

The standards you can expect

The level of service that we and our network operators provide – and what you're entitled to if we don't



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Every time we mention British Gas in this leaflet, all the information also automatically applies to Scottish Gas.

This leaflet gives you important information about:

- The guaranteed standards we have to provide
- Who your network operators are, what they do and how well they're doing it
- The compensation you're entitled to when we don't meet our standards
- Where our electricity comes from
- What to do if you want to get in touch or make a complaint

Standards that apply to domestic customers

We keep our appointments

We may need to arrange a visit to your property. This could be because you have an issue with your gas or electricity supply or we are required to access your property because of the legal obligations we have as your energy supplier.

We'll offer you an appointment within a reasonable time. All appointments will be during working hours, and we'll offer you an appointment window of four hours.

We'll try our best to accommodate appointment requests for a particular date and time. We won't be able to accommodate requests for appointment windows that are less than two hours long or not within working hours.

We won't rearrange an appointment less than one working day before the appointment date without your agreement. We will ensure that the representatives who attend the appointment possess the necessary skills, experience and resources to complete the job.

Fixing your Pay As You Go meter

If your Pay As You Go meter isn't working and you've lost supply, let us know and we'll be there to fix it or start work remotely within three hours on a working day, or four hours on any other day. If your meter isn't working as it should be, but you still have supply, we have to take action within the same timescales to understand whether the meter is faulty and, if so, whether to repair or replace it.

Fixing your standard meter

If you think that your gas or electricity meter isn't recording your usage correctly, we'll complete an initial assessment within five working days and take appropriate action. We can confirm in writing the nature and outcome of the initial assessment, the actions we'll take, and how soon you can expect us to do this.

Reconnecting a supply

If you've been disconnected for not paying the charges due, we'll reconnect you within 24 hours of your reconnection agreement, or on the next working day. This is subject to you keeping to any terms we've agreed.

Distributed payments

When we receive a compensation payment for you from a Gas Transporter or Electricity Distributor due to their failure to meet one of their standards, we'll pass this on to you within ten working days.

We'll make switching supplier simple

You can choose your switch date and we will complete the switch based on your preference.

Switch within 5WDs of your contract signature date, during your cool-off period. Or make a switch within 5WDs of the end of your cool-off period (14 days).

Account closures

You'll get a final bill within 6 weeks of your supply end date (whether you switch supplier or move home). And we'll refund any money we owe you within 10 working days after the date of your final bill (once we've got all the information we need).

We'll put things right if you're switched by mistake

If you notify us that you think your energy supply has been switched by mistake, then we'll investigate this for you.

- We'll contact the other supplier involved to investigate this, and let you know within 20 working days whether you have been transferred without a valid contract.
- If you contacted the other supplier involved, then we'll agree the outcome with them, so they can let you know within 20 working days.
- If you were wrongly switched away from us, once the other supplier confirms, we'll re-register you within 21 working days.

- If we've taken over your supply when we shouldn't have, we'll return you back to your old supplier.

If we fail to do any of the above we will give you £40 or more, to say sorry.

This section doesn't apply if:

- Your energy supplier stops trading and Ofgem asks us to step in
- We meet all industry charter requirements without cooperation from the other supplier involved
- We return you to your old supplier as a gesture of goodwill

Standards that apply to Micro-Business Customers

We keep our appointments

We may need to arrange a visit to your property. This could be because you have an issue with your gas or electricity supply or we are required to access your property because of the legal obligations we have as your energy supplier.

We'll offer you an appointment within a reasonable time. All appointments will be during working hours, and we'll offer you an appointment window of four hours.

We'll try our best to accommodate appointment requests for a particular date and time. We won't be able to accommodate requests for appointment windows that are less than two hours long or not within working hours.

We won't rearrange an appointment less than one working day before the appointment date without your agreement. We will ensure that the representatives who attend the appointment possess the necessary skills, experience and resources to complete the job.

If we don't meet these standards, we'll make it up to you

If we don't meet any of these standards, we'll pay you compensation to say sorry. We'll give you £40, unless it was because of something out of our control such as extreme weather conditions.

