

# Guaranteed Standards of Service

B&D Energy wants you to have heating and hot water (and if we supply it, electricity) to your home at all times. We are also aware of the impact of any failures in the supply of energy. Therefore, we have set ourselves high standards of customer service and energy availability; what's more, if we fail to achieve these high standards we will compensate you to say sorry.

## 1. What do we mean by 'high standards'?

It would be simple for us to set ourselves low standards that would be easy for us to achieve. These standards may be 'guaranteed' but in fact fall short of delivering what you actually want from your energy supplier. We aim to provide a great of service that is amongst the best in the market.

You should note that we are responsible for:

- Heat – the heat supply network up to where your hot water pipes exit the Heat Interface Unit. Anything beyond that point is the responsibility of you or your landlord.
- Electricity (if we supply your electricity) - everything in our network up to and including where the cable enters your consumer unit. Anything beyond that point is the responsibility of you or your landlord.

## 2. When these Standards do not apply

There are some situations when these Standards and subsequent payments cannot be applied. These include:

- Extreme weather
- You ask us not to act
- The actions or inactions of the you or a third party prevented us performing to our standards
- Events reasonably beyond our control
- No payment will be made whilst we are in dispute with you
- Our failure is caused by an emergency or other extreme situation
- Your account is overdue or has been suspended or disconnected in line with the Residential Supply Agreement
- We are required by law to stop your energy supply
- We have suspended the heat supply on grounds of Health & Safety

### 3. Our promises to you

Item	Issue	Standard	Service Level	Compensation if Service Level is missed	Limit to Compensation
<b>1</b>	Planned Interruptions	If we need to undertake work such as planned maintenance or installation of new equipment that will interrupt the supply of energy to your property, we will give you as much prior written notice as we reasonably can.	Whatever happens, we will provide at least 5 days' notice.	If we fail to give you the minimum notice, then we will pay you £30 for each instance that this occurs.	Payments for this failure will be capped in each calendar year at £100.
<b>2</b>		The duration of any single planned maintenance will be kept to an absolute minimum.	A planned interruption will last a maximum of 2 days in summer and 1 day in winter.	For each planned interruption that lasts more than the maximum duration allowed, we will pay you £30 for each full 24 hour period beginning at 00:00 on the 5th Day following the commencement of the Planned Interruption	Payments for this failure will be capped in each calendar year at £500.
<b>3</b>		We will keep the number of planned maintenance events to a minimum.	There will be no more than 5 days of planned maintenance downtime per energy type in any single 12-month period.	For each day over the maximum number of days allowed, we will pay you £30.	Payments for this failure will be capped in each calendar year at £100.
<b>4</b>	Unplanned Interruptions	Sometimes things go wrong and your energy supplies may be interrupted unexpectedly. In this case we will restore your energy supplies promptly.	We will attend your property within 4 hours of being made aware of the problem in the winter or 24 hours in the summer and, if we find a problem that is our responsibility, we will fix it on our first visit, if possible. Your energy supplies will be restored within 24 hours of this initial visit.	If your energy supplies are not restored within the time allowed, we will pay you £30 for each full 24-hour period (from hour 24) from that first registered notification.	Payments for this failure will be capped in each calendar year at £500.

Item	Issue	Standard	Service Level	Compensation if Service Level is missed	Limit to Compensation
5	Multiple interruptions	We will keep the number of unplanned interruptions events to a minimum	There will be no more than four occasions where unplanned interruptions to supply lasts more than 12 hours per energy type in any single 12-month period	If more than four unplanned interruptions last more than 12 each in a 12 month period then we will pay you a single payment of £54.  This payment is in addition to any payment due under normal circumstances	Payments for this failure will be capped in each calendar year at £54
6	Leaks	If you have a major leak that is caused by our equipment and that will cause damage to your property we will fix it as soon as possible.	We will attend your property within 2 hours of being made aware of the issue and will either fix the problem or make it safe on the first visit from our engineer within a further 2 hours.	If the leak is not fixed or made safe within 4 hours of us being made aware of the issue, we will pay you £30.	Payments for this failure will be capped in each calendar year at £100.
7	Leaks	If you have a minor leak that is caused by our equipment and that is under control, we will fix it.	We will attend within 12 hours of being made aware of the problem and fix the problem or make it safe on the first visit from our engineer.	If the leak is not fixed or made safe at the first visit, we will pay you £30.	Payments for this failure will be capped in each calendar year at £100.
8	Meter Fault	Your meter will work correctly and accurately. If you think that your meter may not be operating correctly, then we will fix it.	We will arrange to attend your property within 2 working days of your call. If we identify a faulty meter, then this will be replaced on the first visit.	If we find that your meter is faulty and needs replacing but is not replaced on the first visit or within 2 working days, we will pay you £30.	Payments for this failure will be capped in each calendar year at £100.
9	General Faults	If we agree that an engineer visit is necessary to correct a fault on our equipment, then you will be offered an appointment within 2 working days.	We will arrange to attend your property within 2 working days of your call. If we identify a fault, then this will be fixed within an additional 2 working days.	If a problem is found but not fixed within 4 working days of being made aware of the issue, we will pay you £10.	Payments for this failure will be capped in each calendar year at £100.

Item	Issue	Standard	Service Level	Compensation if Service Level is missed	Limit to Compensation
<b>10</b>	Appointments	Appointments will be at agreed times and will be attended on time by our teams.	We will attend within the time period allowed and agreed when the appointment was set.	If we fail to attend within the agreed appointment window, we will pay you £10.	Payments for this failure will be capped in each calendar year at £100.
<b>11</b>	Complaint Response	We will respond to a formal complaint promptly.	We will acknowledge a formal complaint from you within 2 working days of its receipt and will resolve the issue, or issue our best offer, within 8 weeks of the formal complaint.	If we fail to respond within the timescales, we will pay you £10.	Payments for this failure will be capped in each calendar year at £100.
<b>12</b>	Account Enquiries	We will respond to any general query about your account with us promptly.	We will respond to an account query from you within 2 working days from receipt of your query.	If we fail to respond within the timescales, we will pay you £10.	Payments for this failure will be capped in each calendar year at £100.
<b>13</b>	Vulnerable Residents	If our heating service fails, our Registered Vulnerable Customers will stay warm	If an interruption to the heat supply lasts more than 12 hours, we will supply all Registered Vulnerable Customers with alternative form of heating.	If we fail to supply the alternative heating we will pay Registered Vulnerable Customers £24	No Cap
<b>Multiple compensation claims for items 4, 5, 6 and 8 cannot be made for the same event</b>					

If you believe that we have failed to provide the minimum standard and wish to make a claim, please contact us on **0208 227 5960** (office hours 8.30am to 5pm, Monday to Friday).