

Guide to service standards
2010/2011

GUIDE TO SERVICE STANDARDS 2010/2011

A guide to the service standards you can expect as a customer.

Any questions about this document?

Visit mandsenergy.com

Electricity and Gas General Enquiries

8am-8pm Mon-Fri, 8am-2pm Sat

Call **0800 294 9370**

Careline

8am-8pm Mon-Fri, 8am-2pm Sat

Call **0800 622 838**

Gas Emergencies

Call **0800 111 999**

We may monitor your call to help improve our customer service.

SERVICE STANDARDS

This leaflet describes the Service Standards that you can expect as an M&S Energy customer. All energy providers must meet these standards.

Marks and Spencer has partnered with SSE[^], a company known as industry leaders when it comes to customer service. In fact, SSE has been voted 'Best Overall Energy Supplier by uSwitch for the 7th time in a row.¹

SSE aims to exceed the energy supplier standards and do not believe in giving customers the bare minimum.

That's why they are also the first energy company to create a Customer Charter. You can view SSE's full Customer Charter at www.mandsenergy.com/termsandconditions).

OUR SERVICE STANDARDS

There are two types of service standard:

Guaranteed standards are standards of service backed by a guarantee – you receive a penalty payment if a promise is not kept by M&S Energy, your local electricity network operator or gas pipeline operator.

Please note: There are circumstances where the standards do not apply such as severe weather and difficulty in gaining access to properties. The standard on supply restoration in severe weather does not apply to the local authority areas of the Shetland Islands, the Orkney Islands, the Western Isles, the Highlands and Argyll and Bute. In general, the starting date for a standards matter will be the day you contact us, unless this is not a working day or is after 4pm on a working day.

Overall standards do not relate to individual guarantees of service. They are pre-determined levels of service that apply to all customers in general.

ENERGY SUPPLIER GUARANTEED STANDARDS

Electricity payment method If you ask us for a change in your payment arrangements and we cannot do this, we will write to you to explain why within 5 working days. Penalty payment: £20.

Electricity charges If you have a query about whether your bill is correct, we will reply within 5 working days and if a refund is due to you, we will send it within 5 working days of our initial reply. Penalty payment: £20.

Meter dispute (only applies to domestic customers) – If you tell us that you think your meter is faulty, we must give you a written explanation within 5 working days or offer an appointment to visit within 7 working days. Penalty payment: £20.

Appointments – We will make and keep timed appointments, offering either morning or afternoon appointments or a fixed two-hour time band. Penalty payment: £20 (domestic customers only for gas).

OVERALL STANDARDS FOR ELECTRICITY AND GAS SUPPLIERS

Apply to domestic customers only	Performance 2009/2010	Target 2010/2011
Supplies reconnected within one working day after agreement to pay (electricity)	100%	100%
Supplies reconnected within one working day after agreement to pay (gas)	98.5%	100%
Meters moved within 15 working days (electricity)	100%	100%
Meters moved within 15 working days (gas)	97.9%	100%
Meters changed (if needed for service plan change) within 10 working days (electricity)	100%	100%
Meters changed (if needed for service plan change) within 10 working days (gas)	98.3%	100%

ELECTRICITY DISTRIBUTION NETWORK OPERATOR GUARANTEED STANDARDS

Your electricity distribution network operator will vary according to where you live.

If you contact us with a distribution problem, we will be able to tell you who your local distributor is and whether you need to contact them.

INTRODUCTION

In accordance with the Electricity (Standards of Performance) Regulations 2010, 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 of 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 the distribution system your distributor will restore it within 18 hours of first becoming aware of the problem.

If they fail and you make a valid claim within three months of the date the supply is restored, they will arrange for you to receive £54 if you are a domestic customer or £108 if you are a business customer. You will also receive a further £27 for each additional 12 hours you are without supply.

Regulation 6 - Supply Restoration during Normal Weather – Incidents affecting 5,000 premises or more.

