



Shell
ENERGY

Guaranteed Standards of Performance

Version number: 1.2

Date published: 30/07/20

In addition to our commitment to achieve high standards of customer service, Ofgem set out specific standards that we, and all suppliers, must adhere to. These are called our Guaranteed Standards of Performance. We are also required to tell you about the Standards which apply to your local electricity distributor; and those which apply to your local gas distributor.

Our Guaranteed Standards of Performance

Appointments

Our engineers may occasionally need to visit your property, either at your request, or whenever we need to carry out work in accordance with our supplier obligations. Whatever the reason for the appointment, we will adhere to the following standards:

1. Wherever possible, appointment dates will be offered within a reasonable period of time after you have requested an appointment or after we have contacted you to make or re-arrange an appointment. How quickly we can visit your property will depend on your individual circumstances and the reason for the appointment. Our appointments are always within normal working hours. For your convenience, appointment slots will be offered between 8am-12pm, 10am-2pm, 12pm-4pm and 2-6pm; however arrangements may vary depending on where you live.
2. We will do our best to offer you an appointment on a date and time to suit you where it is reasonably possible to do so.
3. We will not rearrange an appointment if it less than 1 day away without your agreement
4. We will keep an appointment unless you have cancelled it or we have re-arranged it and you have agreed to the new date.
5. We will ensure that the engineer has the necessary skill, experience and resource to do what is scheduled to be done.

If we're late, or miss the arranged appointment, or if we otherwise fail to meet any of these standards, we'll pay you compensation of £30.00 within 10 working days. If we fail to do that, we'll make an additional payment of £30.00 within a further 10 working days. We'll make those payments to you unless there is a genuine dispute between us as to whether you should receive them, and in accordance with the provisions of the Electricity and Gas (Standards of Performance) (Suppliers) Regulations 2015. Payments will typically be made as a credit to your energy account.

Meter Problems (non pre-payment meters)

Gas and Electricity meters are required to operate correctly, and to Industry-prescribed levels of tolerance. If you believe that your gas or electricity meter is not operating correctly, or that it is not recording your consumption correctly, you should notify us. You should not, under any circumstances, attempt to rectify the problem yourself. Once you have notified us of the problem (and the meter is not a prepayment meter) we will do each of the following within 5 working days of receiving your notification:

1. We will complete an initial assessment of whether it is operating correctly, and to the prescribed tolerances.
2. We will take action to determine the cause of the problem, or otherwise ensure that you receive a supply

through a meter which is operating correctly and to within the the prescribed levels of tolerance.

3. We will offer to confirm details of the above in writing to you, including the actions we propose to take to ensure you receive a supply through a correctly operating meter, along with the timescales for doing so.

In taking the actions described above, we will start with whatever office-based checks we are able to make without necessarily visiting your premises. Please note that if we receive your notification outside normal working hours, the 5 working day timescale will run from the start of the next day.

If we fail to meet any of these standards, we'll pay you compensation of £30.00 within 10 working days. If we fail to do that, we'll make an additional payment of £30.00 within a further 10 working days. We'll make those payments to you unless there is a genuine dispute between us as to whether you should receive them, and in accordance with the provisions of the Electricity and Gas (Standards of Performance) (Suppliers) Regulations 2015. Payments will typically be made as a credit to your energy account.

Pre-payment Meter Problems

If you believe that your gas or electricity pre-payment meter is not operating correctly, you must notify us, and should not, under any circumstances, attempt to rectify the problem yourself. Once you have notified us of the problem we will do the following:

If you have lost supply altogether

1. We'll start work to put things right. This may involve visiting your property but sometimes we can start that work without a visit.
2. We'll start that work within 3 hours of receiving your notification (or within 4 hours on a weekend or Bank Holiday)

If you have not lost your supply altogether

1. Within 3 hours of receiving your notification (or within 4 hours on a weekend or Bank Holiday) we will take action to help us better understand whether your pre-payment meter is faulty. If it is faulty, we will repair it or (where this is not possible) replace it.

