



OUR STANDARDS OF SERVICE

ESP UTILITIES GROUP LTD



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ABOUT US

ESP Utilities Group Ltd (ESP) are an Independent Gas Transporter and Independent Distribution Network Operator; this means we own and operate the pipes and cables that bring gas and electricity to your property.

Our job is to operate safe gas and electricity networks, so you remain connected to the things that matter most. It is our responsibility to safely restore your energy supply as quickly as possible in the event of a loss of supply. We are not the company who sends you bills for your energy usage; this sits with your supplier. If you are unsure who your supplier is please visit our website and you will be able to find our advice on this in the Householders section.

On many of our networks we own and operate both the gas pipes and electricity cables, however sometimes we may own either the gas pipes or electricity cables.

OUR PROMISE TO YOU

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.

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 10 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 complaints process which is outlined on page 8.

OUR CUSTOMERS

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

- **Domestic Customer:** This is any person whose residential property is connected directly to an ESP gas or electricity 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.
Bluebird House
Mole Business Park
Leatherhead
KT22 7BA



YOU CAN CALL US ON:

01372 587 500

AVAILABLE 24 HOURS



YOU CAN EMAIL US AT:

customerservices@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 first check if your neighbours have also lost their power. If your neighbours have lost power, **please call 105 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 Provider 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'.

PLANNED INTERRUPTIONS TO YOUR SUPPLY

Although we endeavour 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 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. If we fail to notify you within this timeframe 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 a 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 some helpful suggestions to help you prepare for a power outage:

- Consider making alternative arrangements to stay with family or friends
- Keep a torch and spare batteries handy. If you are using candles, please be careful and ensure open flames are never left unsupervised
- Limit use of your personal devices such as mobile phones, laptops etc. ahead of and during the power outage to help preserve battery life
- Keep fridges and freezers closed – they should remain cold if you don't open the door unnecessarily
- Boil some water in advance of the power outage and store it in flasks for use at a later time

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 rely 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 arranged for alternative arrangements to be in place. This is essential if you rely on your energy supply for medical reasons.

UNPLANNED INTERRUPTIONS TO YOUR 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 a 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 to see if your neighbours have lost their supply. If they have not, check your fuse box to see if all the trip switches are in the upward position, if any are in the 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' [faults/interruptions](#) that may be affecting homes in your area
- 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 send 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' [faults/interruptions](#) that may be affecting homes in your area

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.

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.

We can offer a range of services to meet your needs if you:

Have physical disabilities	Are deaf or have difficulty hearing	Are blind or partially sighted
Have mental health conditions	Need dialysis	Are unable to answer the door
Have dementia	Have developmental conditions	Have restricted hand movement
Have chronic or serious illness	Are over 65	Are unable to communicate in English

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

Have young children below the age of 5	Are recovering post hospital treatment
Have experienced significant life changes such as bereavement or separation	Are a young adult (younger than 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 electricity or gas supply we will:

- Offer proactive communications during both planned or unplanned outages
- Give advice on how best to prepare for a planned interruption and manage in case of unplanned interruptions
- Provide a password facility to enable you to identify any of our team that would need to visit your home (either at your request or in an emergency)

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

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

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** and inform the team member that you wish to make a complaint. They will ask for a summary of your complaint so that they can offer the appropriate support. They may be able to resolve your complaint themselves, or if it requires escalation they will engage with the relevant manager.

If we are unable to resolve your complaint there and then, we may ask you to email CustomerServices@espug.com with the details. 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 endeavour to respond within the timeframes outlined above. Please bear in mind that we will be reliant on the postal service to support us 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 a number of 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 complaint, or if it has not been resolved we advise you to read the advice offered by Ofgem on their [website](#).

If it has been eight weeks since you raised your complaint and believe that it remains unresolved, or we have notified you that there is nothing more we can do for you, you can contact the Energy Ombudsman. They are an independent body who will assess your case. This service is free of charge.

