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## Guaranteed Standards – Notice of Rights

## Introduction

This booklet explains what the standards of service you can expect from Independent Power Networks are and outlines the compensation you could receive if we fail to deliver these Standards. It is written in accordance with the Electricity (Standards of Performance) Regulations 2005.

Any payments that you receive under this Scheme will not prejudice your entitlement to any other action that you may be entitled to take as a result of a failure on our part in accordance with Section 39A (5) of the Electricity Act 1989 (as amended by the Utilities Act 2000).

Independent Power Networks is a licensed distribution network operator responsible for the safe delivery of electricity through its networks to properties across Great Britain.

Independent Power Networks does not sell electricity but ensures that it is delivered to you. The companies that sell electricity to consumers and send out bills are called electricity suppliers. If you have an enquiry about your bill, your meter or the supplier's Priority Services Register, please contact your electricity supplier. Contact details can be found on your latest electricity bill.

### Our Contact Details

#### Address

Independent Power Networks  
Ocean Park House  
East Tyndall Street  
Cardiff  
CF24 5GT

**Telephone** 0845 055 6199

**TextDirect** 18001 0871 225 0123

**Fax** 0871 429 0422

**Email** [enquiries@envoyonline.co.uk](mailto:enquiries@envoyonline.co.uk)

### Our Office Hours

**Monday – Thursday** 8.30am – 5pm

**Friday** 8.30am - 4.30pm

## Guaranteed Standards

### EGS1 (Regulation 10) Distributor's Fuse

If you call us and tell us that the main fuse between your incoming supply cable and your meter appears to have failed, we will attend your premises within three hours if notified between 7am and 7pm on a working day, and within four hours if notified between 9am and 5pm on any other day. If you contact us outside the hours specified, we will treat your call as if it had been received at the start of the next day for the purposes of calculating any payment that might be owed.

Payment for failing to meet this standard: £20 for both domestic and non-domestic customers.

### **EGS2 (Regulation 5) Supply Restoration – Normal Conditions**

If your supply is interrupted due to a problem on our system, we will restore it within 18 hours of becoming aware of the problem, or where a fault occurs on an underground line with a nominal voltage of 20kv, we will restore supply within 30 hours.

Payment for failing to meet this standard: £50 for domestic customers and £100 non-domestic customers, and a further £25 for each additional period of 12 hours in which you are without electricity. This payment must be claimed within three months of supply being restored.

### **EGS2A (Regulation 9) Supply Restoration – Multiple Interruptions**

If your supply is interrupted for three hours or more on four separate occasions in one 12-month period (beginning on 1<sup>st</sup> April), you are entitled to make a claim.

Payment for failing to meet this standard: £50 for both domestic and non-domestic customers. Claims must be made within three months of the end of the 12-month period for which the claim applies. You will need to include the address affected and the dates on which the failures occurred. You cannot include any incidents for which we have already made a payment or any incidents for which we gave you prior warning of the interruption to your supply.

### **EGS3 (Regulation 11) Estimating Charges for Connection**

If you require a new or an additional low voltage connection, or an alteration to your existing connection, you will need to write to us to request an estimate. We will provide an estimate within five working days where no significant alteration to the system is required, and within 15 working days where a significant alteration is required. This standard does not apply to developments of more than four houses. If you would like to move your meter, you will need to contact your supplier.

Payment for failing to meet this standard: £40 for both domestic and non-domestic customers.

### **EGS4 (Regulation 12) Notice of Planned Interruption to Supply**

We will give you at least two days' notice if we intend to switch off your supply to carry out work on our network.

Payment for failing to meet this standard: £20 for domestic customers and £40 for non-domestic customers. If for some reason we are unable to give you two days' notice of an interruption to your supply, we will give you as much notice as possible and make any payments due under this standard.

### **EGS5 (Regulation 13) Voltage Complaints**

If you contact us to report that your supply is or was outside the permitted voltage range, or if an event that you report leads us to believe that your supply is or was outside the permitted voltage range, we will either offer to visit your premises within seven working days or send you a written explanation within seven working days if a visit is not necessary.

Payment for failing to meet this standard: £20 for both domestic and non-domestic customers.