We operate a call-handling service 24 hours a day, 7 days a week, and we will react as quickly as we can during normal working hours which are between 8.00am-8.00pm Monday to Friday and (in cases of emergency only) between 9.00am-5.00pm on Saturdays and Sundays. If we receive your notification outside normal working hours, the 3 or 4 hour timescale will run from the start of the next day.

If we fail to meet either of these standards, we'll pay you compensation of £30.00 within 10 working days. If we fail to do that, we'll make an additional payment of £30.00 within a further 10 working days. We'll make those payments to you unless there is a genuine dispute between us as to whether you should receive them, and in accordance with the provisions of the Electricity and Gas (Standards of

Performance) (Suppliers) Regulations 2015. Payments will typically be made as a credit to your energy account.

Reconnecting your supply

In the rare event that we have disconnected your supply because you have not paid your gas or electricity charges, we will do everything we can to get you back on supply as soon as possible. This may mean that you pay the outstanding charges, along with our reasonable expenses and any security deposit. Alternatively, it may mean that we agree a repayment plan with you.

1. Once either of these events have taken place, we will reconnect your supply within 24 hours.

Please note that if either of these events occur outside normal working hours the 24 hour timescale will run from the start of the next day.

If we fail to meet this standard, we'll pay you compensation of £30.00 within 10 working days. If we fail to do that, we'll make an additional payment of £30.00 within a further 10 working days. We'll make those payments to you unless there is a genuine dispute between us as to whether you should receive them, and in accordance with the provisions of the Electricity and Gas (Standards of Performance) (Suppliers) Regulations 2015. Payments will typically be made as a credit to your energy account.

Passing on payments to you

We may occasionally receive what is referred to as a "distributed payment" from a gas transporter, or from an electricity distributor, which we have an obligation to pass on to you. For example, if your gas distributor experiences water ingress which disrupts the gas supply to your home, they have an obligation to get you back on supply. If they fail to do so, you may be entitled to a compensatory payment. This will be paid to us and we, in turn, must pass it on to you.

1. We will relay any such payment to you within 10 working days from when we receive it.

If we fail to do this, we'll pay you compensation of £30.00 within 10 working days of that failure. We'll make that payment to you unless there is a genuine dispute between us as to whether you should receive them, and in accordance with the provisions of the Electricity and Gas (Standards of Performance) (Suppliers) Regulations 2015. Payments will typically be made as a credit to your energy account.

Gas Distributor Standards of Performance

The Energy Industry is split into 4 parts - Generation, Transmission, Distribution and Supply. We are your Supplier at the end of this chain, but ensuring a steady and reliable source of energy requires commitment from all four parts.

In addition to our own Standards of performance as your Supplier Ofgem sets guaranteed standards of performance for all Gas Transporters (GT). These standards are set to ensure GTs provide a required level of service and cover supply restoration; reinstatement following work at your premises; provision of alternative heating and cooking facilities for customers on the Priority Services Register; responding to complaints; notification of planned work where the GT needs to interrupt your gas supply; the provision

of various services associated with providing a gas connection to your property. If the GT fails to meet these standards you are entitled to receive a compensation payment. The regulator also sets Licence Conditions which require the GTs to meet a minimum percentage against service levels which is measured on an annual basis. Licence Conditions cover response to telephone calls made to the National Gas Emergency Service and the time taken to respond to your gas emergency. This section provides information on the standards of performance that Ofgem requires the GTs to provide and compensation payments that you are entitled to receive where they fail to meet these standards. Your Gas Transporter (GT) owns the network of gas pipes which supply gas to your premises. GTs do not provide meter readings or your gas supply bill. For any queries in relation to these two services you should contact us as your Supplier.

Guaranteed Standards of Performance (GSOP)

Most compensation payments for failure to meet Guaranteed Standards are paid automatically when the GT fails the standard. However, for some standards customers must make a claim from the GT using the contact details further on in this document. The table below indicates which standards must be claimed by customers.