If we don't pay you compensation within ten working days, we'll give you another £40.

If we don't meet these standards, we'll make it up to you

If we don't meet any of these standards, we'll pay you compensation to say sorry. We'll give you £40, unless it was because of something out of our control, or there's a genuine dispute between us as to whether you should receive compensation. We will only make one £40 payment for our ongoing failure to meet an individual standard of performance. If we don't pay your compensation within 10 working days, we'll give you another £40 (also within 10 working days). We'll aim to make payment via your preferred method.

Any compensation payment, that we make for failing to meet a standard of performance, does not prejudice you from any other remedy that may be available to you as a result of the act or omissions that constituted the standard of performance failure.

What is a 'working day'?

A working day is any day from Monday to Friday that doesn't fall on a bank holiday.

What are our 'working hours'?

Working hours are between 8am and 8pm on a working day and between 9am and 5pm on any other day.

There are some important exceptions to these compensation payments

These include situations where:

- There's a genuine dispute over your entitlement to compensation
- You asked us not to take any action
- We have reason to believe you asked us to fix your meter, despite knowing there was no problem with it
- Something has happened that is beyond our control – such as bad weather – and we've taken all necessary steps to protect against it. We will get in touch to inform you of our actions as soon as we can
- By completing the work, we'd be taking an unlawful action
- You owe us money and we'll soon disconnect your energy
- We needed to visit your property but weren't able to get access
- We will only make one £40 payment for our ongoing failure to meet an individual standard of performance
- If we don't pay you compensation within 10 working days, we are only required to make one additional £40 payment.

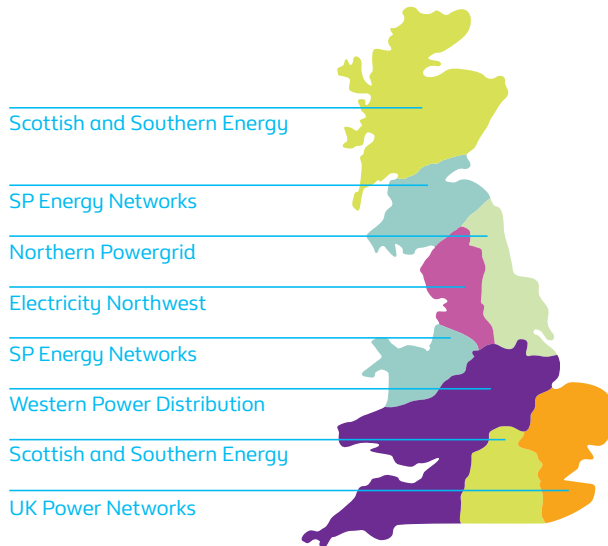
Who are your network operators?

What is a network operator?

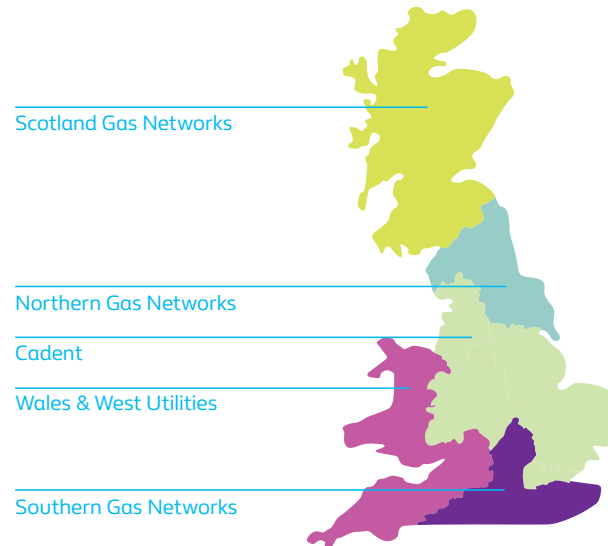
Your network operators are the companies who operate all the pipes and cables that transport your energy to you. You'd call them if you had a gas leak or a power cut.

