



OUR STANDARDS OF SERVICE

ESP UTILITIES GROUP LTD



CONTENTS

ABOUT US	3
HOW TO CONTACT US	4
INTERRUPTIONS TO YOUR SUPPLY	6-8
PRIORITY SERVICES REGISTER	9-10
COMPLAINTS	11
VISITING YOUR HOME	12
COMPENSATION - ELECTRICITY	13-15
COMPENSATION - GAS	16-19
COMPENSATION – HEAT	20-22
DATA PROTECTION AND PRIVACY	23

ABOUT US

We strive to meet a high standard of performance whilst offering quality customer service. We are continually seeking to improve what we do and will always look to learn from our customers so we can build our understanding and improve our ability to support those most in need.

We are licensed by Ofgem, the energy Regulator, as an operator of gas and electricity networks and there are standards we must comply with for each licensable activity. These standards have been set to guarantee a level of service that companies should deliver in all cases. Ofgem only became the regulator for heat networks in 2026 but we have incorporated the same high standards into our offering for our heat consumers also.

In the regrettable instance where we fail to meet the level of service required, you may be entitled to an automatic or claimable compensation payment. These payments are designed to compensate you for the inconvenience caused by a loss of supply or failure of service. They are not designed to compensate customers for subsequent financial loss, including loss of food. Please see page 13 onwards for details of the minimum service levels we aim to meet and, where relevant, the compensation you are entitled to when we do not meet them.

We also have a complaint process which is outlined on page 11.

OUR CUSTOMERS

This information relates to the following customers who rely on energy or heat provided by our networks:

- **Domestic Customer:** This is any person whose residential property is connected directly to an ESP gas, electricity or heat network.
- **Non-Domestic Customer:** This is any person whose business property is connected directly to an ESP gas or electricity network.

This information does not relate to the services provided to other ESP customers/stakeholders; for example, shippers, suppliers etc. unless they are acting on behalf of a customer as defined above. Neither does it relate to domestic and non-domestic customers who are in the process of being connected to an ESP network. The standards of services applicable in these instances are available in the relevant publications or in bespoke commercial agreements.

HOW TO CONTACT US



YOU CAN WRITE TO US AT:

ESP Utilities Ltd.
First Floor, Kings Court 41-51
Kingston Road Leatherhead
KT22 7SL



YOU CAN CALL US ON:

01372 587 500

FREEPHONE

0800 731 6945

AVAILABLE 24 HOURS



YOU CAN EMAIL US AT:

hello@espug.com



YOU CAN VISIT OUR WEBSITE AT:

www.espug.com

IN CASE OF AN EMERGENCY, PLEASE USE CONTACT DETAILS BELOW: Please remember never to put yourself in danger. If a dangerous situation arises which causes a **risk to life**, alert the emergency services **immediately by calling 999**.



ELECTRICITY

We aim to provide a safe and reliable electricity supply but regrettably sometimes faults do occur on our own electricity network, and those that we connect to, which causes interruptions to our customers' electricity supply.

If you do experience a loss of your electricity supply (a power cut) **please call 105 or 0800 731 6945 for free at any time day or night. Alternatively, you can call us directly on 01372 587 500 and select option '1'.**

GAS

To report the smell of gas in your property, a loss of supply or a concern about the safety of our equipment please call the **National Gas Emergency Service for free on 0800 111 999**. This service is available 24 hours a day, all year round.

If you are deaf or have difficulty hearing, and have a Minicom or Textphone, you can use it to call the gas emergency service for free on 0800 371 787.

The National Gas Emergency Service or a representative of ESP may need to visit you to deal with a reported gas or electricity emergency, in which case they will adhere to the guidelines set out on page 9 of this document; titled 'Visiting Your Home'.

HEAT

Please contact us as soon as possible on our 24/7 helpline **01372 587500** and **select option 1** if you have an issue with your heating or hot water supply.

A non-emergency fault is a problem that affects your service but does not create an immediate risk to health, safety or property. An emergency is a site-wide loss of supply or an issue that poses an immediate risk of injury to a person or damage to property.

Non-emergency issues reported outside office hours will be picked up on the next working day. You may need to provide safe access to your property so we can inspect, maintain or repair the HIU, meter or associated equipment.