Guaranteed Standard	Standard Description	Compensation for failure
GS1. Supply restoration	If you are a domestic customer and your gas supply is interrupted as a result of a failure, fault or damage to your GTs pipeline system you will be reconnected/gas will be available at your property within 24 hours.	<p>If the GT fails you will receive a payment of £30 if you are a domestic customer, and £30 for each additional complete 24 hours you are without gas up to a maximum of £1000.</p> <p>If you are a non-domestic customer, (and your annual gas consumption does not exceed 73,200kWh) the payment will be £50 for the failure and £50 for each additional complete 24 hours you are without gas up to a maximum of £1000.</p>
	<p>Note for GS1: If you are a non-domestic customer and your annual gas consumption exceeds the 73,200kWh threshold, you are entitled to similar payments to GS1 but under alternative arrangements.</p>	

Non-Connections Guaranteed Standards

<p>GS2. Reinstatement of customer's premises</p>	<p>If the GT initiates work on your premises, your premises will be permanently reinstated within 5 working days of the completion of the engineering work.</p>	<p>If the GT fails you will receive a payment of £50 if you are a domestic customer, and £50 for each succeeding period of 5 working days thereafter. If you are a non-domestic customer the payment will be £100 for the failure and £100 for each succeeding period of 5 working days thereafter.</p>
<p>GS3. Heating and cooking facilities for priority domestic customers</p>	<p>If you are registered on your supplier's Priority Service Register and your gas supply is interrupted, you will be provided with alternative heating and cooking facilities within 4 hours, or if more than 250 customers are affected, within 8 hours. (8pm-8am excluded).</p> <p>NOTE – this must be claimed within 3 months of failure</p>	<p>If the GT fails and you inform them of their failure within 3 months of the interruption you will receive a payment of £24.</p>
<p>GS13. Notification in advance of planned supply interruptions</p>	<p>When the GT carries out planned work to replace pipes or maintain the integrity of the gas system, they may need to interrupt your gas supply. If so, your GT will inform you of the date they expect to interrupt you and the reason why your supply needs to be interrupted, at least 5 working days before the interruption occurs.</p> <p>NOTE – this must be claimed within 3 months of failure</p>	<p>If the GT fails and you inform them of their failure within 3 months of the interruption you will receive a payment of £20 if you are a domestic customer and £50 if you are a non-domestic customer.</p>
<p>GS14. Responding to Complaints</p>	<p>If you complain to a GT in writing or over the telephone, the GT will respond substantively to your complaint within 10 working days of receiving your complaint.</p> <p>However if a visit to your premises or additional information from a 3rd party is required to enable resolution of the complaint, the GT will issue an initial written response within 10 working days of receiving your complaint to explain this situation and will then respond substantively within 20 working days from receipt of the complaint.</p>	<p>If the GT fails to meet this standard you will receive a payment of £20 and £20 for each succeeding period of 5 working days thereafter, up to a maximum of £100.</p> <p>If the 20 day extension has been applied and the GT fails to meet this standard you will receive the compensation amounts set out above.</p>

Connections Guaranteed Standards

If you request a new connection or service alteration the following standards apply. In addition to these Guaranteed Standards, the GTs listed in this document are also required to meet Licence Conditions (under Standard Special Condition D10 of their Licence) and should achieve these standards in 90% of cases.

Guaranteed Standard	Standard Description	Compensation for failure
GS4. Provision of standard quotations (up to 275kWh)	If you request a standard quotation from your GT for a new connection or an alteration to an existing connection up to and including a rate of flow of 275kWh, the GT will issue it within 6 working days.	If the GT fails you will receive a payment of £10 and an additional £10 for each succeeding working day up to the quotation sum or £250 whichever is lowest.
GS5. Provision of non standard quotations (up to 275kWh)	If you request a non-standard quotation from your GT for a new connection or an alteration to an existing connection up to and including a rate of flow of 275kWh, the GT will issue it within 11 working days	If the GT fails you will receive a payment of £10 and an additional £10 for each succeeding working day up to the quotation sum or £250 whichever is lowest.
GS6. Provision of non standard quotations (greater than 275kWh)	If you request a non-standard quotation from your GT for a new connection or an alteration to an existing connection exceeding a rate of flow of 275kWh, the GT will issue it within 21 working days.	If the GT fails you will receive a payment of £20 and an additional £20 for each succeeding working day up to the quotation sum or £500 whichever is lowest.
	Note for GS4, GS5 & GS6: these standards do not apply where the information you provided to your GT was incorrect or incomplete or where consents are required from third parties.	
GS7. Accuracy of quotations	If the quotation is found to be inaccurate in accordance with the GTs published accuracy scheme, the GT will reissue you with a correct quotation and any overcharge paid will be refunded. You can contact your GT on the details provided for further information on their accuracy scheme.	If the quotation is found to be inaccurate in accordance with the GTs published accuracy scheme then you will be entitled to payment(s) under GS4, GS5 or GS6 until an accurate quote is issued.
GS8. Responses to land enquiries	If you ask for a Land Enquiry from your GT in relation to a new connection or an alteration to an existing connection the GT will issue a response within 5 working days.	If the GT fails you will receive a payment of £40 and an additional £40 per working day thereafter up to a maximum of £250 for connections up to and including 275kWh and £500 for connections exceeding 275kWh.