Like us, network operators have set standards for how well they perform. If they don't meet their standards, you can claim compensation. Have a look at the map to see who your network operators are.

Electricity Network Operators



Gas Network Operators



What your gas network operator does for you

They give you quotes for setting up new gas connections

You'll usually get a quote within six working days. It'll take 11 days if the connection you need is 'non-standard' – for example, if it's at a business address or somewhere high up in a tall building. If the connection is 'non-standard' and uses more than 275 kilowatts per hour (kWh), it'll take 21 working days. (A standard household meter wouldn't use any more than 64kWh.)

They set up your new gas connections for you

They'll suggest a date within 20 working days to visit you.

They answer your questions about how the gas network affects your land

You might need this information if you want to build an extension to your home – so you don't hit a gas pipe when you start digging. Network operators call this a 'land enquiry' and they'll answer you within five working days.

They let you know before they turn off your gas for planned maintenance

If your network operator needs to cut off your gas supply while they carry out planned work on the pipes in your area, they'll let you know at least five days beforehand. They'll tell you all about what they're doing and how long it'll take.

They reconnect your gas if it's disconnected unexpectedly

If your gas supply is cut off, and it's not part of any planned maintenance work, your network operator will reconnect it within 24 hours. They respond more quickly if you need extra help.

If you're on our Priority Services Register and your gas supply gets stopped for any reason, your network operator will make you a priority. They'll make sure you have something to cook with and some kind of heating within four hours. However, it might take longer if they need to help more than 250 customers at the same time. If that happens, they might need a full working day. That's eight hours, between 8am and 8pm.

They get your gas supply back after working on your pipes

After relaying or replacing your gas pipes, your network operator will have your gas supply working normally again within five working days. They'll also make sure your home or property is put back to normal, if they need to – for example if they have to dig up your garden to get to pipes.

They reply quickly when you make a complaint

If you make a complaint to your network operator in writing or by phone, they'll get back to you within ten working days. They might need to send someone out to you or gather some extra information. If so, they'll tell you about it within ten working days; they'll then get a final reply to you within 20 days of first receiving your complaint.

If your gas network operator doesn't meet these targets

Contact them and they'll pay you compensation. You'll find their phone number on the back of your bill. PAYG customers can find the number on the back of their Annual Summary.

If they're late replying to your land enquiry

Connections of 275kWh or more: £40 for each working day, up to a maximum of £500. Connections of 275kWh or less: £40 for each working day, up to a maximum of £250.

If your quote for a new gas connection is late

Connections of 275kWh or more: £20 for each working day it's late, up to a maximum of £500. Connections of 275kWh or less: £10 for each working day it's late, up to a maximum of £250.

If they take longer than 20 working days to tell you when they can connect your gas

The amount of compensation you get will depend on how big the original quote was.

If they turn off your gas supply for planned maintenance without telling you

At your home: £20. At a non-domestic property: £50. If this happens, you'll need to report it to them within three months.

If they don't reconnect your gas within 24 hours after an unexpected disconnection

Your home: £30 for every full 24 hours you're disconnected. A non-domestic property that uses 73,200kWh or less per year:

£50 for every full 24 hours you're disconnected, up to a maximum of £1,000. A non-domestic property that uses 73,200kWh or more per year: your network operator will find a different way to compensate you. As a guide, Ofgem states that a typical home uses an average of 12,500kWh of gas per year. The operator won't pay compensation if the unexpected disconnection was caused by third-party damage.

If you're on our Priority Services Register and they don't reconnect you quickly

They'll pay you £24. You'll need to claim it within three months.

If they leave you without your gas supply for more than five working days after replacing or relaying your pipes

For every five working days you're without your gas supply: £50 if it's for your home. £100 if it's a non-domestic property.

If your compensation payment is late

They'll get it to you within 20 working days. If it's late, they'll add an extra £20.

If they take too long to answer your complaint

For not getting back to you within ten working days: £20. Then, for every full period of five days afterwards: £20 up to a maximum of £100.

