

# Standards of Service: Important information for our customers



**SCOTTISHPOWER**  
The Energy People

## This leaflet explains:

- Important information on gas safety and how to guard against carbon monoxide poisoning
- How we've performed against the service standards set by our regulator Ofgem
- Where you can find information on our process for dealing with customer complaints

Welsh language and large print versions of this leaflet are available on our website: [www.scottishpower.co.uk/standards](http://www.scottishpower.co.uk/standards)

# Standards of Service

We're committed to providing you with great service. As your energy supplier we must meet Guaranteed Standards relating to billing, metering and customer enquiries. If we fail to provide you with a service that meets these standards, we will pay you compensation. We also have to meet targets for Overall Standards of Service, which are not covered by the compensation scheme.

## Guaranteed Standards - How we've performed

### **Account enquiries – Electricity only**

This standard applies if you have a query about the accuracy of your electricity bill, if you want to change the way you pay for your electricity (which we can't agree to) or if you have a query about whether you are due a Guaranteed Standards payment.

We will respond to your query within 5 working days of receiving it.

If our response informs you that a refund is due, we will pay you within 5 working days from the date of that response. If we do not respond within these timescales, we will pay you £20.

### **Making and keeping appointments**

We offer morning (before 1 pm) or afternoon (after 12 noon) appointments, or a 2 hour time band on request. If we do not offer you an appointment within these time bands, or we fail to keep an appointment that we agreed with you, we will pay you £20.

*Exception note: This standard will not apply where we are not able to keep the appointment due to circumstances outwith our control or we give you at least one working day's notice that we will be unable to keep the appointment.*

## Faulty meters

If you report a faulty meter we will:

- Explain the problem within 5 working days, or
- If we can't give you an explanation within 7 working days we will offer to arrange a suitable appointment for an engineer to investigate

If we fail to do either of these things we will pay you £20. If we arrange an appointment with you but do not keep it, we will pay you a further £20.

*Refer to previous exception note.*

## Faulty prepayment meters

If your electricity prepayment meter develops a fault (not related to credit running out) we will:

- Visit you within 3 hours, on working days, if you call us between 7am and 7pm and 4 hours, on non working days, if you call us between 9am and 5pm.

If we don't visit within these timescales, we will pay you £20.

**If your gas prepayment meter develops a fault (not related to credit running out) we will:**

- Visit you within 4 hours if you contact us between 8am and 8pm, on working days, or 9am and 5pm on non working days.

If we don't visit within these timescales, we will pay you £20.

*Refer to previous exception note.*

## **How payments are made**

Guaranteed Standards payments are made to you automatically by cheque – you do not need to apply. If we are aware of a failure and do not pay you within 10 working days of becoming aware of it, we will pay you an additional £20.

## Guaranteed Standards exemptions

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

- Severe weather
- Strikes or third party actions outwith our control
- Customer out when we visit
- Customer cancels appointment
- Service requests outside the times detailed
- Energy company cancels appointment giving in this leaflet one working day's notice

## Overall Standards

### How we've performed

These standards are NOT covered by the compensation scheme.

### Restoring a supply

If we cut off your supply because you have not paid a bill, we will restore it within 24 hours if you pay what you owe, or agree a payment plan with us.

**Target 100% Success Rate 99%**

### Moving a meter

If you ask us to move your meter, we will do this within 15 working days of receiving your request, provided you meet any conditions of moving the meter, such as paying any charges due.

**Target 100% Success Rate 99%**

## Changing a meter

If you are changing the way you pay and need a new meter to do this, we will fit a replacement within 10 working days.