### **EGS8 (Regulation 17) Making Appointments**

If we need to visit your property, or if you request a visit from us, we will offer you a timeslot within a reasonable period, either in the morning or the afternoon or within a two hour time band.

Payment if we fail to offer an appointment or fail to keep one: £20 to both domestic and non-domestic customers.

### **EGS9 (Regulation 19) Payments owed under the guaranteed standard**

Where a payment becomes due either as a result of our failure to meet a standard, or because you have made a claim where appropriate, we will make it either to you or your supplier within 10 working days of becoming aware of the failure, except in the case of EGS 11A, B, or C (Supply Restoration – Severe Weather) where we will make the payment within a reasonable period. If another distributor makes a payment to us for onward payment to you, we will pass this to either you or your supplier within 10 days of receipt.

Payment for failing to meet this standard: £20 for domestic and non-domestic customers.

### **EGS11A (Regulation 6) Supply Restoration – Severe Weather**

If your supply is interrupted because of a problem on our system caused by lightning events where we experience at least eight times the normal amount of faults in one day, or non-lightning events where we experience between eight and 13 times the normal amount of faults in one day, we will restore it within 24 hours.

Payment for failing to meet this standard: £25 for both domestic and non-domestic customers, and a further £25 for each additional period of 12 hours in which you are without supply, to a maximum of £200. Payments must be claimed within three months of supply being restored.

### **EGS11B (Regulation 6) Supply Restoration – Severe Weather**

If your supply is interrupted because of a problem on our system caused by non-lightning events where we experience at least 13 times the normal amount of faults in one day, we will restore it within 48 hours.

Payment for failing to meet this standard: £25 for both domestic and non-domestic customers, and a further £25 for each additional period of 12 hours in which you are without supply, to a maximum of £200. Payments must be claimed within three months of supply being restored.

### **EGS11C (Regulation 6) Supply Restoration – Severe Weather**

If your supply is interrupted because of a problem on our system caused by any severe weather event where at least 35% of exposed customer are affected, the timescale in which we will restore supply is calculated using the formula set out below:

$$\text{Timescale} = 48 \times \left( \frac{\text{total number of customers interrupted}}{\text{total number of customers affected by EGS11C}} \right)^2$$

Payment for failing to meet this standard: £25 for both domestic and non-domestic customers, and a further £25 for each additional period of 12 hours in which you are without supply, to a maximum of £200. Payments must be claimed within three months of supply being restored.

### **EGS12 (Regulation 7) Highlands and Islands**

If you live in the Highlands and Islands of Scotland, we will restore your supply where it has been lost due to a failure, fault in or damage to our system within 18 hours of becoming aware of the interruption. Where a fault occurs on an underground line with a nominal voltage of 20kv, we will restore supply within 30 hours.

Payment for failing to meet this standard: £50 for domestic customers and £100 non-domestic customers, and a further £25 for each additional period of 12 hours in which you are without electricity. This payment must be claimed within 3 months of supply being restored.

## Claiming a payment

If you would like to make a claim under EGS2, 2A, 11A, 11B, 11C or 12, please contact us in writing and include as much information as possible regarding your claim to enable us to process it promptly.

## Exceptional circumstances

The Electricity (Standards of Performance) Regulations 2005 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. If we have promised to take action as part of this exemption, we shall do so promptly.
- Where if we need information from you in order to meet our guaranteed standard, you either telephone a number or send the information to an address other than the one we have provided, or, in the case of voltage complaints, you contact us outside our working hours.
- If the supply is to an island via an underwater cable and there is no other alternative means of connection normally available for us, where the failure, fault or damage on the cable is below the high water mark of spring tides.
- Where we could not have reasonably been expected to meet the guaranteed standard (despite efforts on our part) due to:
  - severe weather;
  - industrial action by our employees;
  - the actions of a third party;
  - inability to gain access to relevant premises;
  - the likelihood of us breaking the law if we complied;
  - the effects of an event for which emergency regulations have been made under Part 2 of the Civil Contingencies Act 2004;
  - other exceptional circumstances beyond our control.

In some cases, where flooding, snow or ice prevent any work we may have to undertake in order to restore your supply, then the start time for the calculation of compensation will begin when conditions are such that we are able to commence work.

If we invoke any of the exemptions laid out in the Regulations, we are required to demonstrate that we have taken all reasonable steps to prevent failure.