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

If they fail and you make a valid claim within three months of the date the supply is restored, they will arrange for you to receive £54 if you are a domestic customer or £108 if you are a business customer. You will also receive a further payment of £27 for each additional 12 hour period that you are off supply up to a maximum of £216.

Regulation 7 - Supply Restoration during Severe Weather

If your electricity supply fails because of a problem on the distribution system due to severe weather your distributor 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 they fail and you make a valid claim within three months of the date the supply is restored, they will arrange for you to receive £27 (for both domestic and business customers). You will also receive a further £27 for each additional 12 hours you are without supply. The maximum payment you will receive is £216. These payments will be made as soon as reasonably practicable.

Regulation 8– Rota Disconnections

On very rare occasions 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. Your distributor will aim to minimize the amount of time that your supply would be affected in such cases. They will at any rate ensure 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 they commence rota disconnections, this would be covered by Regulations 5, 6 or 7 as appropriate.

If they fail and you make a valid claim within three months of the date the supply is restored, they will arrange for you to receive £54 if you are a domestic customer or £108 if you are a business customer.

Regulation 11 - Multiple Interruptions

If your electricity supply fails because of a problem on the 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 £54 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 12 - Distributor's Fuse

If you report information that leads your distributor to believe that the main fuse between the incoming supply cable and your meter has or might have failed, they will attend your premises within 3 hours on weekdays if you notify them between 7am and 7pm. At weekends and bank holidays they will attend within 4 hours if you contact them between 9am and 5pm. If you notify them outside these times, they will treat your call as if they had received it at the start of the next day.

If they fail they will arrange for you to receive a £22 payment.

Regulation 14 - Notice of Planned Supply Interruption

If your distributor needs to switch off your power to work on the network for planned maintenance work they will give you at least 2 days' notice. (They will always give as much notice of a planned interruption as possible, even if they know they've already failed the standard.)

If they fail to give 2 days' notice or switch your electricity off on a different day, then you can claim (within 1 month of the failure) £22 if you are a domestic customer or £44 if you are a business customer.

Regulation 15- Voltage Complaints

If you report a problem with the voltage of the electricity to your premises your distributor will send you an explanation within 5 working days or offer to visit you to investigate within 7 working days.

If they fail they will arrange for you to receive a £22 payment.

Regulation 19 - Appointments

Should your distributor need to visit you, or should you request a visit from them for any reason, you will be offered an appointment during the morning or afternoon or within a two-hour time band. This does not apply to visits related to connections work.

If they fail to make or keep an appointment your distributor will arrange for you to receive a £22 payment.

Regulation 21 - Notification of Payment under Guaranteed Standards

Your distributor will notify you, or us, of any guaranteed standards that they have failed to meet (other than those for which you have to make a claim for payment). In any case, they will send your payment either directly to you or to us within 10 working days of becoming aware of the failure except in the case of Regulation 7, Supply Restoration during Severe Weather, when they will issue payment as soon as is reasonably practicable.

If they fail to notify you, or us, or fail to send a payment within the above timescales they will arrange for you to receive an additional £22.

MAKING A CLAIM FOR PAYMENT

Should you wish to make a claim under Regulation 5, 6, 7, 8, 11 or 14, 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.

INTRODUCTION

The following sections set out the guaranteed standards for metered connection services provided by 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. This guide summarises the Electricity (Connection Standards of Performance) Regulations 2010 (in relation to demand connections) and the Direction under Distribution Licence Condition 15A (in relation to generation connections).

Ofgem, the industry regulator, sets the guaranteed standards. If your distributor fails to meet these standards you are entitled to receive a payment.

The standards relating to estimates or quotations apply to requests for estimates or quotations received on or after 1 October 2010. The standards relating to carrying out works apply to quotations issued on or after 1 October 2010.

