

Standard Issue...

This report details the performance of gas and electricity network companies against the Guaranteed Standards of Performance¹. These set out the minimum level of service which customers should receive from their gas and electricity network. There are 39 standards in total, split between Interruptions & Customer service and Connections. A list of the standards and details of the network companies can be found in the **Appendix**.

Last year we published, 'Living up to the Standards'² which detailed the performance of energy network companies in 2015/16. This report builds on that analysis through assessing the performance of companies over 3 years between 2015/16 to 2017/18. It aims to

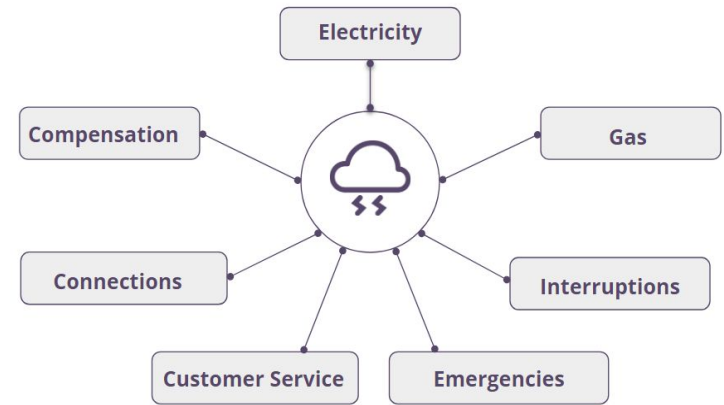
- assess trends in performance over a longer timescale,
- update our understanding of where companies are performing well/not well,
- and assess gaps in the framework from the consumer perspective and provide recommendations as to how the standards could be developed.

In order to assess performance, we built on the energy regulator Ofgem's practice of calculating pass rates, which is a percentage which essentially demonstrates to what extent each network fulfilled each standard in a given year. Our method for calculating pass rates is detailed in the **Appendix**.

Our Role

Citizens Advice is the statutory watchdog for energy consumers across Great Britain. We represent consumers and advocate for their interests in discussions and reforms within the energy industry.

Under the Gas Act 1986 and the Electricity Act 1989, Citizens Advice has a duty to secure the publication of statistical information in respect of the standards of performance.



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Summary

The Guaranteed Standards of Performance specify the minimum levels of service that electricity and gas networks should provide to their customers in case of an interruption, when connecting them to the network and in relation to customer service.

We assessed how networks performed against each of the standards over a three year period between 2015/16-2017/18. This did not include the performance of independent gas and electricity networks. In order to compare performance, we built upon Ofgem's practice of calculating pass rates for each (method detailed overleaf). In summary, our analysis found the following:

- Overall performance by **electricity networks** against the standards is excellent. Pass rates for Connections standards were high and there was consistent performance across the different standards and in each year. Customers also received a high level of service from their electricity network company on Interruptions & Customer Service standards, although there were smaller pockets of poorer performance in reconnecting customers following severe weather events.
- Overall performance by **gas networks** was poorer. This was particularly the case for Interruptions & Customer service standards, where although there has been an improvement in performance over the 3 years, there is still a large degree of variation between the highest and lowest performing network. The poorest performing gas network for example had an average score of 69% across all standards.

- Several networks performed poorly when reinstating supply following interruptions and reinstating customers following engineering works. Performance on Connections standards were higher, although there was a slight dip in performance across the standards each year.

Networks paid out just over £17.2 million in compensation to customers over the three year period, including voluntary payments. However this amount should have been higher. We estimate that consumers missed out on a total of £5.1 million in compensation:

- **£2.6 million** were not paid to gas customers as they did not claim it and no mechanism for automatic compensation exists.
- **£2.5 million** did not reach electricity customers because networks did not identify and compensate them within the required time period.

Recommendations

- We reiterate our call for Ofgem to **introduce automatic compensation for all of the standards**, and consider the **use of the negative revenue adjustment** across all standards to penalise those networks who do not proactively pay customers due compensation.
- We would like to see an **improvement in the performance** of those gas networks who are consistently low performing.
- Ofgem should ensure that **all compensation payments** that have been misreported by gas network companies should be **returned in full to consumers**.
- Ofgem should consider whether the electricity standards should be updated, as is currently underway for the gas standards.

Methodology: how we calculate pass rates

Pass rates are percentages which are calculated using two components: the number of times a network had to comply with a given standard, and the number of times they successfully met that standard. Most of the time, however, the performance reporting templates ask networks to report the number of times they did not meet a standard. Therefore the formula to calculate a pass rate for an individual standard is as follows:

*Pass rate = 100 - (total number of cases where a standard was not met / total number of cases where a standard applied*100)*

However, there can be certain situations in which a network cannot or does not have to fulfil a standard, for example if a customer has provided wrong information to the network so that a quotation could not be processed, or if an engineer could not gain access to a property when works needed to be carried out. These instances count as exemptions. In the Electricity Standards these exemptions are reported separately and require a slightly different pass rate formula:

Pass rate = 100 - ([total number of cases where a standard was not met - total number of exemptions] / total number of cases where a standard applied)

The table shows an example of a pass rate calculation for an electricity network restoring supply following power cuts during normal weather conditions.

In order to calculate the overall pass rate for a year for a network, we applied the same formula as above but across all standards. Yearly average pass rates on standards were calculated by averaging

Total number of cases where a standard applied	752,815
Total number of cases where a standard was met	Data not reported in template
Total number of cases where an exemption was invoked	2014
Total number of cases where a standard was not met	3141
% of cases where standard was not met	0.2
% of cases where standard was met	99.8

the pass rates of each network in the year. Linear and polynomial regression methods were applied to assess the relationship between performance on component parts (a&b) of standards.

We were unable to calculate pass rate for four standards because network companies do not have to report the data that we need to determine performance. The details of these standards are included in the respective gas and electricity sections. On other occasions, we had to use proxy indicators. For example, where the reporting template did not ask networks to report the “number of times a standard was not met”, we used the “number of payments made” instead. This slightly limits the accuracy of the pass rates, and the extent to which we can determine whether energy customers received guaranteed services.

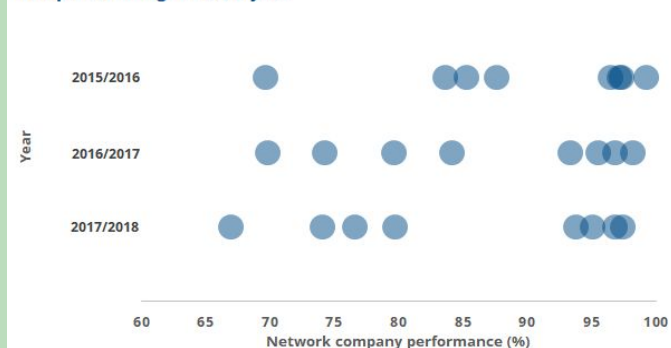
Gas Interruptions & Customer Service

The Gas Interruptions & Customer service standards cover how network companies should serve both households and businesses. They include:

- How quickly networks should restore supply to customers following a failure, fault, or damage of a pipeline and notify customers in advance of planned interruptions.
- Standards relating to the provision of heating and cooking facilities to domestic priority customers.
- Responding to complaints and notifying customers of due payments.
- There are also 3 separate special standard conditions covering responding to emergency telephone calls and gas emergencies.

Overall, gas network customers received average service levels from their network operator, with some networks only achieving an average score across the 3 years of 69%. Although nearly all networks improved their overall performance over the 3 years, there was a high degree of variability in performance between the highest and lowest performing networks in each year, equalling 31% in 2015/16.

