUSTOMER CAN CLAIM OR PAID BY PROACTIVE EX GRATIA		Customer claimable failure payment	Ex gratia payment
Planned Supply Interruptions (Regulation 12)	<b>At least 2 calendar days' notice before the date of the planned interruption.</b> <b>At least 5 calendar days' notice for an independent network (IDNO).</b> N.B The IDNO Bi-lateral arrangements requires a minimum of 5 working days' notice but this is not subject to a GSOPS failure payment. <i>See reverse for details.</i>	Includes IDNO customers £30 domestic £60 business	Includes IDNO customers £30 domestic £60 business
Multiple Interruptions (Regulation 10)	<b>Where a metered customer experiences 4 or more unplanned interruptions in a year (April-March), for more than 3 hours each time.</b> A customer complaint, if proved to be valid and made by 30 June for the previous year, will be treated as a GSOPS failure payment.	£75 domestic £75 business	£75 domestic £75 business
<b>GSOPS failure payments</b>	Must be authorised by the NSM and reported to Information Centre Manager for payment and also for KPI and Ofgem reporting. Please contact Richard Ellam 239640 or Liam Clack 332286 or Saida Akhtar 332184		
<b>Planned Interruptions</b>	A complaint or a request for a compensation payment that refers to an un-notified planned interruption made within one month of the interruption (including from an IDNO's customer) must be made as a GSOPS failure payment if proved to be valid. Calls to the Complaints Helpline will always be treated as GSOPS failure payments if found to be valid. We are required to give IDNOs 5 calendar days' notice to enable them to notify their customers (however the IDNO Bi-lateral Agreement requires 5 working days minimum with 10 working days where possible). A shutdown which starts / finishes early or is cancelled is not a failure but needs to be reported correctly for IIS.		
<b>Multiple Interruptions</b>	A complaint or a request for a compensation payment that refers to frequent supply interruptions must be made as a GSOPS failure payment if we have failed the guarantee.		
<b>Ex gratia payments for Planned Interruption &amp; Multiple Interruptions.</b>	Ex gratia payments may be made proactively where the customer is not explicitly complaining or claiming a compensation payment for inconvenience, or where we identify other affected customers on the back of a complaint. Pay the same amounts as for guaranteed standards (see overleaf).  Where a no supply enquiry is received by the Contact Centre or the local office an ex gratia payment may be offered pro-actively, where the local office becomes aware that NGED has failed to meet a standard, or if the customer is claiming for specific losses such as freezer contents or hot meals. <i>This includes enquiries from an IDNO on behalf of their customers where we have failed to notify the IDNO of a planned interruption.</i>		
<b>What codes to use for use for proactive ex-gratia payments</b>	Team Managers must raise proactive ex gratia cheque payments as sundry type 'goodwill ex gratia' using the correct E5 and GLC codes: <ul style="list-style-type: none"> <li><b>Planned Interruptions – Item code 60274, Account code 4550</b></li> <li><b>Multiple Interruptions – Item code 60275, Account code 4551</b></li> </ul> Ex gratia payments are reported to Ofgem. Details of ex gratia payments must be recorded on the Voluntary Payments Log U:/Distribution/Shared Resources/voluntary payments log		
<b>When to make a goodwill payment</b>	A goodwill payment is only to be used for "inconvenience" to customers in cases where we have checked a potential failure and we have met the GSOP standard timescales. Team Managers should raise payment using <b>E5 Item code 35128 and the appropriate account/project GLC code for the job. Do not raise as proactive ex gratia.</b>		
<b>Partial Restoration</b>	Partial restoration of one or two phases of a customer's supply is not allowed as restoration. However an exemption may be claimed if the customer agrees to partial restoration to meet the customer guarantee – see Clock Stop card.		
<b>Where to find further guidance</b>	Regulatory Compliance Sharepoint Page		