You can contact them via the following methods:

Telephone: 0330 44 1624

Textphone: 0330 440 1600

Website: www.ombudsman-services.org

Address: Ombudsman Services: Energy, PO Box 966, Warrington, WA4 9DF

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 a number of 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 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 10 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 GUARANTEED STANDARDS OF SERVICE (GSOS)

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	GSOS DESCRIPTION	STANDARD TIMINGS	PAYMENT DUE
SEVERE WEATHER			
Your electricity supply fails during severe weather conditions because of a single incident.	REGULATION 7: SUPPLY RESTORATION DURING SEVERE WEATHER	<p>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.</p> <p>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.</p>	£80 (for both domestic and non-domestic customers). You will also receive a further £40 for each additional 6-hour period that you are off supply. The maximum payment you will receive is £2,000. 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	Over 12 hours of ESP first being notified of the problem.	£90 if you are a domestic customer, or £175 if you are a non-domestic customer. You will also receive a further £40 for each additional 12-hour period that you are off supply. Max £300.
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.	£90 if you are a domestic customer, or £175 if you are a non-domestic customer. You will also receive a further £40 for each additional 12-hour period that you are off supply. Max £360.
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.	£35 if you are a domestic customer, or £70 if you are a non-domestic customer. Fixed rate – no additional, or reduced payments applicable.

REASON FOR COMPENSATION	GSOS 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 multiple times.	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.	£90 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.	£90 if you are a domestic customer, or £175 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.	Additional £35 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.	£35 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.	£35 per appointment date missed.

COMPENSATION INFORMATION

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	GSOP DESCRIPTION	STANDARD TIMINGS	PAYMENT DUE
RESTORING YOUR SUPPLY			
You have been without a gas supply for over 24 hours.	GSOP1: GAS UNPLANNED INTERRUPTIONS	Over 24 hours	£65 domestic, £105 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).	£105 domestic, £210 non-domestic, further payment each 3 or 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	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. 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.	£50, further payment every 24 hours fail, £500 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.	£40 domestic, £105 non-domestic, no cap on compensation (one payment).
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	£40, no cap on compensation (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	£40 Further compensation for each subsequent 5 working day period fail. £200 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	£20, further payment each subsequent working day fail, cap of quotation sum or £500, 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	£20, further payment each subsequent working day fail, cap of quotation sum or £500, 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	£40, further payment each subsequent working day fail, cap of quotation sum or £1000, 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	£85, further payment each subsequent working day fail, cap of £510 (≤275kWh, < 2 bar gauge for disconnections) or £1020 (>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	£40, further payment each subsequent working day fail, cap of quotation sum or £500, whichever is lowest.

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	£85, further payment each subsequent working day fail, cap of quotation sum or £1020 cap, whichever is lowest.
The works are not finished on time, and cost under £1,000.	*GSOP11(I): PROVISION OF APPOINTMENT DATE FOR WORKS TO START (CONTRACT VALUE ≤£1K)	To meet substantial completion by agreed date	£40, further payment each subsequent working day fail, cap of contract sum or £400, whichever is lowest.
The works are not finished on time, and cost under £4,000.	*GSOP11(II): SUBSTANTIAL COMPLETION BY AGREED DATE (CONTRACT VALUE ≤£4K)	To meet substantial completion by agreed date	£210 or 5% of contract sum, whichever is lowest. Further payment each subsequent working day fail, cap of 50% of contract sum.
The works are not finished on time, and cost under £20,000.	*GSOP11(III): SUBSTANTIAL COMPLETION BY AGREED DATE (CONTRACT VALUE £20K)	To meet substantial completion by agreed date	£210, further payment each subsequent working day fail, cap of 50% of contract sum.
The works are not finished on time, and cost under £50,000.	*GSOP11(IV): SUBSTANTIAL COMPLETION BY AGREED DATE (CONTRACT VALUE £50K)	To meet substantial completion by agreed date	£210, further payment each subsequent working day fail, cap of £10,500.
The works are not finished on time, and cost under £100,000.	*GSOP11(V): SUBSTANTIAL COMPLETION BY AGREED DATE (CONTRACT VALUE £100K)	To meet substantial completion by agreed date	£315, further payment each subsequent working day fail, cap of £18,900.

*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.

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.