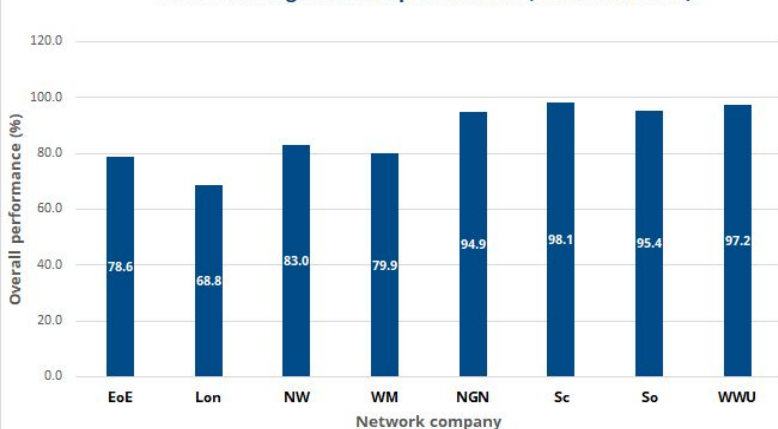
Variation in overall performance between companies is high in each year



Change in overall performance of highest and lowest performing networks



Overall average network performance (2015/16-2017/18)



Highest performing networks

(average across all standards)

2017/18: **SGN** (Scotland) (99.2%)
 2016/17: **WWU** (91.9%)
 2015/16: **WWU** (97.4%)

Lowest performing network

Cadent (London) with an average performance of 69% over the 3 years

Gas Interruptions & Customer Service

Performance on Standards

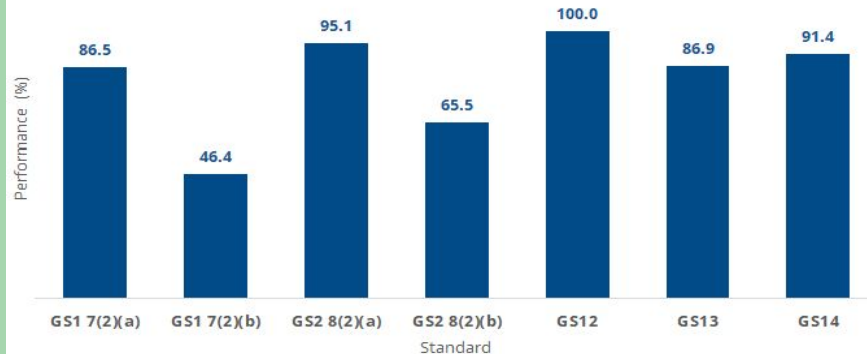
Performance on individual standards was mixed. Gas networks slightly improved their performance on the majority of standards, with performance levels being at least 90% on 5 of the total assessed standards by 2017/18. For example, on average, 95% of customers had their premises reinstated within 5 working days of completing engineering works. There was a 9% improvement in responding to complaints over the 3 years, with each Cadent network, improving their performance on this standard by at least 13% in 2017/18 relative to 2015/16-2016/17.

However, performance was poor across the board on restoring supply following an interruption [GS1/Reg 7(2) (a&b)]. Four out of eight networks reconnected less than 90% of interrupted customers within 24 hours. And although some of the better performing networks at restoring supply to customers within 24 hours have better rates of restoring supply to their remaining customers in the following 48 hours, strong performance in the former timeframe did not necessarily translate into good performance in the latter (graph overleaf). Only one company, (NGN), managed to reconnect supply to **90%** of these customers within the next 24 hours across the 3 years.

Networks also performed poorly on reinstating customer premises following engineering works, where this wasn't done within the 5 day target period [GS 8 (2)(b)]. Three of Cadent's 4 networks registered drops in performance in contrast to all other networks whose performance improved. For example, in London, Cadent managed to reinstate 84% of customers within an additional 5 days in 2015/16, but only 28% customers in 2017/18.

*We could not include the following standards in the analysis due to a lack of data to calculate pass rates: whether gas customers on the Priority Services Register received heating and cooking facilities when off supply (**GS3**).

Average 3 year performance on standards



Standard most often missed

GS1 7(b)
(Supply restoration within 48 hrs following an interruption resulting from a failure/fault/damage to pipeline)

46% average across 3 years

Standard most often met

GS8(a):
(Reinstatement of customer premises following works in 5 days)

95% average across 3 years

64%

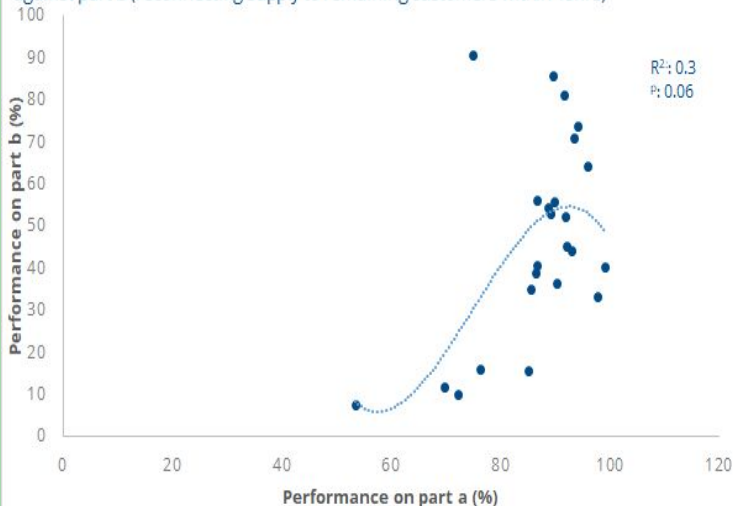
of customers on average over the 3 years who had not had their supply restored within 24 hrs following a supply interruption were still without supply after 48 hours.

Gas Interruptions & Customer Service

Performance on Standards

Gas network performance on GS1

Relationship between network performance on part a (reconnecting supply in 24hrs) against part b (reconnecting supply to remaining customers within 48hrs)



90%

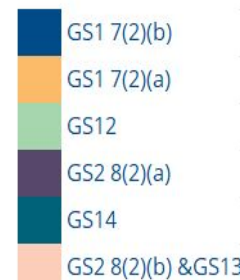
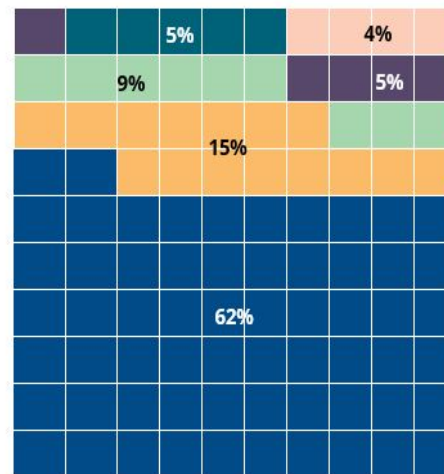
of Cadent (London) customers in 2017/18 who had not had their supply restored within 24 hrs following an interruption were still without supply after 48 hrs

40%

of customers on average who had not had their supply reinstated after 5 days following works were still without supply after 10 days (GS2)

Compensation

% number of mandatory payments by standard



* details of the standards can be found in the Annex

£9.3million

Value of mandatory payments made to customers during the 3 years

£183,000

Value of voluntary payments made to customers in 2017/18

92%

of mandatory payments were made by all **Cadent networks & SGN (Southern)**

Customers on Cadent networks were also less likely to receive notification of a supply interruption within the required timeframes. For example, only **57%** of Cadent London customers received prior notification within the required timeframes in 2015/16, compared to **98%** of WWU customers. However Cadent's performance did improve over the 3 years, with for example **82%** of customers in London receiving notification within the required timeframes in 2017/18.