Guaranteed Standards Exclusions

Ofgem has agreed a set of circumstances for when the Guaranteed Standards referred to above may not apply; these are known as exclusions. They include events beyond the GTs' control such as severe weather, industrial action, damage caused by customer, actions by third parties or not being able to gain access to premises as well as legislative constraints, labour disputes and reasons of safety. If any of these exclusions apply, the GT will need to demonstrate that all reasonable steps had been taken to meet the standard.

Licence Conditions (LC)

Licence Condition	Definition	Annual Target
Standard Special Condition D10 – Quality of service standards. Paragraph 2(f) – Responding to telephone calls	Telephone calls to the National Gas Emergency Service (which operates 24 hours a day), the general enquiry line and the meter point reference number helpline (during the hours which they operate) shall be answered within 30 seconds of the call being connected.	90%
Standard Special Condition D10 – Quality of service standards Paragraph 2(g) – Responding to gas emergencies	Where a GT receives a report of a gas escape or other gas emergency, including a significant escape of carbon monoxide or other hazardous situations, it shall attend as quickly as possible within the following timescales: (a) All uncontrolled escapes/gas emergencies within 1 hour. (b) All controlled escapes/gas emergencies within 2 hours.	97% 97%

The GTs listed in this document are required to meet standards set out in Licence Conditions on an annual basis. In addition to the 90% standard for connections work mentioned above, GTs are also required to meet the Licence Conditions set out in the table below: The performance actually achieved by each GT for the period 1 April 2014 to 31 March 2015 is shown in the next table.

Gas Transporter Owner	Network area owned by Gas Transporter	% Performance achieved against Licence Standards in 2014/15		
		2(f) Telephone response times (proportion answered within 30 seconds)	2(g) Response to uncontrolled escapes (proportion attended within 1 hour)	2(g) Response to controlled escapes (proportion attended within 2 hours)
	East of England	92.96%	97.60%	98.47%
	London	92.96%	97.39%	97.73%
	North West	92.96%	98.20%	98.93%
	West Midlands	92.96%	97.52%	98.29%
	Scotland	92.96%	98.75%	99.59%
	Southern	92.96%	98.50%	99.37%
	Wales & West	92.96%	98.48%	99.60%
	Northern	92.96%	99.86%	99.99%

Other Services Provided for Gas Customers

Each GT provides various services for vulnerable customers; must comply with certain requirements when visiting customer premises; and must have in place a procedure for dealing with any complaints made by customers. These services are described in a statement(s) produced by each company. These statements are available free of charge and can be downloaded from the GTs' websites. Contact details for each company are shown in the table on the next page.

