



Guaranteed Standards of Performance (GSOP)

As your energy supplier, we are committed to ensuring we always offer the highest level of customer service by following Guaranteed Standards of Performance (GSOP) so you know what you can expect from us.

What are Guaranteed Standards of Performance?

The energy regulator, Ofgem, advises all energy suppliers on Guaranteed Standards of Performance that they expect us to meet. If, for any reason, we don't meet these standards, we will make a GSOP compensation payment of £40 to you.

Here are some of the Guaranteed Standards of Performance that we follow:

Faulty Meters

Please contact us if you have reason to believe that your meter is faulty. Depending on the type of meter that you have we will do the following:

Prepayment meters: If you have lost supply and believe your prepayment meter is faulty (not due to insufficient credit), we will:

- Arrive at your property or if possible, fix the issue remotely, within 3 hours if you have contacted us during a working day (Mon – Fri, 8am to 8pm); or

- Arrive at your home within 4 hours if you have contacted us on a weekend or bank holiday

If you believe your prepayment meter is faulty, however you still have power to your property, we will:

- Confirm whether the meter is actually faulty

- Fix the issue

- Arrange to replace the meter if the issue cannot be resolved

We will do this within 3 hours if you have contacted us during a working day (Mon – Fri, 8am to 8pm), or within 4 hours if you have contacted us on a weekend or bank holiday. If you contact us outside of our working hours, we will get back to you as soon as possible the next day.

Credit meters: If you believe your credit meter is faulty, we will:

- Complete an assessment of whether there is a fault with the meter within 5 working days

- Following the assessment, agree on appropriate action within 5 working days

- Send in writing the results of the assessment and agreed actions

- If you tell us about the fault outside of working hours, the 5 working day time frame will begin at the start of the next day

Erroneous Transfer

If you find that your gas and/or electricity supply has been transferred to E and you didn't agree to it, or your supply has left E and you didn't request to switch away, this is known as an erroneous transfer.

Mistakes can happen, so if it is us that you contact first, our team will investigate the circumstances around the erroneous transfer and initiate the process of correcting the mistake. We will send you written confirmation of the outcome of our investigation within 20 working days of your first contact with us.

We will determine with the other supplier involved whether you were switched in error within 20 working days of your first contact with either supplier.

If we find that your supply transferred to another supplier in error, we will arrange for your supply to be returned to us within 21 working days of the date this is agreed with the other supplier.

If we do not meet any of these Guaranteed Standards of performance, you will receive a £40 compensation payment from us. If we do not make the compensation payment within 10 working days, you will receive an additional £40 compensation payment.