Gas Connections

The Connections standards which networks are required to meet for household and business customers are the following:

- Providing a quote
- That quote being accurate
- Offering dates for the commencement and completion of works
- Substantial completion of works by the agreed date

Overall, customers of the networks received a very good level of service around gas connections, with all on average achieving the 90% target score. However the overall average performance decreased slightly over the 3 years, from a level of **98.3%** to **98.1%**, with nearly all networks experiencing a drop in performance in each successive year. There was also a slight trend towards increased variability in performance between the highest and lowest performing networks.

Overall average network performance

2015/16-2017/18



NGN

Highest performing network in all three years

2017/18: 99.2%
2016/17: 99.7%
2015/16: 99.4%

Lowest performing networks

2017/18: **Cadent (London)** (96.1%)
2016/17: **Cadent (West Midlands)** (96.2%)
2015/16: **Cadent (London)** (96.6%)

Standards most often missed

2017/18: **GS7** (Accuracy of Quotations) (**82.9%**)
2016/17: **GS11** (Substantial completion by agreed date) (**95.6%**)
2015/16: **GS4** (Provision of standard quotations < 275 kWh) (**96%**)

Standards most often met

2017/18: **GS4** (98.8%)
2016/17: **GS10** (Provision of commencement & standard completion dates (greater than 275 kWh) (99.8%)
2015/16: **GS4** (99.8%)

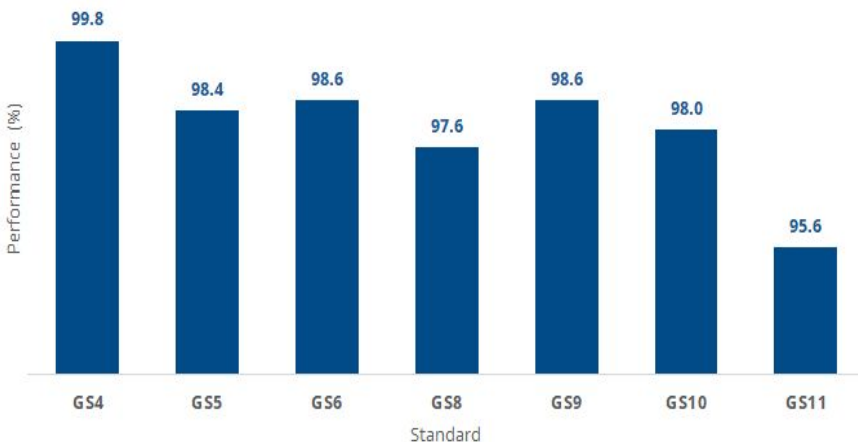
Cadent

At least 3 of the 4 Cadent networks fell within the lowest performing networks in each year

Gas Connections

Performance on Standards

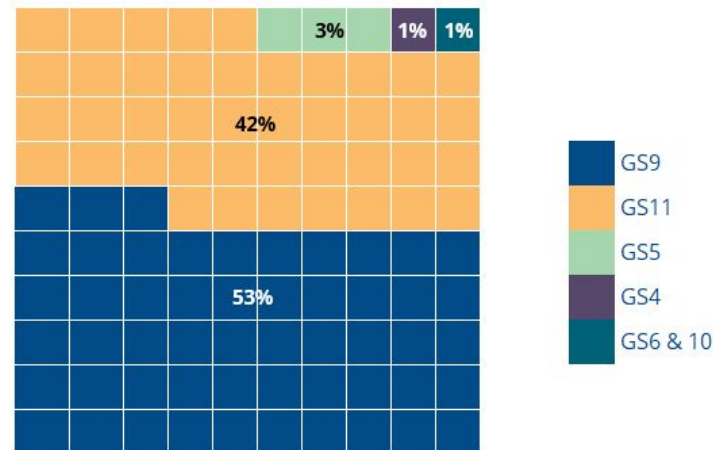
Average 3 year performance on standards



Performance on the individual connections standards was very good with networks achieving at least 95% performance on each standard across each year. For example, only 2% of households and businesses did not receive a standard quotation for a connection within the required timeframe, and all networks met the agreed date for completion of connections at least 92% of the time in each year. However, across the standards there was a slight dip in performance over the three years, with five of the eight standards displaying dips in performance.

Compensation

% number of mandatory payments by standard



9.4%
Increase in value of payments between 2015/16 and 2017/18



£1.24m
Total value of mandatory compensation paid to customers over the 3 years

£430,506
Additional voluntary & voluntary scheme payments made to customers over the 3 years*

*Figures are likely to be higher in reality due to lack of data on additional ex-gratia payments in 2015/16 & 2016/17

Responding to gas emergencies

In addition to the Gas Guaranteed Standards, gas networks are also required to meet the following emergency response standards for their customers:

- They have to answer 90% of telephone calls to the National Emergency Service within 30 seconds.
- They have to respond to 97% of uncontrolled gas escapes and controlled gas escapes within 1 and 2 hours respectively.

Gas networks' response time during emergencies is excellent.

In each year, gas networks answered a minimum of **92%** of their customers' calls within 30 seconds. They also exceeded their target levels for responding to gas emergencies, responding to at least **98%** of uncontrolled and controlled gas escapes within the required timeframes.

Responding to uncontrolled gas escapes



Highest performing networks (Responding to uncontrolled gas escapes)

2017/18: **Scottish Gas Networks (Southern)**
(98.4%)
2016/17: **Northern Gas Networks** (100%)
2015/16: **Northern Gas Networks** (99.8%)

Lowest performing network (Responding to uncontrolled gas escapes)

Each year: **Cadent (East of England)**
(average 97.6%)

98.4%

Average number of uncontrolled gas escapes responded to within 1 hour over the 3 years

Controlled gas escapes

Responding to controlled gas escapes



Emergency telephone calls

Responding to emergency telephone calls



Highest performing network (Responding to controlled gas escapes)

In all 3 years: **Northern Gas Networks**
(avg. 99.8%)

98.9%

Average number of uncontrolled gas escapes responded to within 2 hours over the 3 years

Lowest performing networks (Responding to controlled gas escapes)

- 2017/18: **Cadent (East of England)** (97.7%)
- 2016/17: **Scottish Gas Networks (Scotland)** (98.1%)
- 2015/16: **Cadent (London)** (98.6%)

Electricity Interruptions & Customer Service

Both households and businesses are covered by the Electricity Interruptions & Customer Service standards and these relate to the following areas:

- Service standards which dictate how long the networks can take to reconnect customers following planned and unplanned outages, planned rota disconnections and for multiple interruptions
- Voltage complaints
- Offering and keeping appointments
- Making due payments in a timely manner

Overall performance by networks on interruptions and customer service is excellent. All networks achieved an average pass rate of at least 99% across the three years and maintained a similar level of overall performance throughout each year.