PLANNED INTERRUPTIONS TO YOUR SUPPLY

Although we endeavor to operate our networks to minimise the need for planned interruptions, there will inevitably be times when it is necessary to halt the supply of heat, electricity or gas to carry out scheduled essential activities, safely restore supplies following damage to our network or to connect new customers.

We will provide you with written notice that includes the date and time of any planned interruption. If the interruption is for your electricity supply, we must provide notice two days in advance, and for your gas supply we must provide notice seven working days in advance. For heat customers, please refer to your Heat Supply Agreement for exact notice periods. If we fail to notify you within this time frame, you will be entitled to a compensation payment. If the interruption takes place on a different date from that specified in our written notice (unless further notice was given), you will be entitled to a compensation payment. Please see page 10 and onwards for more compensation details.

Our written notice delivered directly to your home will provide a telephone number to use if you wish to call us to obtain further details or to advise us of any other specific problems.

Here are a few simple steps you can take to help you prepare for an interruption to your electricity, heat or gas supply during winter.

- Make sure you have a battery torch stored somewhere that is easy to access.
- Have extra blankets ready to help you keep warm.
- Make a list of people you can call for support.
- Pre-arrange an alternative location you can go to in the event of a prolonged interruption to your gas or electricity supply.
- Keep your communication devices fully charged or have a back-up (power bank).
- Stay up to date with the weather and check weather forecasts regularly.
- If you rely on medical equipment, ensure you have a backup battery available. If in doubt, speak to your medical provider or GP.
- Keep doors, windows, blinds and curtains closed to help retain heat.

During winter we advise you to use blankets to help stay warm and opt for wearing layers to maximise body heat. If you or a relative relies on medical or other electrical equipment, please ensure you have shared details with us so we can ensure you/they are on the Priority Services Register. Please see page 7 for further details.

Please note that it is not possible to guarantee a constant supply of electricity or gas and it is essential that you have alternative arrangements in place. This is essential if you rely on your energy supply for medical reasons. We will return your heat network as soon as possible.

UNPLANNED INTERRUPTIONS TO YOUR SUPPLY (GAS & ELECTRICITY)

Please contact us as soon as possible on our 24/7 helpline 01372 587500 if you have an issue with your Gas, Electricity, Heat or Hot Water Supply.

Although we will notify you in advance of planned interruptions to your supply, we are not able to give advanced notice of emergency outages, dangerous situation outages or faults. Switching off the supply of your electricity or gas during this type of emergency could be necessary if there is danger to life, property, or vital equipment. We make every effort to ensure that if a fault occurs, your supply is restored as soon as practically possible.

If your **electricity** supply goes off, we recommend you follow the advice below:

- Never put yourself in danger and alert the emergency services by calling 999 if a dangerous situation arises.
- Check your fuse box to see if all the trip switches are in an upward position, if any are in a downward position, we advise that you do not switch them up - please contact an electrician for further advice.
- If you have access to the internet via a mobile device please check our website where you can view information on 'Live Incidents' that may be affecting homes in your area <https://espug.com/live-incidents/>.
- Check your meter to see if the display is blank and if any lights are on – if there are any lights/display please contact your supplier as they will be able to help. Your supplier is the company that sends you your bill.

If you lose your **gas** supply, we recommend you follow the advice below:

- Never put yourself in danger and alert the emergency services by calling 999 if a dangerous situation arises.
- Never attempt to restore your own gas supply.
- If you smell gas or suspect there is a gas emergency, call the National Gas Emergency Service number on 0800 111 999.
- If you have access to the internet via a mobile device please check our website where you can view information on 'Live Incidents' <https://espug.com/live-incidents/> that may be affecting homes in your area.

If you lose your **heat** supply, we recommend you follow the advice below:

- A non-emergency fault is a problem that affects your service but does not create an immediate risk to health, safety or property.
- An emergency is a site-wide loss of supply or an issue that poses an immediate risk of injury to a person or damage to property.
- Non-emergency issues reported outside office hours will be picked up on the next working day.
- You may need to provide safe access to your property so we can inspect, maintain or repair the HIU, meter or associated equipment.
- If you are a customer in a vulnerable situation and a planned interruption lasts longer than 12 hours, alternative heating arrangements will be provided in line with the applicable customer protection requirements.
- If you think you may need additional support during an interruption, please contact us as soon as possible so that your circumstances can be considered and the appropriate support arranged.

