

The Guaranteed Standards of Performance Customer Payment Scheme

(May 2023)

Introduction

This document sets out the guaranteed standards scheme operated by the electricity distribution companies. These standards have been set by the energy regulator Ofgem in accordance with the [Electricity \(Standards of Performance\) Regulations 2015](#).

If we (the electricity distribution companies) fail to meet these standards, you are entitled to receive a payment. In most cases we make payments automatically, but in some cases where we may be unaware that we have failed, you need to make a claim.

Your supplier keeps us informed of your customer contact details. Please ensure that you provide up-to-date details to your supplier as we use information such as the bill payer's name to make automatic payments.

Exclusions

Sometimes the guaranteed standards may not apply due to events beyond our control, such as the actions of third parties, being unable to gain access to premises or our own equipment, for example, when prevented from accessing our equipment by the emergency services or other utilities, due to severe weather conditions such as flooding, snowdrifts or fallen trees, or due to an impediment such as parked cars, skips, scaffolding or locked gates. In some cases we may not have been able to identify the customers affected by supply interruptions.

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 of the relevant standard.

In some cases where we need access to your property to restore your supply, you may ask us to delay the work and agree an alternative timescale for restoration.

If you are supplied via a landlord's private cable or a private network (i.e. one that is not operated under an electricity distribution licence), these standards do not apply. However, the standards do apply if you are supplied via an Independent Distribution Network Operator (IDNO) network, in which case we will arrange for payment to be made via your IDNO.

These standards do not apply to unmetered supplies or for generation export MPANs. There are separate guaranteed standards relating to unmetered supplies, and connections work.

GUARANTEED STANDARDS

Supply Restoration during Normal Weather (Regulation 5)

If your electricity supply fails during normal weather conditions because of a problem on our distribution system, we will restore it within 12 hours of first becoming aware of the problem.

If you are without electricity for more than a continuous period of 12 hours, we will arrange for you to receive a £75 payment if you are a domestic customer or £150 if you are a non-domestic customer. You will also receive a further £35 for each additional 12-hour period that you are off supply.

Supply Restoration during Normal Weather – Incidents affecting 5,000 customers or more (Regulation 6)

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 you are without electricity for more than a continuous period of 24 hours, we will arrange for you to receive a £75 payment if you are a domestic customer or £150 if you are a non-domestic customer. You will also receive a further payment of £35 for each additional 12-hour period that you are off supply up to a maximum of £300.

Regulation 7 - Supply Restoration during Severe Weather (Regulation 7)

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 as defined below:

Category of severe weather	Definition
Category 1 (medium events)	Lightning events - when a distributor 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 distributor 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.
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)	For severe weather events affecting a very large number of customers as specified in the Regulations - 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 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 a £70 payment (for both domestic and non-domestic customers). You will also receive a further £70 for each additional 12-hour period that you are off supply. The maximum payment you will receive is £700. These payments will be made as soon as reasonably practicable.

Rota Disconnections (Regulation 8)

In very rare emergency situations 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 that there is 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, we will arrange for you to receive a £75 payment if you are a domestic customer or £150 if you are a non-domestic customer.

Multiple Interruptions (Regulation 10)

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 12-month period starting on 1 April, you are entitled to a £75 payment. Because our systems are currently unable to readily provide us with this information, you must make a valid claim for this payment by the end of June following 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.

Distributor's Fuse (Regulation 11)

If you report information that leads us to believe that the reason for your loss of supply is due to a failure of the main fuse between the incoming supply cable and your meter, we will attend your premises within 3 hours on weekdays if you notify us between 7am and 7pm. At weekends and on 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 to attend within the prescribed period, we will arrange for you to receive a £30 payment.

Notice of Planned Supply Interruption (Regulation 12)

If we need to switch off your power to carry out planned maintenance work on our network, we will give you at least 2 calendar days' notice. This may be a letter, a card or a text or email, delivered to the address or contact details held on our records. 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 you 2 days' notice or we switch your electricity off on a different day, then you can make a claim within 1 month of the failure. You will receive a payment of £30 if you are a domestic customer or £60 if you are a non-domestic customer.

Exclusions

If we have provided you with estimated times when we plan to switch off your supply, and we switch you off at an earlier time on the same day or take longer than expected before we switch you back on, we have not failed the standard, even if the amount of time you are off supply exceeds 12 hours.

If we have to cancel the planned work, we will notify you of the rescheduled date. However, if we cancel at short notice and we do not notify you of the cancellation, we have not failed the standard.