How your gas network operator's doing

Your gas network operator has targets for how quickly they answer phone calls and respond to emergencies.

They answer phone calls within 30 seconds

The phone lines they operate are their 24-hour National Gas Emergency Service line, their general enquiries line and their meter point reference number helpline. **Their target is 90%.**

They respond to uncontrolled gas emergencies within an hour

It covers all kinds of gas leaks, including carbon monoxide and other hazardous situations. If it's a 'controlled' gas leak, then they'll take two hours. **Their target for both is 97%.**

Gas Transporter Owner	Network area owned by Gas Transporter	2(f) Telephone response times (proportion answered within 30 seconds)	2(g) Response to uncontrolled escapes (proportion attended within 1 hour)	2(g) Response to uncontrolled escapes (proportion attended within 2 hours)
Cadent	East of England	92.03%	97.08%	97.72%
	London	92.03%	97.35%	97.78%
	North West	92.03%	98.40%	98.90%
	West Midlands	92.03%	97.34%	98.23%
Scotland Gas Networks	Scotland	92.03%	98.08%	98.59%
Southern Gas Networks	Southern	92.03%	98.42%	98.97%
Wales & West Utilities	Wales & West	92.03%	98.00%	98.64%
Northern Gas Networks	Northern	92.03%	99.61%	99.72%

What your electricity network operator does for you

They replace your mains fuse if it blows

When you report it to your network operator during working hours, they'll come out to fix it within three hours on a working day, or four hours on any other day.

They get your electricity back after a power cut

In normal weather, if fewer than 5,000 addresses have lost power, your network operator will get your electricity back on within 12 hours of becoming aware of the power cut. If more than 5,000 have lost power, it's within 24 hours. In bad weather, getting your power back might take longer.

Category one (medium events)

When the weather causes at least eight times the normal number of power cuts – due to lightning strikes – or between eight and 13 times the normal number of power cuts, but not caused by lightning, your network operator will have your power back on within 24 hours.

Category two (large events)

When the weather causes at least 13 times the normal number of power cuts, your network operator will have your power back on within 48 hours, as long as the problem was not caused mainly by lightning.

Category three (very large events)

When extreme weather cuts the power to at least 35% of homes in that area, it can take longer to get your power back – depending on the number of homes affected.

Power shortages

It's rare, but sometimes your network operator needs to shut off your electricity on a rota basis because there just isn't enough to go around. If it happens, they'll get you back up and running within 24 hours.

They let you know when they cut off your electricity for planned maintenance

If they're doing planned work in your area, your network operator will give you at least two days' notice before they turn off your electricity.

They deal with supply voltage questions

If you tell your network operator that the electricity voltage to your property is not right, and they need to come out to you, they'll be there within seven working days or explain the problem in writing within five working days.

They give you a rough idea of new connection costs

When you need a new electricity connection, your network operator will estimate the cost. Once you've given them the information they need and paid them, they'll reply within ten working days – or within 20 working days if your connection is bigger than a one megavolt amp – as it's 40 times higher than in most homes.

They offer you appointments within a reasonable time

Should your network operator need to visit you, they must offer you an appointment within a two-hour time band.

If your electricity network operator doesn't meet these targets

If your electricity network operator doesn't get these things done in the times we've listed here, contact them and they'll pay you compensation. You'll find their phone number on the back of your bill. PAYG customers can find the number on the back of their Annual Summary.

Here's what you can claim:

If they take too long to replace your mains fuse

They'll pay you £30.

If they take too long to get your electricity back after a power cut

During normal weather:

£75 if it's your home that's without power.

£150 if it's a non-domestic property.

You can claim an extra £35 for every 12 hours that pass until it's fixed.

If the power cut affected 5,000 or more customers' premises, the most you can claim back for late reconnection is £300, depending on how long you were without power.

In bad weather, you are entitled to £70. For each further 12 hours without supply, you can claim another £70, up to a maximum of £700.

If they take too long to get your electricity back after a power shortage

They'll pay you £75 if it's for your home, and £150 if it's for any non-domestic property.