Depending on the duration of the interruption you may be entitled to compensation, please see page 10 and onwards for compensation details.

Please note that it is not possible to guarantee a constant supply of electricity or gas and it is essential that you have arranged for alternative arrangements to be in place. This is essential if you rely on your energy supply for medical reasons.

PRIORITY SERVICES REGISTER

We are committed to providing you with the highest standards of service. The Priority Services Register allows eligible household customers to access additional help and support when their energy supply is disrupted.

ESP Heat understands that some customers may need additional support, which could include health, disability, communication or other vulnerability needs.

If you think you may need additional support, please contact us and let us know about your circumstances. Support may include alternative communication formats, third-party account support, password-protected appointments, priority handling during outages or other reasonable adjustments depending on your need.

The Priority Services Register (PSR) is a free service offered by both your network operator and energy supplier, and it may entitle you to extra help and support with your energy supply.

You may be eligible for the PSR if you:

- Have physical disabilities
- Have mental health conditions
- Have dementia
- Have chronic or serious illness
- Are of pensionable age over 65
- Are deaf or have difficulty hearing
- Need dialysis
- Have developmental conditions
- Are blind or partially-sighted

You can also sign up if your temporary situation means you need additional help. This includes if you:

- Are unable to answer the door
- Have restricted hand movement
- Are unable to communicate in English
- Have young children below the age of five
- Have experienced life changes such as bereavement or separation
- Are recovering following hospital treatment
- Are a young adult (below 18) who is paying the bills

If you, or your care giver, would like to register for our Priority Services Register please contact us in confidence by emailing PriorityServices@espug.com, or by calling 01372 587 500. If you would prefer, you can use our online form to register, for further details please see [here](#).

If you join the register, in addition to providing notice of planned interruptions to your supply, we will:

- Provide advance notice of planned interruptions to your electricity, gas or heat supply.

Offer proactive communications during both planned or unplanned interruptions to your supply.

- Give advice on how you can prepare for a planned interruption and manage in case of unplanned interruptions.
- Provide a password facility so you can check the identity of any of our people that may need to visit your home – either at your request or in an emergency.

We always follow privacy laws and ensure your personal information will never be used for marketing purposes.

Please note that it is not always possible for us to guarantee a constant supply of gas, electricity or heat, so it is essential you have alternative arrangements in place if a constant supply is crucial for you. If you would like further advice, please contact us so we can discuss other arrangements you may be able to use if your supply is interrupted.

COMPLAINTS

We want to provide you with an excellent level of service, however from time-to-time things regrettably may go wrong. If this happens, please let us know straightaway and we will make it our priority to resolve the problem. We treat all complaints as confidential and will handle them with care and transparency.

Please call us on **01372 587 500** or email us at **hello@espug.com** and inform the team that you wish to make a complaint. They will ask for a summary of your complaint so that they can offer appropriate support. They may be able to resolve your complaint themselves, or if it requires escalation they will engage with the relevant manager or team.

Our Customer Services Team will acknowledge and respond to your email within five working days. If further investigation is required for us to be able to provide a substantive response, we will advise you of this when we acknowledge your complaint. A substantive response will then be provided within 10 working days of your initial email. Please note the day we receive your email counts as day zero, and if your email is received after 4pm or at the weekend it counts as being received the next working day which should then be regarded as day zero.

If you wish to write to us, we will endeavor to respond within the timeframes outlined above. Please bear in mind that we will be reliant on the postal service to support us in achieving this, if you are able to provide a telephone number or email address that we can use we will be able to contact you sooner.

Resolving Your Complaint

Whilst handling your complaint, our aim is to ensure all points raised are addressed in full, and that a satisfactory resolution is provided for each issue. Complaints will differ depending on the circumstances and there may be several ways in which we provide a response.

These may include:

- prompt remedial action.
- a full apology where our service has failed to meet expectations.
- a detailed explanation for each point raised.
- awarding compensation, in accordance with Ofgem guidance.

