

# Our Guaranteed Standards of Performance

Guaranteed Standards of performance are our minimum service-level standards that cover restoration of supply, customer communication and connections, to ensure our customers receive a baseline level of service. Customers are entitled to receive compensation payments if we fail to meet these standards (set out below).

 **Interruptions:** Customers who face planned or unplanned interruptions to their gas supply.

Standard		What the standard requires	Compensation if we miss the standard
GSOP1	Gas supply restoration following an unplanned interruption	We will restore your gas supply within 24 hours of an unplanned interruption	£75 payment for domestic premises and £125 for non-domestic premises, every 24 hours after failure.
GSOP2	Reinstatement of consumers' premises	We will reinstate your premises within 5 working days (3 working days for PSR customers*)	We will pay £125 for domestic customers or £245 for non-domestic customers if these standards are missed. Further payments each subsequent period of 5 working days (3 working days for PSR customers).
GSOP3	Domestic customers on the Priority Services Register (PSR)	Provision of facilities for priority domestic customers, including, alternative heating and cooking facilities, access to hot water and a hot meal	We will pay £60 per working day, up to £620 per customer.
GSOP13	Notification in advance of planned supply interruptions	We will notify customers 7 working days in advance of a planned interruption.	£50 one-off payment for domestic premises and £125 one-off payment for non-domestic premises.

 **Customer Communications:** Timely communication with our customers.

Standard		What the standard requires	Compensation if we miss the standard
GSOP12	Timely payment of GSOP customer payments	Payment made within 10 working days	If you don't receive your GSOP payment within 10 working days then you will receive an additional £50 one-off payment
GSOP14	Timely response to complaints	We will respond to your complaint within 5 working days, or 10 working days if site visit is required	If you don't receive a response within these set standards, then you will receive an additional £50 payment, with a further payment each subsequent 5 working day after up to £245.

 **Connections:** Connecting a new gas supply or isolating an old one. Or altering the position of a gas pipe.

Standard		Targets		Compensation if we miss the standard
GSOP4	Provision of standard quotations (≤275kWh, disconnections < 2 bar gauge)	Provide a quotation within 4 working days	90% of the time	We will pay £25 per working day, plus a further £25 for each working day after 4 working days until the quotation is received. There is a cap to these payments - either the equivalent of the of quotation sum given (excluding VAT) or £620, whichever is lowest.
GSOP5	Provision of non-standard quotations (≤275kWh, disconnections < 2 bar gauge)	Provide a quotation within 11 working days	90% of the time	We will pay £25 per working day, plus a further £25 for each working day after 11 working days until the quotation is received. There is a cap to these payments - either the equivalent of the of quotation sum given (excluding VAT) or £620, whichever is lowest.
GSOP6	Provision of non-standard quotations (>275kWh, disconnections ≥ 2 bar gauge, diversions)	Provide a quotation within 21 working days	90% of the time	We will pay £50 per working day, plus a further £50 for each working day after 21 working days until the quotation is received. There is a cap to these payments - either the equivalent of the of quotation sum given (excluding VAT) or £1,235, whichever is lowest.
GSOP7	Accuracy of quotations	Accurate quotation issued	N/A	We will refund you any overcharge.
GSOP8	Responses to land enquiries	Respond within 5 working days	90% of the time	We will pay £100 per working day, plus a further £100 for each working day after 5 working days. There is a cap to these payments - £620 for ≤275kWh, < 2 bar gauge for disconnections or £1,235 for >275kWh, ≥ 2 bar gauge for disconnections.
GSOP9	Provision of commencement and substantial completion dates (≤275kWh)	Within 17 working days	90% of the time	We will pay £50 per working day, plus a further £50 for each working day after 17 working days. There is a cap to these payments - either the equivalent of the of quotation sum given (excluding VAT) or £620, whichever is lowest.
GSOP10	Provision of commencement and substantial completion dates (>275kWh)	Within 20 working days	90% of the time	We will pay £100 per working day, plus a further £100 for each working day after 20 working days. Cap of quotation sum (excluding VAT) or £1,235 whichever is lowest
GSOP11	Substantial completion by agreed date	To meet substantial completion by agreed date	90% of the time	(contract value ≥£1k): £50 per working day. Lesser of contract sum (excluding VAT) or £495 as a cap. (contract value ≥£4k): Compensation payment lesser of £245 or 5% of contract sum per working day. Cap of 50% of contract sum (excluding VAT). (contract value ≥£20k): £245 per working day. Cap of 50% of contract sum (excluding VAT). (contract value ≥£50k): £245 per working day. Cap of £12,360 (contract value ≥£100k): £370 per working day. Cap of £22,250

We will make compensation payments to you directly or via your gas supplier.

\* PSR customers applying for GSOP2 must be registered on the PSR at least 30 days prior to the start of reinstatement work