

Our Guaranteed Standards of Service

Information guide for customers



**POWER CUT?
CALL 105**





Our guaranteed standards of service

You may not know who we are but we keep the lights on, the kettles boiling and the phones charged for eight million people across the North East, Yorkshire and north Lincolnshire.

Put simply, we make sure the electricity you buy from your energy supplier gets to you safely, whenever you need it. And, if your power ever gets interrupted, for whatever reason, be it extreme weather or emergency maintenance, we'll be there to fix it – giving 100% day and night, rain and shine, Sundays, Mondays and Christmas Day.

Our always-prepared team of energy experts live in your communities, proud to play an essential role in keeping the power flowing to all the homes and businesses they serve.


What are guaranteed standards?

This guide sets out the guaranteed standards to which Northern Powergrid is required to operate in accordance with the Electricity (Standards of Performance) Regulations 2015.

Ofgem, the gas and electricity industry regulator, sets the guaranteed standards. If we fail to meet these standards, you ('you' being a domestic or non-domestic customer) are entitled to receive a compensatory payment. Payment is made via cheque once we have confirmed payee details. If you are on our Priority Services Membership you may be entitled to a different level of payment.

What is the Priority Services Membership (PSM)?

Our Priority Services Membership is for those people who may need a little extra support when there's a power cut. This could be for many reasons, for example if you have a medical condition, if you are elderly or disabled, if you have young children, or if you rely on electricity for medical equipment.



To find out more about our Priority Services Membership, please visit [northernpowergrid.com/care](https://www.northernpowergrid.com/care)

If you are on our Priority Services Membership and we do not meet our standards of performance relating to restoration of supply after an unplanned power cut, dependent on your needs, you may be eligible for a higher payment of £200.

In line with Section 39A (5) of the Electricity Act 1989, any guaranteed standard payments you receive will not prejudice your entitlement to any other remedy or action you may be eligible for because of our failure.

When do the guaranteed standards of service not apply?

Sometimes the guaranteed standards may not apply. This includes under exceptional circumstances, or because of events beyond our control, such as industrial disputes, actions by third parties, not being able to gain access to premises or, in some cases, severe weather.

If any one of these exemptions applies, we will need to demonstrate that we had taken all reasonable steps to prevent the exceptional circumstances occurring and from having the effect they have.



Priority Services Membership

Making you our priority



Restoring your electricity supply during normal weather

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

If we fail and you are on our Priority Services Membership:

- You will receive an automatic payment of £100 if you are a domestic customer.
- Dependent on your needs, you may be eligible for a higher payment. This will be arranged automatically for you.

If we fail and you are not on our Priority Services Membership:

- We will use reasonable endeavours, over the next three months, to identify that you have been affected by the failure and will then arrange for you to receive an automatic payment of £100 (if you are a domestic customer) or £175 (if you are a non-domestic customer).
- Alternatively, if you make a valid claim within three months of the date the supply is restored, we will arrange for you to receive £100 (if you are a domestic customer) or £175 (if you are a non-domestic customer).

In all cases you will also receive a further £40 for each additional 12-hour period that you were without supply.



Restoring your electricity supply during normal weather (incidents affecting 5,000 customers' premises or more)

If your electricity supply fails during normal weather conditions, because of a single incident on our distribution system that affects 5,000 or more customers' premises, we will restore it within 24 hours of first becoming aware of the problem.

If we fail and you are on our Priority Services Membership:

- You will receive an automatic payment of £100 if you are a domestic customer.
- Dependent on your needs, you may be eligible for a higher payment of £200. This will be arranged automatically for you.

If we fail and you are not on our Priority Services Membership:

- We will use reasonable endeavours, over the next three months, to identify that you have been affected by the failure and will then arrange for you to receive an automatic payment of £100 (if you are a domestic customer) or £175 (if you are a non-domestic customer).
- Alternatively, if you make a valid claim within three months of the date the supply is restored, we will arrange for you to receive £100 (if you are a domestic customer) or £175 (if you are a non-domestic customer).

In all cases you will also receive a further payment of £40 for each additional 12-hour period that you were without supply, up to a maximum of £360.



Restoring your electricity supply 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 a set period, dependent upon the category of the event.

If we fail and you are on our Priority Services Membership:

- We will arrange for you to receive an automatic payment of £80 (if you are a domestic customer).

If we fail and you are not on our Priority Services Membership:

- We will use reasonable endeavours, over the next three months, to identify that you were affected by the failure and will then arrange for you to receive an automatic payment of £80, regardless of whether you are a domestic or non-domestic customer.
- Alternatively, if you make a valid claim within three months of the date the supply is restored, we will arrange for you to receive £80 regardless of whether you are a domestic or non-domestic customer.

Category 1 severe weather (24 hours)

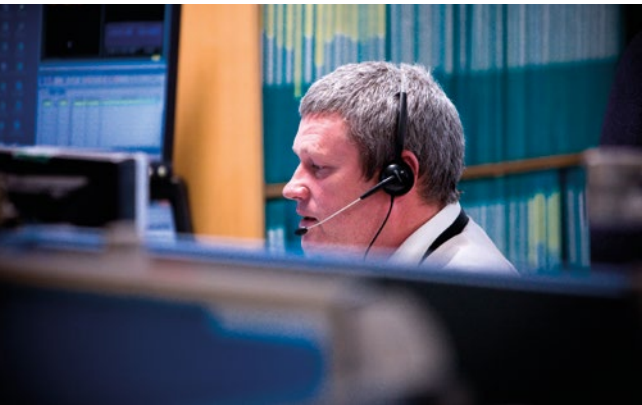
If we experience 37 or more faults in our Northeast licence area, customers in that area will receive a payment of £80 after 24 hours and a further £40 for each additional 6 hours, capped at £2,000.