**Target 100% Success Rate 99%**

## Prepayment meters

If you report a fault with your prepayment meter we will arrange a visit to repair or replace it:

- Within 3 hours (electricity meter) or 4 hours (gas meter) on working days

**Target 98% Success Rate 98%**

- Within 4 hours, for both electricity and gas meters, on non working days

**Target 95% Success Rate 97%**

## Standards for electricity distributors and gas transporters

Your electricity distribution company and gas transporter, who manage the wires and pipes that deliver your energy, also have to meet Guaranteed Standards of Service relating to:

- Getting you back on supply after a network fault
- Making and keeping appointments
- Compensation payments

In addition, they also have to meet specific Guaranteed Standards, as follows:

### Electricity distributors

- Main fuse failures
- Multiple supply interruptions
- Estimates for new connections to the network
- Notice of a planned supply interruption
- Voltage complaints

## Gas transporters

- Reinstatement at your premises after maintenance work
- Providing heating and cooking facilities for vulnerable customers

Electricity distributors and gas transporters must also meet service quality standards on emergency call handling and response, informing customers about planned supply interruptions and restoration times after faults. There are also standards covering home visits, correspondence and complaints.

For further information on these standards, log on to our website:

**[www.scottishpower.co.uk/standards](http://www.scottishpower.co.uk/standards)**

Alternatively, you can contact your electricity distribution company or gas transporter direct. Their contact numbers are listed on the back of your bill, or in your local phone directory.

# Gas Safety

All gas appliances need an adequate air supply to burn safely, and must have a flue to remove the combustion waste products from the property.

Make sure air vents in doors, windows or walls are not blocked and that the flue from the fire or boiler does not become blocked or obstructed.

## Important Safety Checks

**Never** 

- Use a gas appliance if you think that it is not working properly
- Cover an appliance or block the convection working properly air vents
- Block or obstruct any fixed ventilation grills, air bricks or outside flues

## Warning signs

Your gas appliance may not be working properly if you notice:

- Yellow or orange coloured flames (except in fuel-effect fires)
- Sooty stains or scorch marks on or around gas appliances
- A pilot light that frequently blows out

## Gas safety checks

The Health and Safety Executive (HSE) advises all gas consumers to have their gas appliances and fittings checked for safety annually by a Gas Safe registered installer. We may be able to offer a gas safety check carried out by a fully qualified engineer.

**This service may be free for customers who own and occupy their own home, are in receipt of certain benefits and:**

- (a) Are over 60 years of age, disabled or chronically sick, and
  - i. Live alone or
  - ii. Live with others, all of whom are over 60, under 18, disabled or chronically sick OR
- (b) Live with others, including at least one child who is aged under five years

For more details please contact us on **0845 2700 700**.

If during a safety check the engineer finds that an appliance is dangerous, it will be condemned and cannot be used until you have it repaired or replaced and no longer poses any further danger. If this happens and you need support or advice you can call the Gas Safe Register enquiry number on 0800 408 5500 or alternatively visit their website at [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)

## Guard against carbon monoxide “the silent killer”

You can't see it, smell it or taste it, but carbon monoxide gas can kill in just a matter of hours.

*Carbon monoxide gas kills around 40 people and seriously harms 300 in the UK every year\*.*

Poisoning by carbon monoxide often goes undiagnosed and can result in lasting brain damage, or death.

In the home environment, carbon monoxide gas can be produced by faulty gas appliances, so please be aware of the following risks.

## **You may be at risk of carbon monoxide poisoning if**

- Your gas appliance has been poorly installed
- The gas appliance is not working properly or has developed a combustion fault
- Your gas appliance has not been regularly maintained by a Gas Safe registered engineer

## **Other risks include**

- Not enough fresh air in the room
- Your chimney or flue becomes blocked
- You sleep in a room that has a gas appliance, such as a conventional gas fire, which is not room sealed

## Symptoms

Symptoms of carbon monoxide poisoning can often be mistaken for flu or food poisoning and may include all or any of the following:

- Recurring headaches
- Nausea, sickness or stomach pains
- Dizziness
- Tiredness or drowsiness
- Chest pains
- Visual problems