Further Escalation

If you are not satisfied with the way in which we have handled your energy complaint, or if it has not been resolved we advise you to read the advice offered by Ofgem on their [website](#).

For further information on how we handle your complaint and the escalation routes available to you, you can visit our website [here](#).

VISITING YOUR HOME

We may need to visit your home to inspect or maintain equipment on your property; this may be for a planned appointment or where there is an unplanned fault on our network. The visit will be made by either an ESP employee or an authorised contractor working on our behalf. ESP only use qualified and fully trained engineers to make home visits. Please note our employees and contractors will be able to explain the purpose of their visit and show you an identity card that includes the company name, their own name, and a photograph of themselves. As we have several authorised contractors that work with us, this means the company name shown on the identify card may not always be ESP Utilities Group Ltd.

If you wish to confirm the name of the company attending your property, please call us on **01372 587 500**. If you have any doubts about a caller, please do not let them in.

We ensure that our employees and contractors understand the contents of this document and that they are competent for the purpose of the visit. They should conduct the visit in a polite and helpful manner; clearly explaining the work that is being completed and respecting your home whilst completing it.

Password Protection

If you are registered on our Priority Services Register and wish to have additional security, we can agree to a password with you when the appointment is scheduled. This password will then be confirmed by the employee or contractor that will be visiting your home. Please call or email us to arrange this using the contact details shown on page 4.

Keeping Appointments

If you ask ESP to complete any work, we or our contractor will arrange an appointment with you. Once an appointment is agreed we guarantee to meet that date unless an alternative date is agreed with you in advance. If we fail to keep an appointment, you may be able to claim compensation. Please see page 13 and onwards for compensation details.

If you are not available at the premises at the time of the agreed appointment, a suitable note will be left which advises that the appointment has been kept.



COMPENSATION INFORMATION - ELECTRICITY

ELECTRICITY GUARANTEED STANDARDS OF SERVICE (GSOP)

Please refer to the table below should you feel you are eligible for compensation. If you would like to claim compensation, then please email us at compensation@espug.com.

REASON FOR COMPENSATION	GSOP DESCRIPTION	STANDARD TIMINGS	PAYMENT DUE
WEATHER			
Your electricity supply fails during severe weather conditions because of a single incident	REGULATION 7: SUPPLY RESTORATION DURING SEVERE WEATHER	Category 1 (medium events): Lightning events – when a distributor experiences at least 8 times the normal amount of higher voltage faults in 1 day, supplies will be restored within 24 hours. Non-lightning events – when a distributor experiences 8 or more but fewer than 13 times the normal amount of higher voltage faults in 1 day, supplies will be restored within 24 hours. Category 2 (large events): Non-lightning events – when a distributor experiences at least 13 times the normal number of faults in 1 day, supplies will be restored within 48 hours.	£90 (for both domestic and non-domestic customers). You will also receive a further £45 for each additional 6-hour period that you are off supply. The maximum payment you will receive is £2,235. These payments will be made as soon as reasonably practicable.
NORMAL WEATHER			
Your electricity supply fails during normal weather conditions because of a problem on our distribution system.	REGULATION 5: SUPPLY RESTORATION DURING NORMAL WEATHER – AFFECTING 5,000 CONSUMERS OR LESS	Over 12 hours of ESP first being notified of the problem.	£100 if you are a domestic customer, or £195 if you are a non-domestic customer. You will also receive a further £45 for each additional 12-hour period that you are off supply. No cap on compensation.
Your electricity supply fails during normal weather conditions because of an incident on our distribution system.	REGULATION 6: SUPPLY RESTORATION DURING NORMAL WEATHER – INCIDENTS AFFECTING 5,000 CUSTOMERS OR MORE	Over 24 hours of ESP first being notified of the problem.	£100 if you are a domestic customer, or £195 if you are a non-domestic customer. You will also receive a further £45 for each additional 12-hour period that you are off supply. Max £400.
You received a letter regarding a planned outage that is going ahead in less than 2 days or has already happened.	REGULATION 12: NOTICE OF PLANNED SUPPLY INTERRUPTION	Less than 2 days' notice.	£40 if you are a domestic customer, or £80 if you are a non-domestic customer. Fixed rate – no additional, or reduced payments applicable.

