



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.

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

If you are switched by mistake

If you think your energy supply's been switched to another supplier by mistake, get in touch with us, and we will look into it for you and get it sorted.

We will:

- Contact the other supplier and let you know within 20 working days if the switch happened without a valid contract.
- If you have already spoken to the other supplier, we'll work with them to agree on the outcome. They should get back to you within 20 working days.
- If you were wrongly switched away from us, we will re-register your supply within 21 working days from when we get confirmation.
- If we accidentally took over your supply, we will return you to your previous supplier.

If we do not meet any of these timescales, or accidentally take over your supply, we will pay you a £40 compensation payment.

This does not apply if:

- Your previous supplier stopped trading and Ofgem asked us to take over.
- We have met all the industry rules but didn't get the co-operation we needed from the other supplier.
- We returned you to your old supplier as a goodwill gesture.

Problems with your meter

Your meter should work as it's meant to, reliably and within expected limits. If you think something's not quite right, just get in touch with us.

If your smart meter has a fault

If you think your smart meter or in home display is not working properly, please get in touch. Within five working days of hearing from you, we'll investigate whether there is an issue with your smart meter. If you would like us to, we will confirm the outcome of our investigation in writing. Where a fault is identified with your smart meter, we will agree a timescale with you to complete the necessary work as quickly as possible.

Prepayment meters

If you think your prepayment meter is broken and you are off supply, we will:

- Arrive at your home, or fix the issue remotely, within 3 hours if you contact us to report the problem between 8am and 8pm Monday to Friday, or
- Arrive at your home, or fix the issue remotely, within 4 hours if you contact us to report the problem at the weekend or on a bank holiday between 9am and 5pm
- If you contact us to report the problem outside of these times we will arrive at your home, or fix the issue remotely, by 11am the next working day, or 12pm on weekends and bank holidays

If your prepayment meter develops a fault but you are not off supply, we will within 3 hours on a working day and 4 hours on any other day, take an appropriate action to confirm if the meter is faulty, or take steps to resolve any fault.





(GSOP) continued

Appointments

If you are requesting an appointment to replace your traditional meter with a smart meter, we will offer you an appointment date within 30 working days.

We will stick to the agreed date and time, and if we need to reschedule or cancel, we will give you at least one working days' notice.

Our engineers will arrive prepared

Our engineers will have the right training, tools, and kit to install your smart meter and resolve most issues. If the job requires additional work, specialist equipment, or a different skill set that we were not aware of at the point of booking we will arrange a follow-up appointment to take place within 30 working days.

If we do not meet any of these Guaranteed Standards of performance, you will receive £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.

Guaranteed Standards exemptions

There are exemptions to the Guaranteed Standards compensation schemes covering circumstances beyond our control, including:

- Severe weather
- You are out when we visit at the agreed appointment time
- Strikes or third party actions beyond our control
- You cancel an appointment
- We cancel an appointment giving 1 working days' notice, or you expressly agree to re-arrange the appointment with less than 1 working days' notice

