



Our Guaranteed Standards of Performance


Guaranteed Standards of performance are our minimum service-level standards that cover restoration of supply, customer communication and connections, to ensure our customers receive a baseline level of service. Customers are entitled to receive compensation payments if we fail to meet these standards (set out below).

 **Interruptions:** Customers who face planned or unplanned interruptions to their gas supply.

| Standard | What the standard requires | Compensation if we miss the standard |
|----------|--|--|
| GSOP1 | Gas supply restoration following an unplanned interruption | We will restore your gas supply within 24 hours of an unplanned interruption |
| GSOP2 | Reinstatement of consumers' premises | We will reinstate your premises within 5 working days (3 working days for PSR customers*) |
| GSOP3 | Domestic customers on the Priority Services Register (PSR) | Provision of facilities for priority domestic customers, including, alternative heating and cooking facilities, access to hot water and a hot meal |
| GSOP13 | Notification in advance of planned supply interruptions | We will notify customers 7 working days in advance of a planned interruption. |

 **Customer Communications:** Timely communication with our customers.

| Standard | What the standard requires | Compensation if we miss the standard |
|----------|--|---|
| GSOP12 | Timely payment of GSOP customer payments | Payment made within 10 working days |
| GSOP14 | Timely response to complaints | We will respond to your complaint within 5 working days, or 10 working days if site visit is required |

 **Connections:** Connecting a new gas supply or isolating an old one. Or altering the position of a gas pipe.

| Standard | Targets | Compensation if we miss the standard |
|----------|---|--------------------------------------|
| GSOP4 | Provide a quotation within 4 working days | 90% of the time |
| GSOP5 | Provide a quotation within 11 working days | 90% of the time |
| GSOP6 | Provide a quotation within 21 working days | 90% of the time |
| GSOP7 | Accurate quotation issued | N/A |
| GSOP8 | Respond within 5 working days | 90% of the time |
| GSOP9 | Within 17 working days | 90% of the time |
| GSOP10 | Within 20 working days | 90% of the time |
| GSOP11 | To meet substantial completion by agreed date | 90% of the time |

We will make compensation payments to you directly or via your gas supplier.

* PSR customers applying for GSOP2 must be registered on the PSR at least 30 days prior to the start of reinstatement work