Sometimes the guaranteed standards may not apply, including under exceptional circumstances, events beyond the distributor's control, industrial action, actions of third parties or not being able to gain access to premises. If any of these exemptions are invoked, your distributor will need to demonstrate that it had taken all reasonable steps to prevent the circumstances occurring and to prevent failure.

For demand connections where the DNO undertakes only the non-contestable part of the connection works, and a third party is appointed to carry out all of the contestable works, separate performance standards apply.

CONNECTION GUARANTEED STANDARDS

Your distributor guarantees their key connection services. The guarantees apply to new or modified connections.

PROVISION OF BUDGET ESTIMATES

If you ask for a desk top budget estimate of connection costs that does not require a visit, the distributor will provide this within the following timescales from when you have given them all the information that they need and paid them any fees.

If the required capacity of the connection is less than 1MVA your distributor will provide the budget estimate within 10 working days.

If the required capacity of the connection is 1MVA or more, your distributor will provide the budget estimate within 20 working days.

If they fail they will pay you £50.

PROVISION OF QUOTATIONS

If you ask your distributor for a quotation for a connection, they will provide this within the following timescales from when you have given them all the information that they need and paid them any fees.

If they fail they will pay you a fixed amount for each working day they are late.

Type of Connection	Timescale (demand)	Timescale (generation)	Late payment per working day
Single domestic LV service demand connection or alteration (including moving a meter)	5 working days	-	£10
Small LV demand projects (domestic developments of less than 5 houses or single non-domestic connections with whole current metering)	15 working days	-	£10
Other LV connections with LV works	25 working days	45 working days	£50
Connections involving HV works	35 working days	65 working days	£100
Connections involving EHV works	65 working days	65 working days	£150

QUOTATION ACCURACY SCHEME

This only applies to customers asking for a quotation for a single LV domestic service or for a small LV demand project.

Customers have the right to challenge the accuracy of their quotation under the Quotation Accuracy Scheme. If the quotation is found to be inaccurate or incomplete, they will make a fixed payment. Your distributor will provide you with a correct quotation and also refund you the amount of any overpayment you have made. If they have undercharged you, they will require you to repay the additional amount.

Type of Connection	Payment
Single domestic LV service connection or alteration (including moving a meter)	£250
Small LV demand projects (domestic developments of less than 5 houses or single non-domestic connections with whole current metering)	£500

MAKING CONTACT TO SCHEDULE WORK AND COMPLETING WORK FOR SINGLE LV SERVICES AND SMALL LV PROJECTS

Once your distributor has received written acceptance of their quotation and you have paid the full amount quoted, they will contact you within 7 working days to discuss dates for carrying out the works. It may not always be possible to agree a date when they contact you initially, for example if wayleaves or other consents are required. Please note: works on moving meters are not covered by this standard.

If they fail to contact you they will pay you £10 for each working day they are late.

Once a date is agreed to complete the works (or a phase of works specified in the quotation), this may be varied at the customer's request or agreement or as notified by your distributor (for example if severe weather causes them to postpone planned works, delays in obtaining wayleaves or other consents, or if prerequisite works have not been completed). Your distributor will complete the works on the agreed date.

If they fail they will pay you £25 for each working day they are late.

MAKING CONTACT TO SCHEDULE WORK AND COMMENCING AND COMPLETING WORK FOR OTHER LV CONNECTIONS, HV AND EHV CONNECTIONS

Once your distributor has received written acceptance of their quotation and you have paid the full amount quoted (or an amount for phases specified in the quotation), they will contact you to arrange to schedule dates to carry out the work. It may not always be possible to agree dates when they contact you initially, for example if wayleaves or other consents are required.

If they fail to contact you they will pay you a fixed amount for each working day they are late.

