



## Go Power Gas Standards of Performance

Our aim is to provide you, our customers, with the gas that you need and we're proud of the products and services that we offer and supply to you. Our commitments to you are summarised below.

This document has been written in accordance the Gas (Individual Standards of Performance) Regulations (Northern Ireland) 2014, and is effective from 1<sup>st</sup> April 2014. It sets out our guaranteed individual standards of performance and also our overall standards of service targets. If we fail to meet our individual standards of performance, we will automatically make a payment to you as set out below.

This document has been reviewed by the Consumer Council for Northern Ireland (CCNI) and The Utility Regulator for Northern Ireland (URENI).

### Individual Standards of Performance- Guaranteed by Go Power Gas

The individual standards of performance listed below are applicable to all Go Power Gas customers and are paid automatically.

**GUARANTEED SERVICE STANDARD- applicable from 1<sup>st</sup> April 2014.** The table below shows the individual standards of performance and the payments we will make to you if there is a breach of the standard.

|    |  | Payment to domestic customer | Payment to industrial and commercial customers |
|----|--|------------------------------|--|
| 1. | <b>Meter Disputes</b><br>If you advise us that you suspect your meter to be operating incorrectly, we will report this problem meter to the appropriate distribution company within 1 working day.   | £25                          | £25  |
| 2. | <b>Prepayment Meters</b><br>If you notify us that your prepayment meter is not operating so as to allow the supply of gas to your premises, we will report the failure of your prepayment meter to the appropriate distribution company within 4 working hours.  | £25                          | n/a  |
| 3. | <b>Appointments</b><br>We will offer and keep appointments within a maximum two hour time band, or if acceptable to you an appointment within the time bands 9.00- 13.00 or 12.00- 17.00   | £25                          | n/a  |
| 4. | <b>Responding to Complaints</b><br>We will provide a substantive response to written or verbal complaints within 10 working days. Where it is necessary to visit your property or discuss the complaint with third parties before providing a substantive response we will notify you of this requirement within 10 working days and will provide a substantive response within 20 working days.<br>(Further payments for every period of 10 working days beyond the above timeframes that we do not provide a substantive response will incur an additional £25 for each period to a maximum combined compensation of £100) | £25                          | £25  |
| 5. | <b>Charges and Payments</b><br>We will address all customer queries about a bill or standard payment, or change in payment method within five working days.<br>We will reimburse any money owed to you as a result of an incorrect bill within 5 working days.   | £25                          | £25  |
| 6. | <b>Payments</b><br>If we fail to provide you with your standard payment within 20 working days this will result in an additional payment being made to you.<br>(Further payments due for each subsequent successive period during which the failure continues, up to a cap of £1000 per customer).<br>Please note that payments will be made automatically (On condition that you have provided relevant details to us). Claims can be made by contacting our offices during working hours, which are set out at the start of this document.   | £25                          | £25  |



### Overall Standards of Service

Our overall standards of service are our measurements and targets for providing services to our customers. While we aim to provide high quality services at all times, it is recognised that this may not always be possible. The Utility Regulator has approved the following targets for overall service. We will publish an annual report setting out how we have performed on our website every year.

| Standard of Service  | Performance level target |
|--|--------------------------|
| <b>Customer Contact</b>  |                          |
| <b>1. Telephone Answering</b><br>We will endeavour to answer all calls promptly  | Compliant                |
| <b>2. Customer Correspondence</b><br>Written correspondence will receive a reply within ten working days. Correspondence may be responded to by telephone unless you request a written response.                       | 97%                      |
| <b>3. Customer Complaints</b><br>All complaints, whether made in person, by telephone, in writing, or otherwise will receive a full response to their complaint within 10 working days, where applicable.              | 97%                      |
| <b>4. Meter Disputes</b><br>Where a customer informs their supplier of an issue, the supplier must report this to the distribution company of any report of the problem within four working hours.                     | Compliant                |
| <b>5. Prepayment Meters</b><br>Where a customer informs their supplier of a problem with a prepayment meter, the supplier must notify the distribution company of any report of the problem within four working hours. | Compliant                |

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|--|-----------|
| <b>Go Power Energy Care</b>  |           |
| <b>6. Energy Care Register</b><br>Go Power Gas will maintain and promote the Go Power Energy Care register for our customers who are older (60 years or over), disabled or chronically sick  | Compliant |
| <b>7. Go Power Energy Care Scheme</b><br>For those customers who are registered on the Go Power Energy Care Scheme, who qualify for and have arranged a free gas safety check, Go Power will arrange to carry out the free safety gas check within 28 days of receiving the request.                 | Compliant |
| <b>Energy Efficiency</b>   |           |
| <b>8. Reducing your Bill</b><br>As an energy provider, Go Power Gas has a duty to promote the efficient use of our product. We will do this by training relevant staff, by offering free energy efficiency advice to customers and promoting energy efficiency to customers and potential customers. | Compliant |
| <b>Meter Reading</b>   |           |
| <b>9. Statement of Account</b><br>Go Power Gas will provide a statement of account at least once a year for standard credit and direct debit customers based on an actual meter. This may be a read provided by the customer or a read carried out by a Go Power Gas meter reader.                   | Compliant |

The Gas (Individual Standards of Performance) regulations (Northern Ireland) 2014 detail a number of circumstances where the guaranteed standards may not apply. These include:

- Where you inform us that you do not want us to take any action or further action



- Where you agree that any action we have taken (or promise to take) meets the requirement of the guaranteed standard;
  - Where we require information from you in order to meet our standard
  - Where we could not have reasonably been expected to meet our Guaranteed Standard(s) due to:
    1. Severe weather conditions
    2. Industrial action by our employees or contractors
    3. The actions of a third party;
    4. Inability of Go Power to gain access to relevant premises;
    5. The possibility we may break the law by complying with the guaranteed standard;
    6. The effects of an event for which emergency regulations have been made under part 2 of the Civil Contingencies Act 2004 (8);
    7. Delays imposed by a requirement to obtain a permit for street works under the Road (Miscellaneous Provisions) Act (Northern Ireland) 2010 (9); and
    8. Other exceptional circumstances beyond our control
  - Where information provided by the customer is considered frivolous or vexatious;
  - Where you are responsible for damage to our natural gas equipment or have failed to pay outstanding charges and;
  - Where you have been disconnected or refused connection to the natural gas network
- Copies of Go Power Standards of service leaflet can be obtained by writing to Go Power Gas Supply (NI), PO Box 468 Castlereagh Road , Belfast, BT5 6BH, visit [www.gopower.co.uk](http://www.gopower.co.uk) or by telephoning Go Power on 028 9079 0000