If we experience 42 or more faults in our Yorkshire licence area, customers in that area will receive a payment of £80 after 24 hours and a further £40 for each additional six hours, capped at £2,000.

Category 2 severe weather (48 hours)

If we experience 60 or more faults in our Northeast licence area, customers in that area will receive a payment of £80 after 48 hours and a further £40 for each additional 6 hours, capped at £2,000.

If we experience 68 or more faults in our Yorkshire licence area, customers in that area will receive a payment of £80 after 48 hours and a further £40 for each additional six hours, capped at £2,000.



If you experience rota disconnections

On very rare occasions our distribution network may be so badly affected by a fault or by damage that we cannot restore it to its full capacity all in one go.

In an event such as this, your electricity supply may need to be interrupted on a rota basis in order to share the available load. In such cases, we aim to minimise the amount of time that your supply is affected.

We will ensure that you are not without electricity for more than a total of 24 hours throughout the rota disconnection period. If you are without supply for any time before we commence rota disconnections, this will be covered by one of the previous three standards as appropriate.

If we fail and you are on our Priority Services Membership:

- We will arrange for you to receive an automatic payment of £90 (if you are a domestic customer). If we fail and you are not on our Priority Services Membership:
- We will use reasonable endeavours, over the next three months, to identify that you have been affected by the failure and will then arrange for you to receive an automatic payment of £90 (if you are a domestic customer) or £175 (if you are a non-domestic customer).
- Alternatively, if you make a valid claim within three months of the date the supply is restored, we will arrange for you to receive £90 (if you are a domestic customer) or £175 (if you are a non-domestic customer).



If you experience multiple supply 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) this is classed as multiple supply interruptions.

If you are on our Priority Services Membership:

- You will be entitled to a payment of £100 if you are an eligible domestic customer.
- Dependent on your needs, you may be eligible for a higher payment of £200.

If you are not on our Priority Services Membership:

- You will be entitled to a £100 payment (if you are a domestic customer) or a £90 payment (if you are a non-domestic customer).

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.



If you experience a distributor's fuse fault

If you report information that leads us to believe that the main fuse between your incoming supply cable and your meter has, or might have, failed, we will attend your premises within **three hours on normal working days (if you notify us between 7am and 7pm).**

At weekends and bank holidays we will attend within four 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 period of working hours.

If we fail, we will arrange for you to receive a £35 payment.



If you experience a planned supply interruption

If we need to switch off your power to work on our network for planned maintenance work, we will give you at least two 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 two normal working days' notice, or we switch your electricity off on a different day (without providing a further notice in respect of that day), then you can claim £35 (within one month of the failure) if you are a domestic customer, or £70 if you are a non-domestic customer.

If you experience voltage problems

If you report a problem with the voltage of the electricity supplied to your premises, we will send you a written explanation within five normal working days, or offer to visit you to investigate within seven normal working days.

If we fail to do this we will arrange for you to receive a £35 payment.



Notification of appointment

If we need to visit you, or if you request a visit from us for any reason, you will be offered an appointment during the morning or afternoon (e.g. between 8am and 1pm or between 12noon and 7pm), or within a two-hour time band.

This standard does not apply to visits related to connections work, as such work is subject to separate standards.

If we fail to make or keep an appointment we will arrange for you to receive a £35 payment.

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 are already claiming for payment).

In any case, we will send your payment directly to you within 10 working days of becoming aware of the failure. This is except in the case of severe weather faults, 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 £35.

Making a claim for a payment

Should you wish to make a claim, please telephone us for details of how to do this using the general enquiries number listed on the back page of this guide.

If you make a claim outside the hours listed, your claim will be treated as if you had called at the start of the next working day.

If you disagree and cannot reach agreement with us about whether you should receive a payment, you may refer the case to Ofgem (the Office of Gas and Electricity Markets), the independent regulator for the electricity industry, to request a formal decision.

Codes of practice

We provide information guides that describe the services we have available to our customers.

These include services for customers who are blind, deaf or hearing impaired, for customers who depend on electricity for health reasons and for customers who request a password during appointments for extra security.

Copies of our information guides are available free of charge from us or can be downloaded from our website at northernpowergrid.com

More useful information

Here’s our details if a customer has a complaint or wants to get in touch with us on social media.

Complaints

We acknowledge that sometimes, despite our best efforts, things can go wrong. The best way for customers to register a complaint is through our online form, which is available at: northernpowergrid.com/complaints.

Alternatively, customers or other third party service providers can call us or write to us:

0800 781 8848 (24 hours)

FREEPOST RSXE-RCZX-XKBL Northern Powergrid, Manor House, Station Road, Penshaw, Houghton-le-Spring, Tyne and Wear DH4 7LA

If we are unable to resolve the matter with you, you may be able to refer it to the Energy Ombudsman. This is a free and independent dispute resolution service. They can 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 Energy Ombudsman on **0330 440 1624**.

You can find further information on the Ombudsman Services website at energyombudsman.org

Social media



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facebook.com/Northern-Powergrid



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