Type of Connection	Timescale to make contact	Late payment per working day
Other LV connections with LV works	7 working days	£50
Connections involving HV works	10 working days	£100
Connections involving EHV works	15 working days	£150

Your distributor will agree dates to commence the works, complete the works (or a phase of works specified in the quotation) and if required energise the supply. These dates may be varied at the customer's request or agreement or as notified by your distributor (for example if severe weather causes them to postpone planned works, delays in obtaining wayleave consents, or if they are unable to undertake live working on their system for safety reasons or prerequisite works have not been completed). They will commence on-site work, complete the on-site works, and energise if required, on the agreed dates.

If they fail to meet an agreed date they will pay you a fixed amount for each working day they are late.

Type of Connection	Late payment per working day for commencing work	Late payment per working day for completing work	Late payment per working day to energise where required
Other LV connections with LV works	£20	£100	£100
Connections involving HV works	£20	£150	£150
Connections involving EHV works	£20	£200	£200

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 us.

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	0800 096 3080 08:30 to 17:00	www.central-networks.co.uk
Central Networks (West):	West Midlands	0800 328111 1	0800 096 3080 08:30 to 17:00	0800 096 3080 08:30 to 17:00	www.central-networks.co.uk
EDF Energy Networks (EPN) plc:	East Anglia	0800 783883 8	08456 014516 09:00 to 17:00	0800 028 4587 08:30 to 17:00	www.edfenergy.com
EDF Energy Networks (LPN) plc	London	0800 028024 7	08456 014516 09:00 to 17:00	0800 028 4587 08:30 to 17:00	www.edfenergy.com
EDF Energy Networks (SPN) plc	South East England	0800 783886 6	08456 014516 09:00 to 17:00	0800 028 4587 08:30 to 17:00	www.edfenergy.com
EDF Energy (IDNO) Ltd	Olympic Park and Stratford City site	0800 717201 2	08456 014516 09:00 to 17:00	0800 028 4587 08:30 to 17:00	www.edfenergy.com
CE Electric	The Northeast & most of North Yorkshire	0800 66 88 77	08450 70 71 72 08:30 to 16:40	0800 7818848 09:00 to 17:00	www.ce-electricuk.com
CE Electric	West, South & East Yorkshire & northern Lincolnshire	0800 37 56 75	0845 60 24 454 08:30 to 16:40	0800 7818848 09:00 to 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 to 17:00 Sat 08:00 to 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 to 17:00 Sat 08:00 to 14:00	www.ssepd.co.uk
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	0845 0500036	www.enwLtd.co.uk

WPD South Wales	South & West Wales	0800 052040 0	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
Electricity Network Co Ltd	UK	0800 032699 0	01359 243311 08:30 to 17:00	01359 243311	www.gtc-uk.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

GAS TRANSPORTER (GT) STANDARDS OF SERVICE

INTRODUCTION

Your Gas Transporter (GT) owns the network of gas pipes which supply gas to your premises. GTs are not responsible for meter reading or for billing you, your gas supplier does this.

This document sets out the Standards of Performance that the Industry regulator Ofgem (Office of Gas and Electricity Markets) requires the GTs shown on the front page of this document (and whose contact details are provided at the back) to meet from 1 April 2008 onwards. The two forms of standards that apply are:

1. Guaranteed Standards¹ (GS) which, if the GT fails to meet, you are entitled to receive a payment; and

2. Licence Standards (LS) which establish minimum service levels in key areas.

This document also details the performance achieved by these GTs for Licence Standards, which applied during the period 1 April 2009 to 31 March 2010.

STANDARDS OF PERFORMANCE THAT APPLY FROM 1ST APRIL 2008

On 1st April 2008 Ofgem introduced new and revised Standards of Performance. These were revised by Ofgem following feedback from Gas Consumers as part of a process called the Gas Distribution Price Control.

There are two forms of standards that now apply:

Guaranteed Standards (GS) which, if the GT fails to meet, you are entitled to receive a payment; and Licence Standards (LS) which establish minimum service levels in key areas.

GUARANTEED STANDARDS (GS)

Most Guaranteed Standards are paid automatically when the GT fails the standard. However, for some standards customers must make a claim from the GT using the contact details at the end of this document. The table below indicates which standards must be claimed by customers.