For all enquiries please contact your GT at the following address:

	<p>Customer Centre – Enquiries team National Grid Brick Kiln Street Hinckley Leicestershire LE10 0NA Tel: 0845 070 0203</p> <p>email: customersupport@uk.ngrid.com</p> <p>www.nationalgrid.com</p>		<p>Northern Gas Networks 1100 Century Way Thorpe Park Business Park Colton Leeds, LS15 8TU Tel: 0191 501 4360</p> <p>email: info@northerngas.co.uk</p> <p>www.northerngas.co.uk</p>
 	<p>Scotland Gas Networks plc 2nd Floor Inveralmond House 200 Dunkeld Road Perth PH1 3AQ Tel: 0845 070 1432</p> <p>email: customerserviceScotland@sgn.co.uk</p> <p>Southern Gas Networks plc 2nd Floor Inveralmond House 200 Dunkeld Road Perth PH1 3AQ Tel: 0845 070 1431</p> <p>email: customerserviceSouthern@sgn.co.uk</p> <p>www.sgn.co.uk</p>		<p>Customer Services Wales & West Utilities Wales & West House Spoooner Close Celtic Springs Coedkernew Newport NP10 8FZ Tel: 0870 165 0597</p> <p>email: enquiries@wwutilities.co.uk</p> <p>www.wwutilities.co.uk</p>

Electricity Distributor Standards of Service

The following Guaranteed Standards are those which your Electricity Distributor must adhere to.

Guaranteed Standards of Performance – Electricity Distributor

1. Distributor's fuse failure

If your main fuse fails and you report it to your electricity distributor on a working day, between 7am and 7pm on a working day they will visit you within 3 hours. If you report it on any other day, they will visit within 4 hours.

If they fail to meet this deadline you will receive £30

2. Supply shortage disconnection (Rota disconnections)

On very rare occasions there may be supply shortages in your locality and your electricity supply may need to be interrupted on a rota basis in order to share the available load. If, it becomes necessary for your distributor to deliberately interrupt your supply, and you are off supply for 24 hours or longer, you may be eligible for £75.00 if you are a domestic customer and £150 if you are a non-domestic customer.

3. Multiple supply interruptions

If, your electricity supply fails due to the distribution system for 3 hours or more on at least 4 different occasions in a 12 month period (starting 1 April every year) you may be eligible for £75.00

4 Supply restoration following electricity failure during normal weather conditions

If your electricity supply fails during normal weather conditions due to a problem on the distribution system, your electricity distributor will restore it within 12 hours of first becoming aware of the problem. If this deadline is not met and you are a domestic customer, you will receive £75.00. If you are a business, you will receive £150.00. A further £35.00 will be paid for each additional 12 hour period in which the supply is not restored.

If your electricity supply fails during normal weather due to a single incident on the distribution system affecting 5,000 premises or more, your electricity distributor will restore it within 24 hours of first becoming aware of the problem. If this deadline is not met and you are a domestic customer, you will receive £75.00. If you are a business, you will receive £150.00. A further £35.00 will be paid for each additional 12 hour period in which the supply is not restored, up to a cap of £300 in total.

5. Supply restoration following electricity failure during severe weather conditions

If you are without power during severe weather due to a fault on the distribution system, it will be restored within a prescribed period. The length of time that applies depends on the size of the event and varies from at least 24 hours without supply to more than 48 hours.

If your electricity distributor fails to restore your supply within the prescribed time you are entitled to £70. For each further 12 hour period that you are without supply you can claim an additional £70 up to a maximum of £700.

6. Notice of planned interruption to supply

You must be given at least 2 days notice of a planned interruption by your electricity distributor. If this notice is not given you will receive payment of £30 if you are a domestic customer or £60 if you are a business customer.

7. Investigation of voltage complaints

If you tell your electricity distributor about a problem with your supply voltage they must offer to visit your premises within 7 days or explain the problem in writing within 5 working days.

If they miss this deadline you will be paid £30.

8. Making and keeping appointments

If the distribution company needs to visit the property, they must offer either a morning appointment (before 1pm) or afternoon appointment (after 12pm). Alternatively they must offer a fixed 2-hour time band if requested. If they fail to make or keep an appointment you will receive £30.

9. Payments under the standards

Distribution companies have 10 days to make a payment for failing to meet any of the above standards (other than no.5 where the distribution company must make payment as soon as reasonably practical). If the distribution company fails to meet this deadline, you may be eligible for a payment of £30.

Standards of Service

Electricity Distribution Network Operators (DNO)

Please find below a map indicating the Electricity DNO for each region, and details of how to contact them.