REASON FOR COMPENSATION	GSOP DESCRIPTION	STANDARD TIMINGS	PAYMENT DUE
RESTORING YOUR SUPPLY			
Your electricity supply fails because of a problem on our distribution system, and you are without power for three hours or more, on four or more different occasions in any 12-month period starting on 1 April.	REGULATION 10: MULTIPLE INTERRUPTIONS	Three hours or more, on four or more different occasions in any single year (12-month period) starting on 1 April.	£100 payment for both domestic and non-domestic customers. You must make a valid claim for payment within three months of the end of the year to which the claim applies. For your claim to be verified you will need to provide the address of the premises affected and the dates of the electricity supply failures. Incidents for which a payment has already been made cannot be included in your claim.
You have received a Rota Load Disconnection Letter, and you were off power for over 24 hours.	REGULATION 8: ROTA DISCONNECTIONS	24 hours without electricity during the period covered by a Rota Disconnection Event.	£100 if you are a domestic customer, or £195 if you are a non-domestic customer.
CORRESPONDENCE			
You have not received your compensation cheque in over 10 working days.	REGULATION 19: NOTIFICATION OF PAYMENT UNDER GUARANTEED STANDARDS	We will send you payment within 10 working days of becoming aware of the failure except in the case of REGULATION 7 when we will issue payment as soon as is reasonably practicable.	An additional £40 for domestic/non-domestic customers on top of compensation already due.
You reported a problem with the voltage of the electricity to your premises, we have not sent you an explanation.	REGULATION 13: VOLTAGE COMPLAINTS	No response within 5 working days where a probable cause could have been provided. Or a failure to provide within 7 working days a future appointment at a specified time to investigate the issue.	£40 per incident.
You had an appointment with us, but we failed to attend.	REGULATION 17: APPOINTMENTS	If the appointment is missed. Or we have provided less than 1 working days' notice of being unable to keep the appointment.	£40 per appointment date missed.
NEW CONNECTIONS			
You have requested a quote for a single-phase LV service connection, and we have confirmed we have all the information to be able to proceed. However, you have not received a quote.	REGULATION 5 (2): REQUESTING A QUOTATION	5 working days	£20 for each working day beyond the 5-working day period, including the day which the quote should have been dispatched.

You have not had your appointment date back from us within 7 working days after payment of the quoted amount.	REGULATION 8 (2): PROVISION OF APPOINTMENT DATE FOR WORKS TO START	7 working days	£20 for each working day beyond the 5-working day period, including the day which contact should have been made to agree an appointment date.
You had an appointment with us, but we failed to complete the works in the timescale agreed.	REGULATION 8 [3]: COMPLETE SERVICE CONNECTION WORKS	If the works has not been completed. Or we have not provided advance notice of being unable to complete the works due to severe weather, delays in gaining consent etc.	£45 for each working day after the agreed date up to and including the day on which the works are completed.

COMPENSATION INFORMATION - GAS

GAS GUARANTEED STANDARDS OF SERVICE (GSOP)

Please refer to the table below should you feel you are eligible. If you would like to claim compensation, then please email us at compensation@espug.com.

