



time for change

Our Guaranteed Service Standards

If your prepayment meter is not operating so as to permit a supply in the manner for which the meter was designed to and cannot be resolved over the phone an engineer will visit you within 3 hours (electricity and gas meters). If you inform us on a non-working day (weekend, bank holiday) we will visit you within 4 hours. If we can't keep any appointment we've made, and we fail to contact you in advance, you'll receive compensation of £30 for electricity and £30 for gas.*

** If you inform us of a faulty pre-pay meter after 5pm it will be considered as the next day and an engineer will visit you within 3 hours on the next working day or within 4 hours on a non-working day (weekend, bank holiday).*

Meter Faults

If you think your meter is faulty or inaccurate we will either provide you with an explanation by phone or in writing within 5 working days *. If an engineer visit is necessary, we'll arrange this within 7 working days **

** If we believe that your meter is accurate and do not provide you with an explanation as to why within 5 days we will pay you £30 for electricity and £30 for gas.*

*** If we fail to arrange a date and time slot within 7 days for an engineer to attend your property we will pay you £30 for electricity and £30 for gas please note that this does not mean an engineer will attend within 7 days, it means an appointment will be booked within 7 days.*

NOTE: If your meter was not operating or faulty due to tampering or damage to the meter or your pre-payment device no payments will be made.