If they don't give you enough notice before shutting off your power for planned maintenance

They'll pay you £30 if it's your home that's without power, or £60 if it's any other non-domestic property. You can claim for the same amounts if they cut off your power on a different day from the one they told you.

If they miss your appointment or don't offer you one within a reasonable timescale

They'll pay you £30.

If you get four separate power cuts in a year

They'll pay you £75. To qualify, a power cut has to last three hours or more. The start of each one-year period is 1st April and the end of the year is the following 31st March.

If they don't get your connection estimates to you on time

They'll pay you £65.

If your compensation payment is late

If you've claimed compensation and your electricity network operator has agreed to pay it, they'll get it to you within ten working days. If it's late, they'll add an extra £30 to it.

What your electricity network operator does for bigger jobs

Low voltage projects

A 'low voltage project' is when your network operator comes out to make new connections or changes to the power grid. It might be getting an electricity supply to your new garage, connecting some new homes to the grid or powering up a newly built workshop.

The amount of time it takes will depend on the size of the job. The table below shows how long it should take to get a quote for a job and the amount of compensation they'll pay if it takes longer.

	Single domestic demand connection/alteration	Small demand projects	Other connections
Timescales	5 working days	15 working days	25 working days (45 working days for generation)
Compensation (wrong quote)	£335	£670	–
Compensation (late payment)	£15 per working day	£15 per working day	£65 per working day

Here are some other things your network provider will do for low voltage projects.

Your quotes should be accurate

You can challenge any quote you get for a low voltage project through your network operator's website. If it turns out that your quote was too high, they'll correct it, pay you back the extra money and give you compensation (the amounts are on the chart on the left). This works both ways though – if your quote was too low, you'll have to pay the shortfall.

They should get the job done on time

Once you've accepted your quote and paid the fee, your network operator will be in touch within seven working days to set a date for the work. You can change the date later on if you need to. Your network operator can change it too, but only for something out of their control, such as a thunderstorm. There are some times when they can't set an exact date – such as if they need to get consent from other people before they start.

If your electricity network operator falls behind with a low voltage project

Here are the compensation amounts for single and small projects, after the work has started.

If they're late getting in touch to set a date for the work

They'll pay you £15 for each working day until they get in touch. This goes for every job except moving a meter.

If they take longer than they said to finish the job

They'll pay you £35 for each working day until the job's finished.

If they're late paying the money they owe you

Your network operator could pay the money they owe you by cheque or bank transfer, or they might lower your bill for the job by that amount.

Once they agree to pay you the money, if they don't do it within ten working days, they'll add £65 to it.

How to get in touch with us

If you need a bit more support

Need extra help? We offer products, services and additional support for people in vulnerable circumstances, from letters in large print or Braille to warnings if your electricity supply is going to be interrupted; visit britishgas.co.uk/psr

If it's an emergency

For gas leaks: call 0800 111 999

For power cuts: call 105 to be connected with your local electricity network operator

Useful leaflets

Some of our leaflets include:

- Lots of ways to pay
- Ways we can help
- Is a Pay As You Go meter right for you? – all you need to know about our Pay As You Go meters
- We're listening – which explains how we handle complaints
- Codes of practice – the rules we follow to make sure we're being fair and responsible

For copies, visit:

britishgas.co.uk/about-us/useful-information.html

Let us know if something's gone wrong

That way, we can make sure we put it right. To tell us what's happened, you can:

Call us on 0333 202 9802

Go online, at britishgas.co.uk/energycomplaints

Or write to us at: Complaints Management Team, PO Box 226, Rotherham S98 1PB

If you want to complain about your network operator

You can check your network operator and find their phone number at energynetworks.org

If you want advice from someone independent

You can call the Citizens Advice consumer service. Their number is 0808 223 1133. Or visit citizensadvice.org.uk/energy

Or if you live in Scotland, you can call Advice Direct Scotland on 0808 196 8660. Or visit energyadvice.scot

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All the information in this leaflet was correct when we printed it.