NON-CONNECTIONS GUARANTEED STANDARDS

Guaranteed Standard	Standard Description	Compensation for failure
GS1. Supply restoration	If you are a domestic customer and your gas supply is interrupted as a result of a failure of, fault in or damage to your GTs pipeline system you will be reconnected within 24 hours.	If the GT fails you will receive a payment of £30 if you are a domestic customer for every 24 hours you are without gas up to a maximum of £1000. If you are a non-domestic customer, (and your annual gas consumption does not exceed 73,200kWh) the payment will be £50 for the failure and £50 for each additional complete 24 hours you are without gas up to a maximum of £1000.
	Note for GS1: If you are a non-domestic customer and your annual gas consumption exceeds the 73,200kWh threshold, you are entitled to similar payments to GS1 but under alternative arrangements.	
GS2. Reinstatement of customer's premises	If the GT initiates work on your premises, your premises will be permanently re-instated within 5 working days of the completion of the engineering work.	If the GT fails you will receive a payment of £50 if you are a domestic customer, and £50 for each succeeding period of 5 working days thereafter. If you are a non-domestic customer the payment will be £100 for the failure and £100 for each succeeding period of 5 working days thereafter.
GS3. Heating and cooking facilities for priorities domestic customers	If you are registered on your supplier's Priority Service Register and your gas supply is interrupted, you will be provided with alternative heating and cooking facilities within 4 hours, or if more than 250 customers are affected, within 8 hours. (8pm-8am excluded)	If the GT fails and you inform them of their failure within 3 months of the interruption you will receive a payment of £24.
GS13. Notification in advance of planned supply interruptions	When the GT carries out planned work to maintain the integrity of pipes, or to replace pipes and as part of this work, they need to interrupt your gas supply. The GT will inform you of the date they expect to interrupt you and the reason why your supply needs to be interrupted, at least 5 working	If the GT fails and you inform them of their failure within 3 months of the interruption you will receive a payment of £20 if you are a domestic customer and £50 if you are a non-domestic customer.

	<p>days before the interruption occurs.</p> <p>NOTE – this standard must be claimed within 3 months of failure</p>	
GS14. Responding to Complaints	<p>If you complain to a GT in writing or over the telephone, the GT will respond substantively to your complaint within 10 working days of receiving your complaint.</p> <p>However if a visit to your premises or additional information from a 3rd party is required to enable resolution of the complaint, the GT will issue an initial written response within 10 working days of receiving your complaint to explain this situation and will then respond substantively within 20 working days from receipt of the complaint.</p>	<p>If the GT fails you will receive a payment of £20 and £20 for each succeeding period of 5 working days thereafter, up to a maximum of £100.</p>

CONNECTIONS GUARANTEED STANDARDS

If you request a new connection or service alteration the following standards apply. In addition to these Guaranteed Standards, the GTs listed in this document are also required to meet a Licence Standard (under Standard Special Condition D10 of their Licence) to achieve the majority of these standards in 90% of cases.

