

The information contained in this document relates to our commitment to making every customer matter. With that in mind we commit to the following if we fail to meet our promises. These standards are set by the energy regulator Ofgem.

- Making and Keeping Appointments
- Fixing Faulty Credit Meters
- Reconnection

If we fail to provide the standards set out in this document, our customers may be entitled to a compensation.

### **Making and Keeping Appointments**

We believe that we should always make sure appointments are made within an appropriate time and always kept.

So we guarantee that if we fail to make an appointment with you within a reasonable 4 hours timeframe we will give you £30 compensation.

If we fail to keep an appointment that we agreed with you (not including appointment cancelled within 1 working days' notice), we will give you a compensation of £30.

### **Fixing Faulty Credit Meters**

If you report a faulty credit meter to us we will:

Within 5 working days from your contact, carry out an initial assessment of whether the meter is faulty. We will take the necessary action to resolve any fault and offer to confirm in writing the outcome of our initial assessment and our next steps.

If we fail to do this within the timeframe we will pay you compensation of £30.

### **Reconnection after disconnection**

If we disconnect your meter as a result of non-payment of charges, and we don't reconnect you within 24 hours of paying the charges or setting up a payment plan, we will pay you £30 compensation. Charges may include reasonable expenses of disconnection and reconnection, and you may have to provide a security deposit.

### **Exemptions to the Guaranteed Standards**

There are a number of exemptions to the guaranteed standards compensation schemes covering circumstances beyond our control.

- Severe weather
- You are out when we visit at the agreed time
- Service requests outside the time periods detailed in these standards.
- Strikes or third party actions beyond our control
- You cancel the appointment
- We cancel an appointment giving you 1 working days' notice.

### **Failure to pay Compensation**

If we fail to make a payment to you within 10 working days of us failing to meet our standards, you will be entitled to a further £30 compensation.