**Symptoms may come and go, for example, improving when you are away from home or the faulty appliance is switched off. If you suffer from any of these symptoms – seek medical advice and ask if carbon monoxide may be the cause.**

For further information and advice on the dangers of carbon monoxide poisoning, please visit:

**[www.becarbonmonoxideaware.com](http://www.becarbonmonoxideaware.com)**

If you suspect carbon monoxide leakage, call a Gas Safe registered installer to investigate and make repairs. The Gas Safe Register enquiry number is **0800 408 5500**, alternatively, you can visit their website at **[www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)**

\*Source: CO-Gas Safety 2008

## **Gas emergencies**

If you smell gas, or suspect there is a gas escape, you should immediately open all doors and windows and shut off the gas supply at the meter control valve. Call the Gas Emergency Number 0800 111 999. Do not use naked flames or light switches.

## ScottishPower Carbon Monoxide Detector Offer

Installing a carbon monoxide detector in your home can help protect you against the dangers of carbonmonoxide poisoning and give you added peace of mind.

ScottishPower can offer you a carbon monoxide detector for only £23.00 (inc. VAT).

Its key features include:

- Audible alarm
- No need for wiring
- Portable, so it can be taken on holiday or installed anywhere within the home
- Tested to meet European Carbon Monoxide

Alarm Standard BS EN 50291:2001

To buy your carbon monoxide detector simply telephone **0845 223 5150** from 9am to 5.15pm, Monday to Friday, or visit **[www.scottishpower.co.uk/carbonm](http://www.scottishpower.co.uk/carbonm)**

## Grants available for eligible customers

For customers who qualify, some financial assistance towards the cost of insulation and heating improvements may be available depending on where you live. In England you can call Warm Front on 0800 316 2805; in Wales it is the Home Energy Efficiency Scheme on 0800 316 2815; and in Scotland it is the Energy Assistance Package on 0800 512 012.

## Getting it right

We want to provide you with the best possible service at all times. But if we make a mistake, or you are unhappy with our service, please tell us and we will try to put things right, quickly and effectively. If after contacting our Customer Service Centre you remain unhappy with the way your complaint was handled, please ask to speak to our Customer Care Team.

Full details of our Complaint Handling Process, including our Customer Charter on 'Handling Your Enquiry or Complaint', are available on our website at

**[www.scottishpower.co.uk/complaints](http://www.scottishpower.co.uk/complaints)**

You can also obtain a copy of the Charter by calling **0845 2700 700**.

If your complaint is not resolved within 8 weeks, or you receive our final response letter and are still unhappy, you can contact the independent Energy Ombudsman on **0845 055 0760** or at **[www.energy-ombudsman.org.uk](http://www.energy-ombudsman.org.uk)**

## Help, advice & service

Got a question? Need advice or help with your account? We've got the answers to our customers most frequently asked questions on our website: [www.scottishpower.co.uk](http://www.scottishpower.co.uk)  
You can also pay your bill, provide your meter readings, check your account, tell us you're moving, check out energy saving tips and much, much more.

## Other useful contacts

Gas emergencies (24 hours):  
0800 111 999

Energy Supply Ombudsman:  
0845 055 0760 or 01925 530 263

Home Heat Helpline: 0800 336 699  
(minicom 08000 272 122)

Ofgem, our regulator, has the power to make rulings on disputes relating to the Standards of Service. For further information log on to: [www.ofgem.gov.uk](http://www.ofgem.gov.uk)

## Contact Us

If you have an enquiry about this leaflet, or any aspect of our service, please contact us.

Letter: ScottishPower, Customer Care,  
Cathcart Business Park, Spean Street,  
Glasgow G44 4BE

Email:

[customer.services@scottishpower.co.uk](mailto:customer.services@scottishpower.co.uk)

Phone: 0845 2700 700

Lines open Monday to Friday 8am to 7pm,  
Saturday 8.30am to 1pm

Minicom: 08000 274 900

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