Guaranteed Standard	Standard Description	Compensation for failure
GS4. Provision of standard quotations (up to 275kWh)	If you request a standard quotation from your GT for a new connection or an alteration to an existing connection up to and including a rate flow of 275kWh, the GT will issue it within 6 working days.	If the GT fails you will receive a payment of £10 and an additional £10 for each succeeding working day up to the quotation sum or £250 whichever is lowest.
GS5. Provision of non standard quotations (up to 275kWh)	If you request a non-standard quotation from your GT for a new connection or an alteration to an existing connection up to and including a rate flow of 275kWh, the GT will issue it within 11 working days.	If the GT fails you will receive a payment of £10 and an additional £10 for each succeeding working day up to the quotation sum or £250 whichever is lowest.
GS6. Provision of non standard quotations (greater than 275kWh)	If you request a non-standard quotation from your GT for a new connection or an alteration to an existing connection exceeding a rate flow of 275kWh, the GT will issue it within 21 working days.	If the GT fails you will receive a payment of £20 and an additional £20 for each succeeding working day up to the quotation sum or £500 whichever is lowest.
	Note for GS4, GS5 & GS6: these standards do not apply where the information you provided to your GT was incorrect or incomplete or where consents are required from third parties.	
GS7. Accuracy of quotations	If the quotation is found to be inaccurate in accordance with the GTs published accuracy scheme, the GT will reissue you with a correct quotation and any overcharge paid will be refunded. You can contact your GT on the details provided for further information on their accuracy scheme.	If the quotation is found to be inaccurate in accordance with the GTs published accuracy scheme then you will be entitled to payment(s) under GS4, GS5, or GS6 until an accurate quote is issued.
GS8. Response to land enquiries	If you ask for a Land Enquiry from your GT in relation to a new connection or an alteration to an existing connection the GT will issue a response within 5 working days.	If the GT fails you will receive a payment of £40 and an additional £40 per working day thereafter up to a maximum of £250 for connections up to and including 275kWh and £500 for connections exceeding 275kWh.
GS9. Provision of commencement & substantial completion dates (up to 275kWh)	If the GT receives an accepted quotation for a new connection or an alteration to an existing connection up to and including	If the GT fails you will receive a payment of £20 and an additional £20 per working day thereafter up to the quotation

	a rate of flow of 275kWh, it will offer a planned date within 20 working days for commencement and substantial completion of this work	sum or £250 whichever is lowest.
GS10. Provision of commencement & substantial completion dates (greater than 275kWh)	If the GT receives an accepted quotation for a new connection or an alteration to an existing connection exceeding a rate of flow of 275kWh, it will offer a planned date within 20 working days for commencement and substantial completion of this work.	If the GT fails you will receive a payment of £40 and an additional £40 per working day thereafter up to the quotation sum or £500 whichever is lowest.
GS11. Substantial completion by agreed date	Where the GT has agreed a substantial completion date for a new connection or an alteration to an existing connection it will meet that date. However, this does not necessarily mean that gas will be available for use inside the premises as the fitting of a meter, which will enable the flow of gas, must be arranged by you and your chosen gas supplier.	If the GT fails, you will receive a payment related to the value of the contract and a payment for each working day thereafter up to a maximum level. Your contract will be allocated to one category of the table below and payments will be made in line with that category up to the relevant cap.
Contract Value	Payment	Cap
Up to & incl. £1k	£20	The lesser of £200 or the contract sum
Up to & incl. £4k	Lesser of £100 or 2.5% of contract sum	25% of the contract sum
Up to & incl. £20k	£100	25% of the contract sum
Up to & incl. £50k	£100	£5k
Up to & incl. £100k	£150	£9k
Note: for GS9, GS10 & GS11 these standards do not apply where you have specifically asked your GT to delay the work.		

PAYMENTS

Guaranteed Standard	Standard Description	Compensation for failure
GS12. Notification and payments under the Guaranteed Standards.	Where a GT has failed any of the above Guaranteed Standards or the Connections Guaranteed Standards they will write to inform you (or your supplier) and make the payment within 20 working days of compensation becoming due.	If the GT fails you will receive a payment of £20 in addition to any payments made under the other Guaranteed Standards.
For failures under GS1, GS2, GS3 and GS12 payment(s) will be made either directly to you or via your gas supplier who is obliged to forward this payment to you. For failures under GS4-GS11 the payment(s) will be made directly to you.		

GUARANTEED STANDARD EXCLUSIONS






Ofgem has agreed a set of circumstances for when the Guaranteed Standards may not apply; these are known as exclusions. They include events beyond the GTs' control such as severe weather, industrial action, damage caused by customer, actions by third parties or not being able to gain access to premises as well as legislative constraints, labour disputes and reasons of safety. If any of these exclusions apply, the GT will need to demonstrate that all reasonable steps had been taken to meet the standard. Further information on exclusions is available on request.