Lowest performing networks

2017/18: **SPN (99.5%)**
2015/16 & 2016/17: **LPN (99.5%)**

Highest performing networks

2017/18: **All WPD networks (100%)**
2015/16 & 2016/17: **WPD & SPD (100%)**



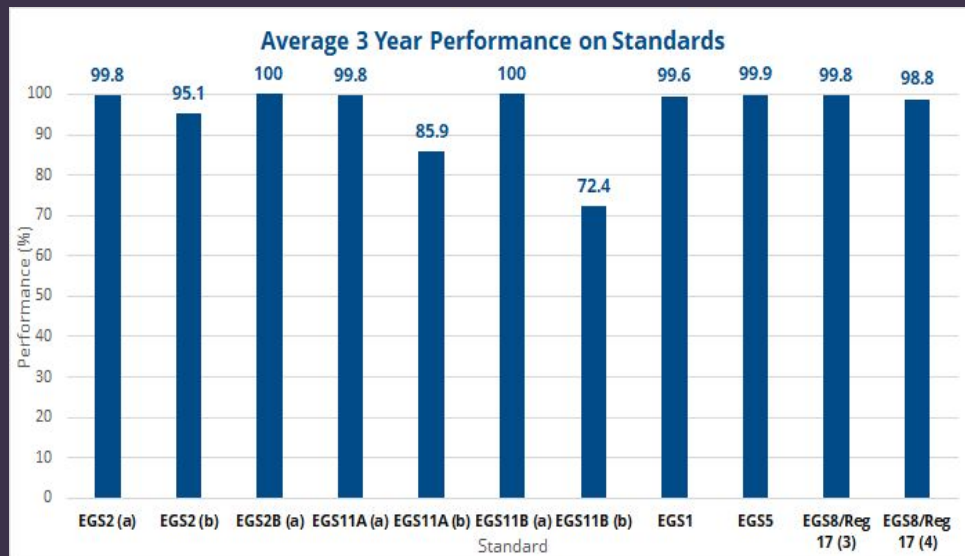
*We could not include the following standards in the analysis of pass rates due to a lack of data: whether electricity customers were compensated for experiencing multiple interruptions (EGSA), whether they received prior notification of planned supply interruptions (EGS4) and whether they received compensation as quickly as they should (EGS9)

Electricity Interruptions & Customer Service Standards

Performance on Standards

Performance across the standards is excellent. On average, networks provided a consistent level of performance to their customers across each year against 8 standards of **at least 94%**, including restoring power to customers in normal weather conditions and meeting appointments.

Networks performed less well on reconnecting customers following severe weather events. There were pockets of poor performance by several networks for example in reconnecting customers following category 1 severe weather events. This was principally linked to a drop in performance of several networks in 2017/18, and could be related to the extreme weather conditions in February 2018. For instance there was a **48%** difference between the highest (SSEN networks) and lowest performing networks (SPMW) in restoring power to their customers within 36 hours who had not been restored within 24 hours in 2017/18. Performance in category 2 severe weather events was also poor, but this was due to a small number of cases in 2015/16 & 2016/17.



Standard most often missed

EGS11B (b)
(Supply restoration: category 2 severe weather)
(avg. 72%) in all 3 years

Standard most often met

EG2B (a)
(Supply restoration, normal weather affecting 5,000 or more premises)
(100%) in all 3 years

x36

the number of customers without power after 36 hours in severe weather conditions (category 1) in 2017/18 compared to 2016/17

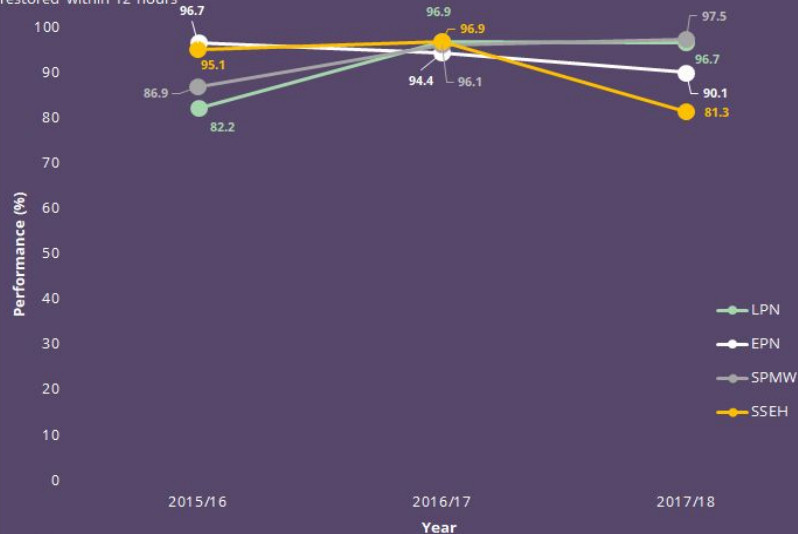


Electricity Interruptions & Customer Service Standards

Performance on Standards

Variation in performance: Supply restoration normal weather conditions [EGS2 (b)]

Restoring supply to customers within at least 24 hours who had not been restored within 12 hours

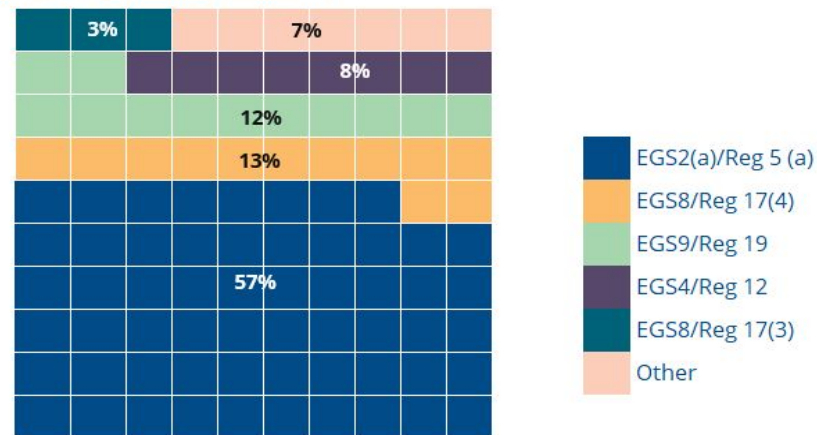


*To note, some performance scores based on small number of cases e.g <100

There was also a slight variation in the level of performance of some network companies in restoring supply to customers in normal weather conditions [EGS2 (b)]. For example, nearly 400 of just over 2,100 LPN customers in 2015/16 were still waiting to be reconnected after 24 hours following interruptions in normal weather conditions. However, the performance of several networks on this standard did improve over the 3 year period.

Compensation

% number of payments by standard



*Other includes EGS2(b), EGS11A, EGS11B, EGS2A, EGS1, EGS5

£2.7 million

Additional voluntary payments made to customers over the three years

41%

Increase in the number of mandatory payments made to customers 2015/16-2017/18

£2.67 million

Total value of mandatory compensation paid to customers over the three years

Electricity Connections

The Electricity Connections standards cover both demand and generation, and are split between metered and unmetered works.

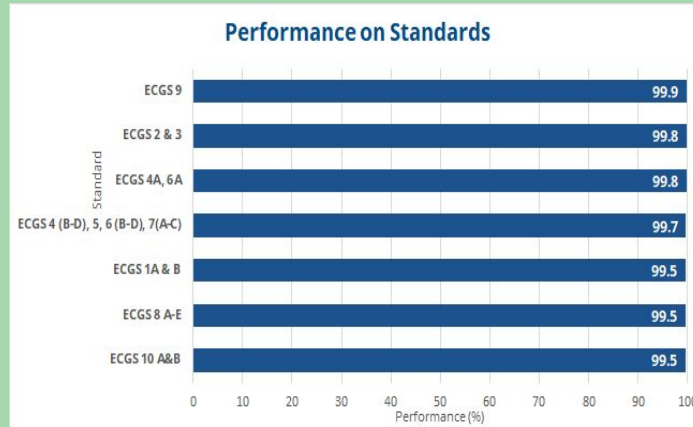
Metered standards cover

- timeframes by which networks must provide budget estimates and quotations, contact customer to schedule works, and commence and complete works by agreed dates.