REASON FOR COMPENSATION RESTORING YOUR SUPPLY	GSOP DESCRIPTION	STANDARD TIMINGS	PAYMENT DUE
You have been without a gas supply for over 24 hours.	GSOP1: GAS UNPLANNED INTERRUPTIONS	Over 24 hours	£75 domestic, £130 non-domestic, further payment every 24 hours fail, no cap on compensation.
Excavations on your property following a fault have not been reinstated within 5 working days of works being completed.	GSOP2: REINSTATEMENT OF CONSUMER'S PROPERTY FOLLOWING A FAULT	Reinstatement to be completed within 5 working days of construction ending. (3 working days for PSR customers). Over 4 hours for alternative heating and cooking facilities to be provided. 8 hours where more than 250 customers are affected and where customers were not notified prior.	£130 domestic, further payment each 3 working day (for PSR customers) or 5 working day period fail, no cap on compensation. £255 non-domestic, further payment each 5 working day period fail, no cap on compensation.
You are a customer on the Priority Services Register and have been without a gas supply for over 4 hours and you have not been provided with an alternative means of heating.	GSOP3: PROVISION OF FACILITIES FOR PRIORITY DOMESTIC CUSTOMERS, INCLUDING, ALTERNATIVE HEATING AND COOKING FACILITIES, ACCESS TO HOT WATER AND A HOT MEAL. THIS CAN ALSO INCLUDE BEING REIMBURSED, WITH PROOF OF RECEIPT	Where the interruption affects 250 or more customers and lasts longer than 48 hours, a hot meal and access to hot water must be provided every 24 hours.	£65, further payment every 24 hours fail, £640 cap.
You were not notified in advance of a planned interruption to your supply.	GSOP13: NOTIFICATION IN ADVANCE OF PLANNED SUPPLY INTERRUPTIONS	You receive correspondence from us with at least 7 working days' notice.	£50 domestic, £130 non-domestic.
CORRESPONDENCE			
You have had compensation confirmed but have not received it in 10 working days.	GSOP12: TIMELY PAYMENT OF GSOP CUSTOMER PAYMENTS	10 working days	£50, one payment

You have sent us a written complaint, and this has not been responded to in 5 working days.	GSOP14: TIMELY RESPONSE TO COMPLAINTS	5 working days initial response. 10 working days if site visit required.	£50. Further compensation for each subsequent 5 working day period fail. £255 cap.
REASON FOR COMPENSATION	GSOP DESCRIPTION	STANDARD TIMINGS	PAYMENT DUE
NEW CONNECTIONS			
You have requested a quote, and we have confirmed we have all the information to be able to proceed. However, you have not received this in 4 working days.	GSOP4: REQUESTING A STANDARD QUOTATION (≤275KWH, DISCONNECTIONS <2 BAR GAUGE)	Over 4 working days	£25, further payment each subsequent working day fail, cap of quotation sum or £640, whichever is lowest.
You have requested a non-standard quote, and we have confirmed we have all the information to be able to proceed. However, you have not received this in 11 working days.	GSOP5: REQUESTING A NON - STANDARD QUOTATION (≤275KWH, DISCONNECTIONS <2 BAR GAUGE)	Over 11 working days	£25, further payment each subsequent working day fail, cap of quotation sum or £640, whichever is lowest.
You have requested a non-standard quote, and we have confirmed we have all the information to be able to proceed. However, you have not received this in 21 working days.	GSOP6: REQUESTING A NON - STANDARD QUOTATION (>275KWH, DISCONNECTIONS ≥2 BAR GAUGE, DIVERSIONS)	Over 21 working days	£50, further payment each subsequent working day fail, cap of quotation sum or £1275, whichever is lowest.
You have challenged the accuracy of the quote.	GSOP7: ACCURACY OF QUOTATIONS	Accurate quotation issued, for example no breach if quotation is made cheaper.	The payments levels and caps will reflect changes in GSOP4, 5 or 6. We will refund any overcharge where the quotation is deemed to be inaccurate.
You would like to carry out a new connection and have enquired to see if we have any mains in the area, however, you have not heard back from us for 5 working days.	GSOP8: RESPONSES TO LAND ENQUIRIES, WHEN LOOKING TO CARRY OUT NEW CONNECTION	Over 5 working days	£100, further payment each subsequent working day fail, cap of £640 [≤275kWh, < 2 bar gauge for disconnections) or £1275 [>275kWh, ≥ 2 bar gauge for disconnections).