LICENCE STANDARDS (LS)

The GTs listed in this document are required to meet Licence Standards on an annual basis. In addition to the 90% Licence Standards for connections work mentioned above, these GTs are also required to meet the Licence Standards set out in the table below:

Licence Condition	Definition	Annual Target
Standard Special Condition D10 – Quality of service standards. Paragraph 2(f) – Responding to telephone calls	Telephone calls to the National Gas Emergency Service (which operates 24 hours a day), the general enquiry line and the meter point reference number helpline (during the hours which they operate) shall be answered within 30 seconds of the call being connected.	90%
Standard Special Condition D10 – Quality of service standards Paragraph 2(g) – Responding to gas emergencies	Where a GT receives a report of a gas escape or other gas emergency, including a significant escape of carbon monoxide or other hazardous situations, it shall attend as quickly as possible within the following timescales: (a) All uncontrolled escapes/gas emergencies within 1 hour. (b) All controlled escapes/gas emergencies within 2 hours.	a) 97% b) 97%

The performance actually achieved by each GT for the period 1st April 2009 to 31st March 2010 is shown in the table below.

Gas Transporter Owner	Network area owned by Gas Transporter	% Performance achieved against Licence Standards in 2009/10		
		2(f) Telephone response times	2(g) Response to uncontrolled escapes	2(g) Response to controlled escapes
	East of England	91.90	97.12	98.14
	London	91.90	97.41	97.37
	North West	91.90	96.98	97.69
	West Midlands	91.90	98.24	98.80
	Scotland	91.90	97.78	98.66
	Southern	91.90	97.97	99.06
	Wales & West	91.90	97.63	99.12
	Northern	91.90	97.01	97.99






SOME TERMS EXPLAINED

Domestic Customer	A customer whose gas supply is taken wholly or mainly for domestic purposes.
Non-Domestic customer	A customer whose gas supply is taken wholly or mainly for non-domestic purposes.
Priority customer	A domestic customer who has been identified to us by a registered gas supplier in accordance with their licence conditions, as having special needs.
Controlled gas escape	Where the person reporting the escape, or someone on their behalf, has taken all the actions recommended by the call centre agent and can no longer smell gas.
Uncontrolled gas escape	Where the person reporting the escape, or someone on their behalf, has taken all the actions recommended by the call centre agent and can still smell gas.

OTHER SERVICES PROVIDED FOR GAS CUSTOMERS

Each GT provides various services for vulnerable customers; must comply with certain requirements when visiting customer premises; and must have in place a procedure for dealing with any complaints made by customers. These services are described in a statement(s) produced by each company. These statements are available free of charge and can be downloaded from the GTs' websites. Contact details for each company are shown in the table below.

For all enquiries please contact your GT at the following address:

 <p>The power of action.</p>	<p>Customer Support Team National Grid Lakeside House The Lakes Northampton NN4 7HD Tel: 0845 0700203 Option: 1 customersupport@uk.ngrid.com www.nationalgrid.com</p>		<p>Northern Gas Networks 1100 Century Way Thorpe Park Business Park Colton Leeds, LS15 8TU Tel: 0191 501 4360 email: info@northerngas.co.uk www.northerngas.co.uk</p>
 	<p>Scotland Gas Networks plc 2nd Floor Inveralmond House 200 Dunkeld Road Perth PH1 3AQ Tel: 0845 070 1432 email: customerserviceScotland@sgn.co.uk Southern Gas Networks plc 2nd Floor Inveralmond House 200 Dunkeld Road Perth PH1 3AQ Tel: 0845 070 1431 email: customerserviceSouthern@sgn.co.uk www.sgn.co.uk</p>		<p>Customer Services Wales & West Utilities Wales & West House Spooner Close Celtic Springs Coedkernew Newport NP10 8FZ Tel: 0870 165 0597 email: enquiries@wwutilities.co.uk www.wwutilities.co.uk</p>

The National Gas Emergency Service operates 365 days a year, 24 hours a day.