Unmetered connections cover

- streets and traffic lights and CCTV, and set out how quickly networks need to repair faults, issue quotations, and complete works by agreed dates.

Network performance on the Connections standards is excellent, with all networks achieving an overall average pass rate of at least 99% across the three years.



Standards most often met

In all 3 years: **ECGS9** (Provision of quotations for Unmetered new works)

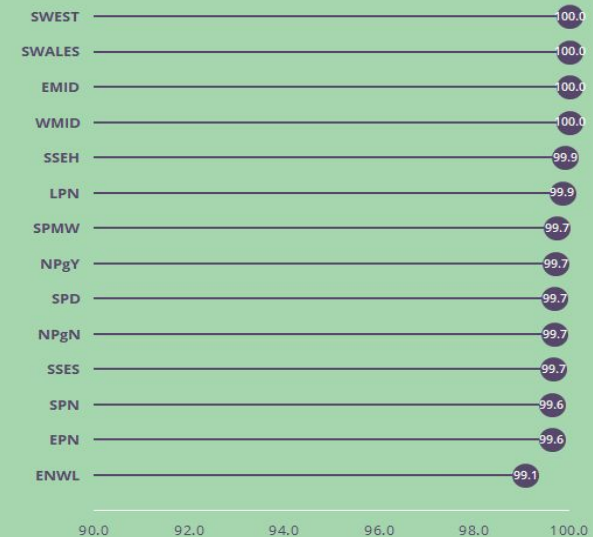
2015/16 & 2016/17: **100%**
2017/18: **99.9%**

Standards most often missed

2015/16: **ECGS 1 A&B** (Provision of budget estimates) (**99%**)
2016/17: **ECGS 10 A & B** (Completion of new works) (**99%**)
2017/18: **ECGS 8 A-E** (Fault repairs) (**99.3%**)

Overall average network performance

2015/16-2017/18



Highest performing networks

In all 3 yrs:
All WPD networks
(100%)

Lowest performing networks

2017/18: **SSEs** (99.4%)
2016/17: **ENWL** (99.1%)
2015/16: **ENWL** (98.4%)

Electricity Connections

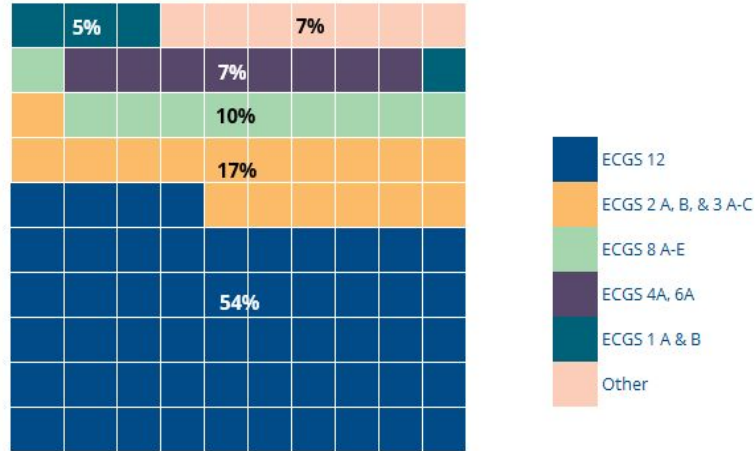
Performance

Performance was similarly excellent and consistent between years across individual connection standards, with the median value of performance being at least 99.8% across each of the standards. For example, the average contact and completion rate for single low voltage service or small demand connections was 99.8% over the three years, whilst a minimum of 97.7% of fault repairs were completed within required timescales in each year. Some networks saw very slight dips in performance over the three years.

Over 50% of the number of payments made to customers over the three years related to instances where the network had to make an additional payment to the customer for having failed to make the initial payment within the required timescales (ECGS 12).

Compensation

% number of mandatory payments by regulation



*Other includes (ECGS 4 B-D, 5, 6 B-D, 7 A-C), (ECGS 9), (ECGS 10A & B)

ECGS 12

accounted for 72% of the number of mandatory payments made to customers in 2016/17

Payments made by ENWL, EPN & SSES accounted for over **52%** of the total value of compensation paid to customers

Provision of Quotations

(ECGS 2 A, B & 3 A-C) accounted for greatest value of payments made to customers over the 3 years (**32%**)

£701,055

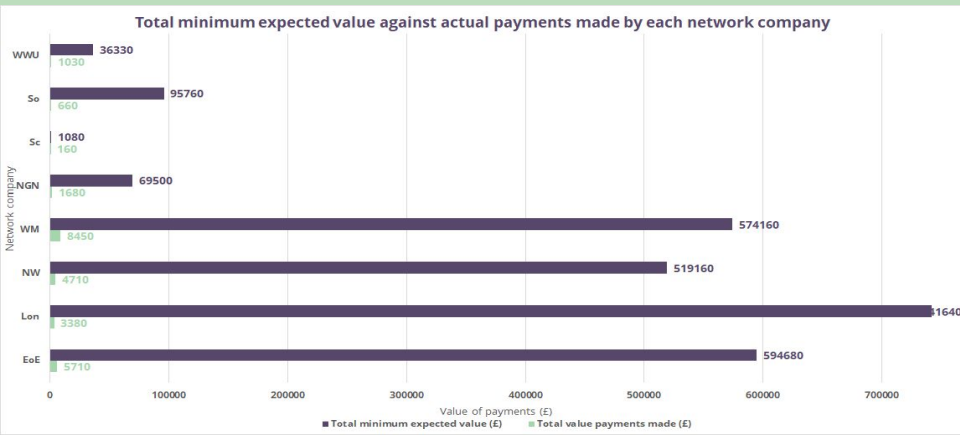
Total value of mandatory compensation payments made to customers over the 3 years

Compensation for gas network customers

We assessed whether gas network customers received all of the compensation that they were entitled to. Across the 3 years, we know that gas networks paid out **£11.1 million** in compensation to customers, including voluntary payments. The rules around compensation are as follows:

- For the majority of standards, gas networks have to automatically compensate customers if they fail to deliver against the standard.
- Two standards still require **all** customers to claim compensation: where customers on the Priority Services Register (PSR) did not receive heating and cooking facilities following an interruption (**GS3**), and, if customers were not notified 5 days in advance of a disconnection for planned works (**GS13**). The PSR is a free service provided by suppliers and network operators to look after customers with extra access, communication or safety needs, allowing networks to tailor services to these households.
- Customers have to submit a claim within 3 months to be eligible for compensation. Payments are made directly to the customer, via the supplier/gas shipper, or another network operator to pass onto the customer.

