

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

October 2009

 **Scottish and Southern
Energy**
Power Distribution



 **SP ENERGY
NETWORKS**

 **CE Electric UK**

 **enw**
Electricity North West Limited

 **e-on** | Central
Network

 **SP ENERGY
NETWORKS**

 **WESTERN POWER
DISTRIBUTION**
Serving the South West and Wales

 **Scottish and Southern
Energy**
Power Distribution

 **edf**
ENERGY
networks

Introduction

In accordance with the Electricity (Standards of Performance) Regulations 2005, 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 your distributor fails to meet these standards you are entitled to receive a payment. Your distributor 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 your distributor's failure.

Sometimes the guaranteed standards may not apply, including under exceptional circumstances, events beyond the distributor's control, industrial action, actions by third parties or not being able to gain access to premises and in some cases severe weather. If any of these exemptions are invoked, your distributor will need to demonstrate that it 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 £50 if you are a domestic consumer or £100 if you are a business consumer. You will also receive a further £25 for each additional 12 hours you are without supply.

Regulation 6 - 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:-

Category of severe weather	Definition
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 between 8 and 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 £25 (for both domestic and business consumers). You will also receive a further £25 for each additional 12 hours you are without supply. The maximum payment you will receive totals £200. These payments will be made as soon as reasonably practicable.

Regulation 9 - 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 £50 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 10 - 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 £20 payment.

Regulation 11 - Estimate of Charges for Connection

If you require a new or additional low voltage connection, or an alteration to your existing connection i.e. an increase in connection capacity or the repositioning of service equipment, we will provide a written estimate within 5 working days if no extension/alteration to the system is required, or within 15 working days if an extension/alteration to the system is required. Where your distributor is willing to accept requests by telephone for estimates, such requests are covered by this Standard.

If we take longer we will arrange for you to receive £40.

(Please note the 15 day standard applies only to connections requested to developments of four properties or fewer.)

Regulation 12 - Notice of Planned Supply Interruption

If we need to switch off your power to work on our network 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) £20 if you are a domestic consumer or £40 if you are a business consumer.

Regulation 13 - 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 £20 payment.

Regulation 17 - 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.

If we fail to make or keep an appointment we will arrange for you to receive a £20 payment.

Regulation 19 - 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 6, 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 £20.

Making a Claim for Payment

Should you wish to make a claim under Regulation 5, 6, 9 or 12, please telephone your distributor 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 have a dispute with your distributor about whether you should receive a payment which you cannot resolve with them, 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 your distributor, please telephone them on the number below. If you are unsure of who

your distributor is, please refer to an electricity bill from your supplier.

Company	Area	Emergency/ Supply Loss (24 hour)	General Enquiries (Mon-Fri unless otherwise stated)	Customer Relations No. (Mon-Fri unless otherwise stated)	Website address
Central Networks (East):	East Midlands	0800 056 8090	0800 096 3080 08:30 to 17:00		www.central-networks.co.uk
Central Networks (West):	West Midlands	0800 3281111	0800 096 3080 08:30 to 17:00		www.central-networks.co.uk
EDF Energy Networks (EPN) plc:	East Anglia	0800 7838838	08456 014516 08:30 to 17:00	0800 028 4587 08:30-17:00	www.edfenergy.com
EDF Energy Networks (LPN) plc	London	0800 0280247	08456 014516 08:30 to 17:00	0800 028 4587 08:30-17:00	www.edfenergy.com
EDF Energy Networks (SPN) plc	South East England	0800 7838866	08456 014516 09:00 to 17:00	0800 028 4587 08:30-17:00	www.edfenergy.com
CE Electric	Northeast England	0800 66 88 77	08450 70 71 72 08:30 to 16:40	0800 7818848 09:00-17:00	www.ce-electricuk.com
CE Electric	Yorkshire & North Lincolnshire	0800 37 56 75	0845 60 24 454 08:30 to 16:40	0800 7818848 09:00-17:00	www.ce-electricuk.com
SSE Power Distribution	North Scotland	0800 300 999	08000 483 515 08:00 to 17:00 Sat: 08:00-14:00	08000 483 515 08:00-17:00 Sat 08:00-14:00	www.ssepd.co.uk
SSE Power Distribution	South England	08000 72 72 82	08000 483 516 08.00 to 17.00 Sat: 08:00-14:00	08000 483 516 08:00-17:00 Sat 08:00-14:00	www.ssepd.co.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
SP Energy Networks	Central & Southern Scotland	0845 272 7999	0845 273 4444 08:30 to 18:00	0845 273 4444	www.spenergynetworks.co.uk
SP Energy Networks	Merseyside, Cheshire & North Wales	0845 272 2424	0845 273 4444 08:30 to 18:00	0845 273 4444	www.spenergynetworks.co.uk
Electricity North West	North West England	0800 195 4141	0800 195 1452 08:30 to 16:30		www.enwLtd.co.uk
WPD South Wales	South & West Wales	0800 0520400	0845 601 3341 08:00 to 18:00	0800 0556833 08:30-17:00	www.westernpower.co.uk
WPD South West	South West England	0800 365900	0845 601 2989 08:00 to 18:00	0800 0556833 08:30-17:00	www.westernpower.co.uk

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 is available from your distributor or to download from their website.

Complaints

If you have a complaint about any aspect of your distributor's service please contact your distributor. You will find their complaints handling procedure on their website or you can ring the general enquiry line to request a copy. If they are unable to resolve the matter with you, you can refer it to the Energy Ombudsman. 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 your distributor try to sort it out first. You can telephone the Energy Ombudsman on 0845 055 0760. You can find further information on the Energy Ombudsman website www.energy-ombudsman.org.uk