Smell Gas? Call free on **0800 111 999**

(MINICOM **0800 371787**)

All calls are recorded and may be monitored for training purposes

Other Information

We produce customer statements on the following topics:

Paying your energy bill, energy efficiency, visiting your property, Careline, prepayment meters, gas safety and complaint handling. If you would like copies you can go to our website <http://www.mandsenergy.com/terms-and-conditions> or you can write to: M&S Energy, PO Box 7506, Perth PH1 3QR and tell us which publication you would like to receive. Your electricity network operator or gas pipeline operator will also have codes of practice. Please contact them if you require a list of these publications.

PRIORITY SERVICE REGISTER

If you are over 60, chronically sick or disabled, we have a priority service register that gives you extra services for free. Call **0800 622 838** for more information.

CONSUMER DIRECT

If you have any concerns about any of the standards mentioned in this leaflet please contact us. If you have a dispute with us or your network or gas pipeline operator that you feel cannot be resolved, you can contact Consumer Direct but please contact us first on **0800 294 9370**.

Consumer Direct is a government funded service offering, impartial, clear, and practical advice on consumer issues. Consumer Direct may also contact the company on your behalf if you have been unable to obtain a satisfactory answer. You can contact them on **0845 404 0506**.
www.consumerdirect.gov.uk

If you have cause to complain to us, then we have a Complaint Handling Statement that explains the process for making a complaint. A copy of the statement can be found at www.mansenergy.com/termsandconditions or you can request one by contacting us on **0800 294 9370**.

Scottish and Southern Energy Generation Mix relates to electricity supplied in the period April 2010 to March 2011

Electricity supplied has been sourced from the following fuels:	Electricity supplied by Scottish and Southern Energy % of total	Average for GB (for comparison) % of total
Coal	29%	28.9%
Natural Gas	59%	44.2%
Nuclear	1%	17.3%
Renewable	10%	7.9%
Other	1%	1.7%
Total	100%	100%

SSE Radioactive waste calculations 0.00008378 g per kWh	Carbon SSE CO2 505g/kWh
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Environmental Impact: For information on the environmental impact of your electricity supply visit www.mandsenergy.com or write to Scottish and Southern Energy, PO Box 7506, Perth PH1 3QR

Source:

http://www.decc.gov.uk/en/content/cms/statistics/energy_stats/fuel_mix/fuel_mix.asp

Supplier's Fuel Mix Disclosure for the year 1 April 2010 -31 March 2011

1. M&S Energy is supplied by Scottish and Southern Energy, which has been voted the UK's Best Overall Energy Supplier in the 2006, 2007, 2008 and 2009 and 2010 uSwitch Customer Satisfaction Reports.

2 SSE Energy Supply Ltd is part of the Scottish and Southern Energy Group, of which SSE Generation Ltd is also a member. SSE Generation Ltd generates more renewable electricity than any other energy company in the UK. Based on installed capacity as at 31.5.10
<http://www.decc.gov.uk/en/content/cms/statistics/publications/dukes/dukes.aspx> (Chapter 5)

^M&S Energy gas and electricity is supplied by SSE which is a trading name of SSE Energy Supply Limited (also trading as SSE, Southern Electric, Scottish Hydro and SWALEC) Registered in England and Wales No.03757502 and Southern Electric Gas Limited Registered in England and Wales No.02716495, both members of the Scottish and Southern Energy Group. The Registered Office of SSE Energy Supply Limited and Southern Electric Gas Limited is 55 Vastern Road, Reading, Berkshire, RG1 8BU. Marks and Spencer plc. Registered Office; Waterside House, 35 North Wharf Road, London, W2 1NW.