In total, we estimate that 127,814 customers missed out on roughly £2.6 million in compensation from their gas network over the 3 years. Only 1.1% and 0.4% of households and businesses respectively received the value of compensation they were entitled to: overall, **99%** of customers who were able to claim did not do so. This could be due to factors such as a lack of awareness of their ability to claim. But such high numbers emphasise the limitations of solely relying on customers to claim missed compensation. Cadent's London and North West networks only paid out **0.5%** and **0.9%** of compensation that customers would have been entitled to. These figures are based on an assessment of minimum expected payments which customers missed out on for GS13: Notification in advance of planned interruption. The total figure could be higher, as we lacked the data to calculate the value for GS3: heating and cooking facilities for interrupted priority customers



In addition, Ofgem's recent gas distribution annual report³ highlighted that **network companies had been incorrectly reporting compensation payments over the first 5 years, potentially to the tune of £16.7 million.** The companies included compensation payments as an expense within the "totex mechanism", which is the revenue that Ofgem permits networks to spend on their activities. But compensation payments should be paid out of profits in order to penalise companies for poor performance. Thus, consumers were in effect **subsidising their own compensation payments.** Ofgem have already taken steps to address the issue. We are calling on the regulator to ensure that all misreported compensation payments **are returned to consumers in full.**

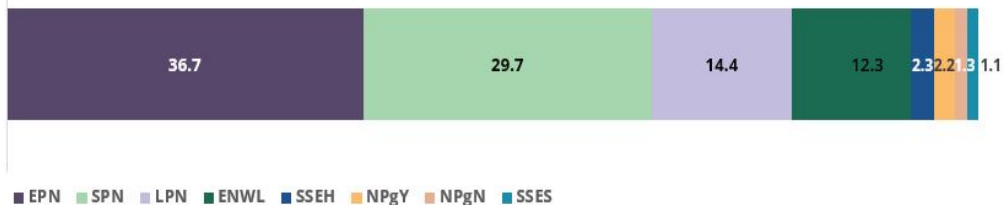
Compensation for electricity network customers

Over the last 3 years, we know that electricity networks paid out just under **£6.1m** in compensation to customers, including voluntary payments. The rules around compensation are as follows:

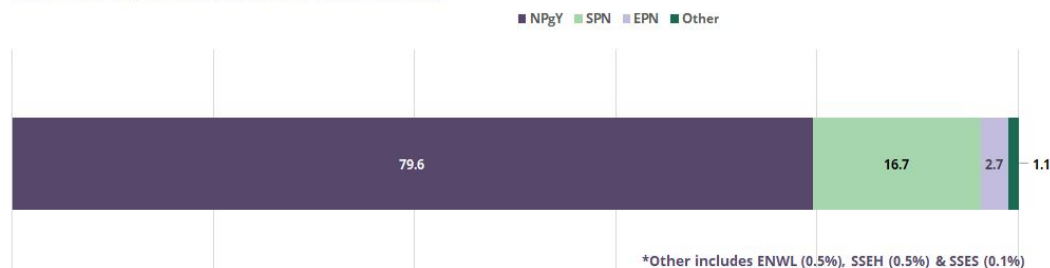
- Electricity networks have to compensate all their **PSR** customers without having to make a claim. With non-PSR customers, if the network becomes aware that they did not meet a standard, they are only required to use **reasonable endeavours** to identify and pay the customer within three months. This rule only applies to six standards related to supply restoration.
- Two standards require customers to claim compensation: if customers experience multiple interruptions (**EGS2A**) and if they didn't receive a notification 2 days before a planned supply interruption (**EGS4**).

We cannot calculate the total amount of missed compensation that is due to customers. The data we would need for this is not collected by Ofgem. We estimate* that **customers missed out on approximately £2.5million** in compensation from their electricity network between 2015/16-2016/17. Just over £2.05 million was related to outages during normal weather conditions and just over £415,000 related to severe weather events.

% missed compensation: normal weather conditions



% missed compensation: severe weather conditions



*In order to calculate an estimate of missed compensation, we used data on the negative adjustment revenue factor that Ofgem applies to penalise electricity networks for failing to meet the standards. If a network fails to make a compensation payment, and no valid exemption applies, an adjustment (the amount of payments they failed to make + 20% penalty) is made to their revenue allowance. However, it only covers a limited number of standards (EGS2, EGS2B, EGS2C, EGS211A, EGS211B, EGS211C). The following, and all connections standards are not covered: EGS1, EGS2A, EGS4, EGS8. We were unable to calculate the figure for 2017/18 due to a lack of data.

Recommendations

Based on our analysis, we propose the following recommendations to both energy network companies and Ofgem. In particular, the findings should inform any potential changes to the standards which are made as part of the next price control (RIIO-2).

For Ofgem:

- Ofgem should look to implement **automatic compensation** for all standards and **remove the requirement for customers to submit a claim for compensation**. Our analysis has demonstrated that too many customers miss out on due compensation, and few claim the compensation they are entitled to. If a distributor reasonably believes or becomes aware that it failed under a standard, it should be required to make a compensation payment. They should then use all reasonable endeavours to identify and compensate customers in those cases where they are not sure which households were affected, or do not have the customer's details. We acknowledge that some network companies have taken steps to implement this recommendation, and their progress should be monitored closely. We welcome Ofgem's consideration of introducing this for all gas network standards and would like to see consideration for electricity networks within future consultations.
- Ofgem should **extend the negative revenue adjustment** to the remaining electricity and gas network standards where it does not apply. This would prevent network companies from keeping unpaid compensation.
- In addition, Ofgem should ensure that **all compensation payments** that have been misreported by network companies should be **returned in full to consumers**.

The case for Automatic Compensation

We believe that customers should receive compensation owed to them without having to claim it. Our previous research⁴ has demonstrated that, where there is a requirement to claim, consumers are less likely to do so. Behavioural economics tells us that people are limited by time and constraints on memory. Even if at some point they received information about how to claim compensation, they will underestimate the likelihood of ever needing to do so, and might not recall the information when it is needed. Network companies have argued that they face barriers to identifying customers who need to be compensated, including not knowing who is on or off supply at any one time, and not having access to customer contact details. We understand that there are practical barriers to promising automatic compensation for all customers against every standard. However, the longer these arguments are repeated, but not addressed, the longer customers will continue to miss out on compensation they are entitled to.

Recommendations

- Ofgem should also use the evidence of network performance to consider the **tightening or modification** of some standards as currently underway in gas. We believe this should include the introduction of a **90% target** for gas interruptions & customer service standards in licence conditions, where companies are penalised if they fall below this level. Ofgem should also consider what modifications could be applied to the electricity standards, including tightening time frames associated with particular standards, the setting of a target level for Interruptions & Customers service standards, or doing more to assist consumers in vulnerable circumstances.

For network companies:

- Companies with consistently poor performance should seek to minimise the number of times they fail to meet the standards and **improve their performance levels**. The standards are minimum service requirements that should be delivered to all customers.
- We continue to encourage companies to make further efforts to make their customers aware of the Guaranteed Standards and how to claim against failures to meet them.