Voltage Complaints (Regulation 13)

(a) If you report that you believe that the voltage of the electricity to your premises is operating beyond the permitted limits (+/-6% of 230V), we will send you an explanation within 5 working days or offer to visit you to investigate within 7 working days. If you call after 4pm on a working day, we will treat the enquiry as being received on the next working day.

If we offer to visit your premises, we must keep the appointment.

If we fail to respond within the required timescales or fail to attend the appointment, we will arrange to make you a £30 payment.

Appointments (Regulation 17)

If we need to visit you at your property, or if 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. However, this standard does not apply to visits relating to connections work.

If we fail to make or keep an appointment, we will arrange for you to receive a £30 payment.

Notification of Payment under Guaranteed Standards (Regulation 19)

We will notify you 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 you payment 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 make the required payment to you or your supplier within the above timescales, we will arrange for you to receive an additional £30.

Contacting your Electricity Distributor to Make a Claim for Payment

To make a claim for payment, please telephone us on the general enquiries number or via the website 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 are unsure of who your distributor is, please refer to an electricity bill from your supplier or search “Who is my network operator UK” for the Electricity Network Association search facility.

If you 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.

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.

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 and you are a domestic or small non-domestic customer and you are making a complaint in that capacity in respect of services we have provided, you can refer it to the Ombudsman Services: Energy. This is a free and independent dispute-resolution service.

Ombudsman Services: Energy is 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

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 to meet the relevant guaranteed standard.

Company	Area	Emergency/Supply Loss (24 hour)	General Enquiries (Mon-Fri unless otherwise stated)	Customer Relations No. (Mon-Fri unless otherwise stated)	Website address
National Grid Electricity Distribution	East Midlands	105	0800 096 3080 8am to 5pm	0800 055 6833 9am to 5pm	www.nationalgrid.co.uk
National Grid Electricity Distribution	West Midlands	105	0800 096 3080 8am to 5pm	0800 055 6833 9am to 5pm	www.nationalgrid.co.uk
National Grid Electricity Distribution	South Wales	105	0800 096 3080 8am to 5pm	0800 055 6833 9am to 5pm	www.nationalgrid.co.uk
National Grid Electricity Distribution	South West	105	0800 096 3080 8am to 5pm	0800 055 6833 9am to 5pm	www.nationalgrid.co.uk
UK Power Networks – Eastern Power Networks plc	East Anglia	105	0800 029 4285 9am to 5pm	Customer Care 0800 028 4587 8.30am to 5pm	www.ukpowernetworks.co.uk
UK Power Networks – London Power Networks plc	London	105	0800 029 4285 9am to 5pm	Customer Care 0800 028 4587 8.30am to 5pm	www.ukpowernetworks.co.uk
UK Power Networks – South Eastern Power Networks plc	South East England	105	0800 029 4285 9am to 5pm	Customer Care 0800 028 4587 8.30am to 5pm	www.ukpowernetworks.co.uk
Northern Powergrid (Northeast) plc	The Northeast & most of North Yorkshire	105	0800 011 3332 24 hours	0800 781 8848 24 hours	www.northernpowergrid.com

Northern Powergrid (Yorkshire) plc	West, South & East Yorkshire & northern Lincolnshire	105	0800 011 3332 24 hours	0800 781 8848 24 hours	www.northernpowergrid.com
Scottish Hydro Electric Power Distribution	North Scotland	105	08000 483 515 8am to 5pm	0800 980 1394 Mon-Fri 8am to 8pm Sat 8am to 5pm	www.ssen.co.uk
Southern Electric Power Distribution	South England	105	08000 483 516 08:00 – 17:00	0800 980 1395 Mon-Fri 8am to 8pm Sat 8am to 5pm	www.ssen.co.uk
SP Energy Networks	Central & Southern Scotland	105	0330 1010 444 8.30am to 6pm	0330 1010 444	www.spenergynetworks.co.uk
SP Energy Networks	Merseyside, Cheshire & North Wales	105	0300 1010 444 8.30am to 6pm	0330 1010 444	www.spenergynetworks.co.uk
Electricity North West	North West England	105	0800 1954 141 9am to 5pm	0800 1954 141 9am to 5pm	www.enwl.co.uk
Electricity Network Co Ltd	Great Britain	105	01359 245345 8am to 5pm	01359 245345 8am to 5pm	www.gtc-uk.co.uk
ESP Electricity Ltd	Great Britain	105	01372 587 500 8am to 5pm	01372 587 500 8am to 5pm	www.espug.com

Independent Power Networks	Great Britain	105	01359 302255 8am to 5pm	01359 302255 8am to 5pm	www.gtc-uk.co.uk
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