Electricity Distribution

- | | | | |
|---|--|----|--|
| 1 |  | 6 |  |
| 2 |  | 7 |  |
| 3 |  | 8 |  |
| 4 |  | 9 |  |
| 5 |  | 10 |  |



Independent distribution network operators



Standards of Service

Making a claim

Customers must make a claim within three months of their electricity supply being restored.

Area	Distribution Network Operator	General Enquiries	Emergencies/ Power Cuts	Website
Scotland North	SSE Power Distribution	0800 048 3515	0800 300 999	www.ssepd.co.uk
Scotland South	SP Energy Networks	0330 1010 444	0800 092 9290	www.spenergynetworks.co.uk
North East England	Northern Powergrid	0845 070 7172	0800 66 88 77	www.northernpowergrid.com
Yorkshire	Northern Powergrid	0845 070 7172	0800 375 675	www.northernpowergrid.com
North West England	Electricity North West	0800 195 4141	0800 195 4141	www.enwl.co.uk
Merseyside and North Wales	SP Energy Networks	0330 1010 444	0800 001 5400	www.spenergynetworks.co.uk
South Wales	Western Power Distribution	0845 601 3341	0800 052 0400	www.westernpower.co.uk
West Midlands	Western Power Distribution	0845 724 0240	0800 328 1111	www.westernpower.co.uk
East Midlands	Western Power Distribution	0845 724 0240	0800 056 8090	www.westernpower.co.uk
South East England	UK Power Networks	0845 601 4516	0800 783 8866	www.ukpowernetworks.co.uk
South West England	Western Power Distribution	0845 601 2989	0800 6783 105	www.westernpower.co.uk
London	UK Power Networks	0845 601 4516	0800 028 0247	www.ukpowernetworks.co.uk
East Anglia	UK Power Networks	0845 601 4516	0800 783 8838	www.ukpowernetworks.co.uk
Southern England	SSE Power Distribution	0800 048 3516	0800 072 7282	www.ssepd.co.uk

The Distribution Network Operators also have a full list of who supplies electricity to every home in their area. If you have just moved into a property and need to find out who your supplier is then you can contact your local distribution company.

Standards of Service

Additional Support - Our Priority Services Register

If you are of pensionable age, suffer from long term ill-health, or if you have a visual or hearing impairment, we will provide you, free of charge, with information on free services that may be available to you. These are tailored to the needs of our vulnerable customers. Our obligations are set out in our statement "How do I register for priority services?" and in our policy "Helping Vulnerable Customers". Both are available on our website at www.shellenergy.co.uk. Call us on 0330 094 5800 or Typetalk on 18001 0330 094 5800 to find out more or to register for any of these services

How To Make a Complaint

It's easy to get free, independent advice so that you "Know your rights" as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills. To "Know your rights" visit www.citizensadvice.org.uk/energy for up to date information or call their consumer service on 0808 223 1133. Calls are free. Contact Citizens Advice if you need help with an energy problem – for example with your bills or meters, or if you're struggling to pay for the energy you use. They're the official source of free and independent energy advice and support.

If you do need to make a complaint, you should contact our Customer Services Team in the first instance on 0330 094 5800. They will do their best to resolve your complaint, but if you feel your complaint has not been handled to your satisfaction, you may then speak to our Customer Contact Specialist Team.

If you remain unhappy with our resolution of your complaint, or if your complaint has not been resolved within 8 weeks of the date you told us about it, you may refer the matter to the Ombudsman Services: Energy on 0330 440 1624 or at www.ombudsman-services.org/sectors/energy. They are free and independent, and we are bound by their decision.

Gas Safety, Leaks and Emergencies

An escape, or suspected escape of gas should be reported immediately. If you smell gas, or are concerned about a gas safety matter, please call National Grid on 0800 111 999 or text telephone 0800 371 787.

For more information on gas safety, please visit the "Our Policies" section of our website. You may also be eligible for a free gas safety check. Please see our "Helping Vulnerable Customers" policy for more information.

Need assistance?

For general enquiries, you can contact us online. Our help centre is available 24/7 on our website.