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Annex: References

1. This is a summative term used to refer to different pieces of legislation:
 - a. The Electricity Standards of Performance Regulations (2015), Statutory Instrument (SI) No. 699
 - b. The Electricity Connections Standards of Performance Regulations Regulations (2015), Statutory Instrument (SI), No.698
 - c. The Gas (Standards of Performance) Regulations (2005) & Amendment Regulations (2008)
 - d. The Gas Standard Special Conditions D10
2. Citizens Advice (Oct 2017), 'Living up to the Standards: Energy networks' performance against the Guaranteed Standards of Performance 2015-16'
3. Ofgem (March 2019), 'RIIO-GD1 Annual Report 2017-18', p.8
4. Citizens Advice (Sep 2016), 'Consumer detriment: counting the cost of consumer problems'

Networks & Regional areas

Gas Networks

Network & Abbreviations	Geographic areas covered
Wales & West Utilities (WWU)	Wales & South-West England
Northern Gas Networks (NGN)	North-East England, North-West & East Yorkshire, Northern Cumbria
Cadent EoE: East of England Lon: London WM: West Midlands NW: North West	Midlands, East of England, North-West England
Scottish Gas Networks (SGN) Sc: Scotland So: Southern	Scotland & Southern England

Electricity Networks

Network & Abbreviations	Geographic areas covered
Electricity North West limited (ENWL)	North West England (including Derbyshire, North Yorkshire, & parts of Cheshire)
SP Energy Networks (SPEN) SPD: SP Distribution SPMW: SP Manweb	North Wales & Chester, Southern & Mid Scotland
Western Power Distribution (WPD) WMID: West Midlands EMID: East Midlands SWALES: South Wales SWEST: South West	South & Mid Wales, East & West Midlands, South West England
Scottish & Southern Electricity Networks (SSEN) SSEH: Scottish Hydro Electric Power Distribution SSES: Southern Electric Power Distribution	Northern Scotland, Central Southern England (Hampshire, Dorset, Wiltshire, Oxfordshire)
Northern Powergrid (NPg) NPgN: Northern Powergrid Northeast NPgY: Northern Powergrid Yorkshire	North East England, Northern Lincolnshire, Yorkshire
UK Power Networks (UKPN) SPN: South-Eastern Power Networks EPN: Eastern Power Networks LPN: London Power Network	Eastern & South-East England

List of standards

Electricity Interruptions & Customer service standards

Standard	Description	Compensation for failure
EGS2: Supply restoration (normal weather conditions)	Distribution companies have 12 hours to restore electricity supply if it fails during normal weather conditions.	£75 for domestic customers and £150 for non-domestic customers. A further £35 will be paid for each additional period of 12 hours in which supply is not restored.
ECGS 2B: Supply restoration – Normal weather affecting 5,000 or more premises	Distribution companies have 24 hours to restore electricity supply if it fails during normal weather conditions. The standard only applies if supplies to 5,000 or more premises are interrupted by a single fault.	£75 for domestic customers and £150 for non-domestic customers. A further £35 will be paid for each additional period of 12 hours in which supply is not restored (up to a cap of £300 in total).
EGS 11A: Supply restoration – category 1 severe weather conditions	Distribution companies have 24 hours to restore electricity supply if it fails due to a storm causing between eight and 12 times the daily average number of faults in a 24 hour period. They have 24 hours to restore supply if it fails when lightning causes more than eight times the daily average number of faults in a 24 hour period	£70 for domestic and non-domestic customers. A further £70 will be paid for each additional period of 12 hours in which supply is not restored (up to a cap of £700 in total)
EGS 11B: Supply restoration – category 2 severe weather conditions	Distribution companies have 48 hours to restore electricity supply if it fails due to a storm causing more than 12 times the daily average number of faults in a 24 hour period.	£70 for domestic and non-domestic customers. A further £70 will be paid for each additional period of 12 hours in which supply is not restored (up to a cap of £700 in total).
EGS 11C: Supply restoration – category 3 severe weather conditions	The length of time without supply before a payment may be due depends on the scale of the impact of the weather (this is determined by the number of customers interrupted relative to pre-defined thresholds).	£70 domestic and non-domestic customers. A further £70 will be paid for each additional period of 12 hours in which supply is not restored (up to a cap of £700 in total).
EGS 2C: Supply restoration after rota disconnection (This relates to the deliberate disconnection of customers' electricity supplies by the relevant distributor for a set duration on a rota basis so as to reduce the demand for electricity to the level of capacity that is available)	Electricity supply shortages leading it to be interrupted deliberately on a rota basis in order for available supply to be shared fairly. Customers who are off for 24 hours or longer may be eligible.	£75 for domestic customers and £150 for non-domestic customers.

EGS 2A: Supply restoration- multiple interruptions	Electricity supply failing (due to the distribution system) for three hours or more, on at least four different occasions in a 12 month period (starting 1 April every year).	£75 for domestic and non-domestic customers. NOTE – compensation must be claimed within three months of the end of the year in which the four or more interruptions have been experienced (a year runs from the 1st April to 31st March)
EGS 1: Distributor's fuse disconnected customer	If a distribution company's fuse is stopping supply to the customer's property then an appropriate professional must attend the scene within three hours (working days) or four hours (other days) if the customer notified the distribution company during working hours	£30 for domestic and non-domestic households
EGS 4: Notice of planned supply interruption	Distribution companies are required to give customers at least two days' notice for planned power cuts.	£30 for domestic customers and £60 for non-domestic customers if distribution company fails to give the required notice or interrupts energy supply on a different day. NOTE – compensation must be claimed within one month of the end of the shutdown in which the notice should have been provided (a year runs from the 1st April to 31st March)
EGS 5: Voltage complaints	If a customer reports a problem with the voltage of the electricity coming into their property, the distribution company must: send out a written letter explaining the issue within 5 working days or offer to visit the customer's property within 7 working days	£30 for domestic and non-domestic consumers if the company fails to keep or make an appointment or send an explanatory letter.
EGS 8: Making and keeping appointments	This standard is applicable if the distribution company needs to visit the customer, or the customer requests for the company to visit. The distribution company must offer a timed appointment – AM (before 1pm) or PM (after 12PM) or a specific time two-hour timeband	£30 for domestic and non-domestic customers if company fails to keep or make an appointment.
EGS 9: Payments owed under the guaranteed standards	Distribution companies have 10 working days to make a payment for failing to meet any of the guaranteed standards. For guaranteed standard EGS11, they must make payment as soon as reasonably practical.	£30 for domestic and non-domestic customers