You are a domestic customer and have not had your appointment date back from us within 17 working days after payment of your connection.	GSOP9: PROVISION OF APPOINTMENT DATE FOR WORKS TO START (≤275KWH)	Over 17 working days	£50, further payment each subsequent working day fail, cap of quotation sum or £640, whichever is lowest.
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REASON FOR COMPENSATION	GSOP DESCRIPTION	STANDARD TIMINGS	PAYMENT DUE
You are a non-domestic customer and have not had your appointment date back from us within 20 working days after payment of your connection.	GSOP10: PROVISION OF APPOINTMENT DATE FOR WORKS TO START (>275KWH)	Over 20 working days	£100, further payment each subsequent working day fail, cap of quotation sum or £1275 cap, whichever is lowest.
The works are not finished on time, and costs under £1,000.	*GSOP11(I): PROVISION OF APPOINTMENT DATE FOR WORKS TO START (CONTRACT VALUE ≤£1K)	To meet substantial completion by agreed date	£50, further payment each subsequent working day fail, cap of contract sum or £510, whichever is lowest.
The works are not finished on time, and costs under £4,000.	*GSOP11(II): SUBSTANTIAL COMPLETION BY AGREED DATE (CONTRACT VALUE ≤£4K)	To meet substantial completion by agreed date	£255 or 5% of the contract sum, whichever is the lowest. Further payment each subsequent working day fail, cap of 50% of contract sum.
The works are not finished on time, and costs over £4,000 and under £20,000.	*GSOP11(III): SUBSTANTIAL COMPLETION BY AGREED DATE (CONTRACT VALUE ≤£20K)	To meet substantial completion by agreed date	£255, further payment each subsequent working day fail, cap of 50% of contract sum.
The works are not finished on time, and costs over £20,000 and under £50,000.	*GSOP11(IV): SUBSTANTIAL COMPLETION BY AGREED DATE (CONTRACT VALUE ≤£50K)	To meet substantial completion by agreed date	£255, further payment each subsequent working day fail, cap of £12,755.
The works are not finished on time, and costs over £50,000 and under £100,000.	*GSOP11(V): SUBSTANTIAL COMPLETION BY AGREED DATE (CONTRACT VALUE ≤£100K)	To meet substantial completion by agreed date	£385, further payment each subsequent working day fail, cap of £22,955.

*GSOP 11: Where the Gas Transporter has agreed a substantial completion date for a new connection or an alteration to an existing connection it will meet that date. However, this does not necessarily mean that gas will be available for use inside the premises as the fitting of a meter, which will enable the flow of gas, must be arranged by you and your chosen gas supplier.

COMPENSATION INFORMATION - HEAT

Item	Standard	Service level	Service failure	Service-failure payment (compensation)
1	Planned interruption	We will give you at least 48 (forty eight) hours' written notice of a planned interruption to your heat supply that will last more than 2 (two) hours.	Less than 48 (forty eight) hours' written notification given of a planned interruption	One off payment of £10 (indexed), where each planned interruption is accepted and verified.
		We will ensure that a planned interruption lasts no longer than 5 (five) days	When a planned interruption has lasted longer than 5 (five) days.	£45.00 for each full 24hr period beginning 00:00 on the fifth (5th) day following the commencement of the planned interruption and subject to a cap of £775.00* <i>*Figures applicable between 1 April 2026 and 31 March 2027 and subject to indexation each 1 April as determined by the Heat Trust</i>
2	Unplanned supply interruption	Within 24 (twenty four) hours from the start of any unplanned supply interruption the heat supply will be available at the point where it connects to your home's heating system .	When we have failed to restore the heat supply or restore the heat supply to the required temperature within 24 (twenty four) hours of the interruption.	£45.00 for each full 24hr period beginning on hour 24 from the first notification of the unplanned supply interruption and subject to a cap of £775.00* <i>*Figures applicable between 1 April 2026 and 31 March 2027 and subject to indexation each 1 April as determined by the Heat Trust</i>
		We will contact you within two (2) hours of your call being logged in an emergency and within four (4) hours of your call being logged for any other loss of heat supply	Failure to contact you within two (2) hours of your call being logged offer you an appointment within 4 hours and/or failure to contact you within four (4) hours of your call and offer you an appointment within twenty-four (24) hours	One off payment of £15 (indexed), where each failure is accepted and verified.

