

SSE Airtricity Gas Supply (NI) Limited

Guaranteed Standards of Service Notice of Rights

Introduction

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. This document explains the individual standards of service you can expect from SSE Airtricity and outlines the compensation you could receive if we fail to meet these standards.

The document has been written in accordance with the Gas (Individual Standards of Performance) Regulations (Northern Ireland) 2014 and has been reviewed by the Consumer Council of Northern Ireland (CCNI) and the Northern Ireland Authority for Utility Regulation (NIAUR).

SSE Airtricity is proud to be the leading provider of natural gas in Northern Ireland licensed to provide natural gas to customers in the Greater Belfast, Ten Towns and the West distribution licensed areas.

The Greater Belfast, Larne and East Down distribution licensed area is operated by Phoenix Natural Gas Limited (PNGL). The Ten Towns distribution licensed area is operated by Firmus Energy (Distribution) Limited (FEDL). The West distribution licensed area is operated by SGN Natural Gas Limited (SGN).

Individual (Guaranteed) Standards of Service

| Standard | | Payment if we fail to meet this standard | |
|----------|---|--|-----------------------|
| | | Domestic customer | Non-Domestic customer |
| 1 | <p>Meter Disputes If you are a domestic customer and 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.</p> | £25 | N/A |
| 2 | <p>Prepayment Meters If you are a domestic customer and 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.</p> | £25 | N/A |
| 3 | <p>Appointments If you are a domestic customer we will offer and keep any appointment with you within the time bands 08:30-13:00 or 12:00-17:00 or, if requested, within a minimum 2 hour time band.</p> | £25 | N/A |
| 4 | <p>Responding to Complaints i) Where a telephone complaint or written complaint is received, and we are unable to provide a substantive response without visiting your premises or make enquiries of persons other than officers, employees or agents of our company, we will provide an initial response within 10 working days from the date the complaint was received. This will include the name, telephone number and address of an employee you can contact regarding your complaint.</p> <p>ii) Where an initial response to a complaint has been provided, we will provide a substantive response within 20 working days from the date the complaint was received.</p> <p>iii) Where a telephone complaint or written complaint is received and we do not need to visit your premises or make enquiries of persons other than officers, employees or agents of our company we will provide a substantive response within 10 working days from the date the complaint was received.</p> <p>For each additional period of 10 working days beyond the above timeframes that we fail to provide an initial and/or substantive response under points i, ii and iii above, we will make an additional payment to you up to a maximum combined compensation of £100.</p> | £25 | £25 |

| Standard | | Payment if we fail to meet this standard | |
|----------|---|--|-----------------------|
| | | Domestic customer | Non-Domestic customer |
| 5 | <p>Charges and Payments</p> <p>i) Where a customer query is received in relation to the correctness of an account, we will provide a substantive response within 5 working days from the date the query was received.</p> <p>ii) We will reimburse any money owed to you, as a result of an incorrect bill, within 5 working days from the date we issued a substantive response.</p> <p>iii) Where a customer query is received in relation to a change in payment method, and we do not expect to be able to approve the request, we will provide a substantive response within 5 working days from the date the query was received.</p> <p>iv) Where a customer query is received in relation to any payment which ought to be made under these Guaranteed Standards of Service, we will provide a substantive response within 5 working days from the date the query was received.</p> | £25 | £25 |
| 6 | <p>Payments</p> <p>Where a payment is due to you, we will notify you of this and issue your standard payment within 20 working days.</p> <p>Payments will be made automatically to you on condition that you have provided relevant details to us.</p> | £25 | £25 |

Exceptions

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 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:
 - Severe weather conditions;
 - Industrial action by our employees or contractors;
 - The actions of a third party;
 - Inability of SSE Airtricity to gain access to relevant premises;
 - The possibility we 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 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.

Disputes

If you wish to dispute any decision made by SSE Airtricity regarding payment for failing to meet any of our Guaranteed Standards of Service, you may refer your query to the Utility Regulator.

Contact Details

Our Customer Service Department can be contacted:


 In writing: SSE Airtricity Gas Supply (NI) Limited,
3rd Floor Millennium House,
19-25 Great Victoria Street, Belfast,
Northern Ireland, BT2 7AQ.

 By telephone: **0345 900 5253**

 By email: info@airtricitygasni.com

 Website: www.airtricitygasni.com

The Utility Regulator can be contacted:

 In writing: Utility Regulator,
Queens House,
14 Queens Street, Belfast,
BT1 6ED.

 By telephone: **028 9031 1575**

 By email: info@uregni.gov.uk

 Website: www.uregni.gov.uk