Electricity Connection standards

ECGS and ECDGS 1A, 1B (Reg 4 (2)(3)): Provision of budget estimates	If a customer requests a budget estimate from an electricity distributor regarding a demand or generation connection of the customer's premises, the distributor has 10 working days (in case the request is less than 1MVA) or 20 working (if the request is 1MVA or more). In this budget estimate, the distributor has to describe the assumptions on which the estimate is based	If the distributor fails, customers will receive £65.
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<p>ECGS 2A, 2B; ECDGS 3A (Regs 5 & 6): Provision of quotations: single LV service 45 demand connections and small project demand connections; single LV generation</p>	<p>A distribution company has to provide a quote to a customer i) within 5 working days in case of a single LV service demand connection request; within 15 day in case of a small project demand connection request; ii) within 45 working days for an LV generation connection</p>	<p>i) £15 for each working day ii) £65 for each working day</p>
<p>ECGS 3A, 3B, 3C; ECDGS 3B, 3C (Regs 5 & 6): Provision of quotations: other than single LV service demand connections, small project demand connections and LV generation connections</p>	<p>A distribution company has to provide a quote to a customer within i) 25 working days in case of an LV demand connection request; ii) within 35 working days in case of a HV demand connection request; iii) within 65 days in case of an EHV demand connection request; iv) within 65 working days for an HV generation connection request; v) within 65 days for an EHC generation request</p>	<p>If the distributor fails on this standard, you are entitled to i) £65 for each working day ii) £135 for each working day iii) £200 for each working day iv) £135 for each working day v) £200 for each missing day after the prescribed period</p>
<p>ECGS 11A, 11B (Reg 7): Accuracy of quotation</p>	<p>Customers can challenge their distribution company if you think it provided them with an inaccurate or incomplete quotation. If this is the case, it must refund to the customer the amount of any overpayment made by the customer. In addition it has to pay a prescribed compensation sum. You should contact your distributor for further information on their accuracy scheme.</p>	<p>Beyond refunding the customer any amount of any overpayment, the distributor has to pay the following in compensation: £335 if the quote related to a single LV service demand connection; £670 if the quote related to a small project demand connection.</p>
<p>ECGS 4A, 6A (Reg 8): Post-acceptance scheduling and completion of works: single LV service demand connections and small project demand connections</p>	<p>After a customer accepted a quotation and has made necessary payments, the distributor has 7 working days to contact the customer to agree a schedule of dates for completion of works. Where the date has been agreed and the distributor fails to complete the works (or a phase of the works), the customer has to be paid a prescribed sum.</p>	<p>If the distributor fails to make contact with the customer to discuss scheduling within the prescribed timeframe, you will receive £15 for each working day after prescribed period up to and including the day on which contact occurs. For non-completion of agreed works, you will receive £35 for each working day after the agreed date up to and including the date on which the works are completed.</p>
<p>ECGS and ECDGS 4B, 4C, 4D, 5, 6B, 6C, 6D, 7A, 7B, 7C (Reg 9): Post-acceptance scheduling, commencement, completion of works and energisation relating to LV demand connection, HV demand connection, EHV demand connection, and Distributed Generation.</p>	<p>After a customer accepted a quotation and has made necessary payments, the distributor has i) 7 working days in case of an LV demand or generation connection; ii) 10 working days in case of an HV demand or generation connection; iii) 15 working days in case of an EHV demand or generation connection to contact the customer to agree a schedule of dates for completion of works.</p>	<p>If the distributor fails on this standard, you are entitled to: i) £65 for each working day ii) £135 for each working day iii) £200 for each working day after the prescribed period.</p>
	<p>If the distributor fails to commence works at or in relation to the premises by the agreed date, it has to pay the prescribed sum.</p>	<p>£25 for each working day after the agreed day</p>

	If the distributor fails to complete the works by the agreed date, it has to pay the prescribed sum, depending on whether the works relate to i) an LV demand or generation connection; ii) an HV demand or generation connection; iii) an EHV demand or generation connection.	If the distributor fails on this standard, you are entitled to: i) £135 for each working day ii) £200 for each working day ii) £270 for each working day after the agreed date.
	If the distributor fails to energise the connection by the agreed date, it has to pay the prescribed sum, depending on whether the connection is: i) an LV demand or generation connection; ii) a HV demand or generation connection; iii) an EHV demand or generation connection.	If the distributor fails on this standard, you are entitled to: i) £135 for each working day ii) £200 for each working day ii) £270 for each working day after the agreed date

Unmetered connections

ECGS 8A, 8B, 8C, 8D, 8E (Reg 10): Fault repairs	Distributors are responsible for repairing faults in unmetered connections in their area. Depending on the type of fault, the following prescribed time period apply: i) emergency response – attend site within 2 hours ii) high-priority fault repair involving traffic lights – complete within 2 calendar days iii) high-priority fault repair (all but traffic lights) – complete within 10 working days iv) multiple-unit fault repair – complete within 20 working days v) single-unit fault repair – complete within 25 working days	If the distributor fails on this standard, the relevant authority will receive: i) £65 the working day after the day on which the emergency attendance should have taken place ii) £15 for each working day after the end of the 2 calendar days iii) £15 for each working day after the end of the 10 calendar days iv) £15 for each working day after the prescribed period 32 v) iv) £15 for each working day after the prescribed period
ECGS 9 (Reg 11): Provision of quotations for new works	Distributors have to provide a quote to a relevant authority that requests to make a new unmetered connection within 25 working days.	If the distributor fails, the relevant authority will receive £15 for each working day after the end of the prescribed period up to and including the day the quotation is dispatched.
ECGS 10A, 10B (Reg 12): Completion of new works	If the distributor fails to complete the works by the agreed date, it has to pay the prescribed sum.	If the distributor fails, the relevant authority will receive £15 for each working day after the end of the agreed date
Other		
ECGS 12 (Reg 14): Payments	A distributor has to make the above mentioned payments to a customer or relevant authority within 10 working days, otherwise they have to pay the prescribed sum.	If the distributor fails, the customer or relevant authority will receive £65

Gas Interruptions & Customer service standards

<p>GS1: Supply restoration</p>	<p>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>	<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>GS2: Reinstatement of customers 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 Services 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>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>NOTE – compensation must be claimed within 3 months after the incident.</p>
<p>GS12 Notification and payments under the Guaranteed Standards</p>	<p>Where a GT has failed any of the above Guaranteed Standards or the Connections Guaranteed Standards they will write to inform you (or your supplier) and make the payment within 20 working days of compensation becoming due.</p>	<p>If the GT fails to contact you and make required payment in time you will receive a payment of £20 in addition to any payments made under the other Guaranteed Standards.</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>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. NOTE – compensation must be claimed within 3 months after the incident.</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. 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 you will receive a payment of £20 and £20 for each succeeding period of 5 working days thereafter, up to a maximum of £100. If the 20 day extension has been applied and the GT fails to meet it, you will receive the compensation amount.</p>

Standard special conditions (D10)

<p>D10 (1): Responding to telephone calls</p>	<p>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.</p>	
<p>D10 (2)&(3)</p>	<p>Where the GT received a report of a gas escape or other gas emergency, including 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.</p> <p>Note: there are a number of exemptions that may apply.</p>	

Gas Connections standards

<p>GS4: Provision of standard connection quotations (up to 275kWh)</p>	<p>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.</p>	<p>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.</p>
<p>GS5: Provision of non-standard connection quotations (up to 275kWh)</p>	<p>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.</p>	<p>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.</p>
<p>GS6: Provision of non standard quotations (greater than 275kWh)</p>	<p>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.</p>	<p>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.</p>

GS7: Accuracy of quotation	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) until an accurate quote is issued.
GS8: Response 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.
GS9: Offering a date for commencement and substantial completion of connection works (up to 275kWh)	If the GT receives an accepted quotation for a new connection or an alteration to an existing connection up to and including a rate of flow of 275kWh, it will offer a planned date within 20 working days for commencement and substantial completion of this work.	If the GT fails you will receive a payment of £20 and an additional £20 per working day thereafter up to the quotation sum or £250 whichever is lowest.
GS10: Offering a date for commencement and substantial completion of connection works (greater than 275kWh)	If the GT receives an accepted quotation for a new connection or an alteration to an existing connection exceeding a rate of flow of 275kWh, it will offer a planned date within 20 working days for commencement and substantial completion of this work	If the GT fails you will receive a payment of £40 and an additional £40 per working day thereafter up to the quotation sum or £500 whichever is lowest.
GS11: Substantial completion on agreed date	Where the GT has agreed a substantial completion date for a new connection or an alteration to an existing connection it will meet that date. However, this does not necessarily mean that gas will be available for use inside the premises as the fitting of a meter, which will enable the flow of gas, must be arranged by you and your chosen gas supplier	If the GT fails, you will receive a payment related to the value of the contract and a payment for each working day thereafter up to a maximum level. Your contract will be allocated to one category of the table below and payments will be made in line with that category up to the relevant cap.

Contract Value (Connections)	Payment	Cap
Up to & including £1k	£20	The lesser of £200 or the contract sum
Up to & including £4k	Lesser of £100 or 2.5% of the contract sum	25% of the contract sum
Up to & including £20k	£100	25% of the contract sum
Up to & including £50k	£100	£5k
Up to & including £100k	£150	£9k