



**Guaranteed Standards of Service**  
**Notice of Rights**

## **Introduction**

Go Power is committed to providing products and services that fully and consistently meet the needs of customers. We take great pride in the level of service we provide and guarantee our customers are treated in a professional manner at all times. To demonstrate the Company's policy and commitment to providing quality products and services, we have put a number of Customer Service guarantees in place. This document outlines the compensation you could receive if we fail to deliver these standards. The document has been written in accordance with the Gas (individual Standards of Performance) Regulations (Northern Ireland) 2014, and is effective from 1<sup>st</sup> September 2014.

As your current gas supplier, Go Power will help you should you have any queries in relation to:

- Switching Suppliers
- Payment/ Bill Queries
- Moving Premises
- Meter Readings
- Meter Exchanges
- New Accounts

Go Power are not responsible for the following:

- Building, owning, operating and maintaining our network or
- Developing the natural gas market in our Licensed Area

The items listed above are the responsibility of Go Power:

### **Go Power Contact details are as follows:**

Go Power  
468-472 Castlereagh Road  
Belfast  
BT5 6RG  
N. Ireland

### **Our Office Hours:**

Monday- Thursday 9.00am- 5.30pm  
Friday 9.00am- 5.00pm

**PNGL contact details;**

Phoenix Natural Gas Ltd

197 Airport Road West

Belfast

BT3 9ED

Telephone: 03454 55 55 55

PNGL Office Hours;

Monday to Thursday 8:30am to 7pm

Friday 8:30am to 4:30pm

**SGN Natural Gas contact details;**

SGN Natural Gas Ltd

83-85 Great Victoria Street

Belfast

BT2 7AF

Telephone: 0800 975 7774

SGN Natural Gas Opening Hours:

Monday to Friday 8:00am to 8:00pm

Saturday 8:00am to 4:00pm

**Meter Disputes**

If you are a domestic customer and you advise Go Power that you suspect your meter to be operating incorrectly, Go Power will report this problem meter to the relevant distribution company (Phoenix Natural Gas, Firmus Energy or SGN Natural Gas) within 1 working day. If Go Power fail to meet this standard, domestic customers will receive £25. Upon receipt of a meter problem report from Go Power your network operator (Phoenix Natural Gas, Firmus Energy or SGN Natural Gas) will provide you with an explanation on the probable cause within 15 working days. If an appointment is necessary, they will offer this within 7 working days to investigate the issue. Where they are notified after 4pm on a working day or at any time on any other day, the period will commence the following working day. If the network operator (Phoenix Natural Gas, Firmus Energy or SGN Natural Gas) fails to meet this standard, domestic customers will receive £25.

**Prepayment Meters**

If you are a domestic customer and you notify Go Power that your prepayment meter is not operating so as to allow the supply of gas to your premises, Go Power will report the failure of your prepayment meter to the relevant distribution company (Phoenix Natural Gas, Firmus Energy or SGN Natural Gas) within 4 working hours. If Go Power fail to meet this standard domestic customers will receive £25. Upon receipt of a prepayment meter problem from a supply company the distribution company (Phoenix Natural Gas, Firmus Energy or SGN Natural Gas) must deal with reports of problems within 4 working hours. If the network operator (Phoenix Natural Gas, Firmus Energy or SGN Natural Gas) fails to meet this standard, domestic customers will receive £25.

**Appointments**

If you are a domestic customer Go Power will offer and keep any appointment with you within the time bands 8.30-13.00 or 12.00-17.00 or, if requested, within a minimum two hour time band. If we fail to meet this standard, domestic customers will receive £25.

**Complaints**

i) where a telephone complaint or written complaint is received, and Go Power are unable to provide a substantive response without visiting your premises or make enquires of persons other

than officers, employees or agents of our company, you will receive an initial response within 10 working days. This will include the name, telephone number and address of an employee you can contact regarding your complaint. If Go Power fail to meet this standard, domestic customers will receive £25 and non-domestic customers will receive £25.

ii) Where an initial response to a complaint has been provided, Go Power will provide a substantive response within 20 working days from the date the complaint was received. If Go Power fail to meet this standard, domestic and non-domestic customers will receive £25 plus a further £25 for each additional period of 10 days which expires for a failure to provide a substantive response, up to a maximum of £100.

iii) Where a telephone complaint or written complaint is received and Go Power do not need to visit your premises or make enquires of persons other than officers, employees or agents of our company Go Power will send you a substantive response within 10 working days from the date the complaint was received. If Go Power fail to meet this standard domestic and non-domestic customers will receive £25 plus a further £25 for each additional period of 10 days which expires for a failure to provide a substantive response, up to a maximum of £100. Please note that the aggregate compensation limit for the failure to provide an initial and/or substantive response under points i, ii, & iii (above) is £100.

### **Charges and Payments**

Where a customer query is received in relation to the correctness of an account, or the refusal to change a payment method, Go Power aim to provide a substantive response within 5 working days. Go Power also aim to reimburse any money owed to a customer, as a result of an incorrect bill, within 5 working days. If Go Power fail to meet this standard, domestic and non-domestic customers will receive £25.

### **Making Standard Payments**

If Go Power fails to provide you with your compensatory payment within 20 working days, Go Power will make an additional payment of £25.

Please note that payments will be made automatically (on condition that you have provided relevant details to Go Power). Customers can contact Go Power at our offices during working hours, contact details are set out at the start of this document.

### **Exemptions**

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 Go Power that you do not want us to take any action or further action;

Where you agree that any action Go Power have taken (or promise to take) meets the requirement of the guaranteed standard;

Where Go Power require information from you in order to meet our standard, you either telephone a number or send the information to an address other than the one which Go Power provided, or you contact us outside our normal working hours;

Where Go Power could not have reasonably been expected to meet our Guaranteed Standard(s) due to:

Severe weather conditions;

Industrial action by our employees or contractors;

The actions of a third party;

Inability of Go Power to gain access to relevant premises;

The possibility Go Power may break the law by complying with the guaranteed standard;  
The effects of an event for which emergency regulations have been made under Part 2 of the Civil Contingencies Act 2004 (8);  
Delays imposed by a requirement to obtain a permit for street works under the Road (Miscellaneous Provisions) Act (Northern Ireland) 2010 (9); and  
Other exceptional circumstances beyond Go Powers control.

### **Disputes**

If you wish to dispute any decision made by Go Power, Phoenix Natural Gas, Firmus Energy or SGN Natural Gas regarding payment for failing to meet any of our guaranteed standards, you may refer your query to the Northern Ireland Authority for Utility Regulation on the following details:

Utility Regulator  
Queens House  
14 Queen Street  
Belfast  
BT1 6ED  
Tel: +44 (0) 28 9031 1575

Email: [infor@urgeni.gov.uk](mailto:infor@urgeni.gov.uk)

Internet: <http://www.urgeni.gov.uk/contacts/>