Item	Standard	Service level	Service failure	Service-failure payment (compensation)
3	Multiple unplanned supply interruptions in a year	No more than 3 (three) unplanned supply interruptions , lasting for over 12 (twelve) hours, during a 12 (twelve) month period	More than 3 (three) unplanned supply interruptions , lasting for over 12 (twelve) hours, during a 12 (twelve) month period	A one-off payment of eighty pounds (£85) (Indexed) in addition to the above, where each unplanned supply interruption is accepted and verified. <i>*Figures applicable between 1 April 2026 and 31 March 2027 and subject to indexation each 1 April as determined by the Heat Trust</i>
4	Maintaining the service to customers in vulnerable situation when the heat supply is interrupted	We will make arrangements to supply alternative heating to customers on our Priority Register because of a vulnerable situation if a planned interruption or an unplanned supply interruption last longer than 12 (twelve) hours.	When a planned interruption or unplanned supply interruption has lasted for longer than 12 (twelve) hours and we have not provided alternative heating (such as an electric heater).	A one off payment of £35.00 (indexed) in addition to the either the Service Level Payment for either a planned interruption or unplanned supply interruption) accepted and verified. <i>*Figures applicable between 1 April 2026 and 31 March 2027 and subject to indexation each 1 April as determined by the Heat Trust</i>
5	Heat meter repair or replacement	Heat meter accuracy to be maintained within plus/ minus 5 (five)%	Faulty heat meter (i.e. a heat meter not achieving the required accuracy) not replaced within 28 (twenty-eight) days after fault is identified	One off payment of £10 (indexed), where each failure is accepted and verified.
6	Responding substantially to any other fault or a complaint	We must respond to complaints within the timescales set out in our complaints policy	Failure to meet the response timescales or comply with our complaints process	One off payment of £10 (indexed), where each failure is accepted and verified.
7	Attending appointments	We must attend agreed appointments with you .	Failure to attend an agreed appointment or more than 3 hours late	One off payment of £10 (indexed), where each failure is accepted and verified.

The **service-failure payments** and each related cap shall be increased annually on 31 March in accordance with Consumer Price Index and in line with minimum guaranteed service payment amounts specified by the **Heat Trust** and/or any such successor body or regulator, if applicable.

Please note: If there is a service failure which is caused by one of the circumstances set out below, we will not be required to make a service-failure payment.

Item 2, 3 and 5	The service failure was caused by you not complying with this contract.
Item 2, 3 or 4	We are not able to provide the heat supply to your home because of any of the events or circumstances set out in Clause Error! Reference source not found. (Events beyond our or your control), as long as we have used reasonable efforts to reduce the effects of the event or circumstances and start providing the heat supply again as soon as possible. We have to shut down the district heating scheme by law, as long as the need to shut down the district heating scheme does not relate to or arise out of our negligence or us not complying with this contract. We have suspended the heat supply because we have good reason to believe that we need to do so to avoid death, injury or severe damage to property, as long as the need to suspend the heat supply does not relate to or arise out of our negligence or us not complying with this contract. We have suspended the heat supply to your home under Clause Error! Reference source not found. of this contract. - The cause of being unable to provide the heat supply is a problem with heat network that we are not responsible for. You have informed us that you do not wish us to take any action in respect of the relevant event or circumstance. We have reasonably requested information from you and you have not provided it to us, or we have reasonable grounds for believing that information you have provided to us is frivolous or vexatious, such that we are unable to resolve the relevant event or circumstance or make the relevant service-failure payment.
Item 4 only	We have not been able to provide alternative heating to your home because you have not given us access to your home at the arranged time.

DATA PROTECTION & PRIVACY

With your consent we can share your details with your energy supplier who may also offer Priority Services that you can benefit from. Your details will be kept in the strictest confidence and only passed on to other organisations for related purposes; for example, a meter company who would need to know any special access requirement should they need to visit your home. There may also be instances where we share your data internally within our own business should your property be connected to another of our networks.

If you advise us of a nominated contact, you are giving your explicit consent for us to talk to your nominated contact on your behalf when providing Priority Services. This may mean we will share information about you and your supply with them.

We will never use your details for marketing purposes, this means that you will not receive unsolicited phone calls or messages as a result of registering with us, or your data being on the Priority Services Register.

If you no longer need to be registered for Priority Services or would like to remove yourself from the register, please let us know using the contact details shown in this document on page 4. Your details will be held on our Priority Services Register until such time that you ask for them to be removed, or in instances where you have been added due to temporary circumstances and the agreed expiration date has been reached.

To view our complete Privacy Policy please visit our website. If you require the information shown in this document in a different format, such as large print or Braille, please call us on 01372 587 500 to request this.