

We aim to treat our customers the way we like to be treated ourselves. As your energy supplier we're responsible for the Guaranteed Standards of Service that cover your meter and any problems you may have plus any interruptions to your electricity or gas supply. We also need to inform you of how we've performed against these standards.

If we fail to meet these standards, you're entitled to compensation, find out how much and under which circumstances here:

Service	What we should be doing*	Electricity	Gas
<b>Meter problems</b>	<p>If you report that you think there are problems with your meter we'll respond to your query within five working days.</p> <p>If we need to investigate your meter we'll be in touch within seven working days to arrange this.</p> <p>If we think we can provide a reasonable explanation as to why the meter isn't working, without the need to visit your premises, we'll do so within five working days.</p>	<p>If we fail to do any of these we'll pay you £22.</p>	<p>If we fail to do any of these we'll pay you £20.</p>
<b>Pre-payment meter problems</b>	<p>If you report that your pre-payment meter isn't working between 8.30am and 5.30pm, Monday to Friday, we'll visit your premises within three hours (for electricity), or within four hours (for gas). Outside of these hours we'll visit your premises within four hours the next working day.</p>	<p>If we miss this deadline we'll pay you £22.</p>	<p>If we miss this deadline we'll pay you £20.</p>
<b>Appointments</b>	<p>If we need to visit your premises, we'll arrange an appointment within normal working hours (9am - 5pm Monday - Friday). You can select a morning or afternoon appointment - arrangements may vary depending on where you live.</p>	<p>If we don't make an appointment with you within a reasonable time, after you've told us about the problem, we'll pay you £22.</p> <p>If we don't turn up at the agreed time we'll pay you £22.</p>	<p>If we don't make an appointment with you within a reasonable time, after you've told us about the problem, we'll pay you £20.</p> <p>If we don't turn up at the agreed time we'll pay you £20.</p>
<b>Payments</b>	<p>If we fail to meet any of the above we must pay you within 10 working days.</p>	<p>If we miss this deadline we'll pay you £22.</p>	<p>If we miss this deadline we'll pay you £20.</p>

*\*Please note that an action taken after 4pm shall be treated as if reported on the following day.*

*Any payments made, due to our failure in meeting these standards, will not affect any other rights you may have to compensation.*

Here’s how we’ve performed against these standards in 2012/13

Service	What we should be doing	Target	Electricity	Gas
Putting your supply back on	If we’ve cut off your supply because you haven’t paid your bill, we aim to restore it by midnight on the following working day if you’ve paid what you owe or agreed a payment arrangement with us.	100%	100%	100%
Repairing your prepayment meter	If your prepayment meter isn’t working, we’ll aim to visit you: Within 3 hours (electricity) or 4 hours (gas) on working days	98%	100%	100%
	Within 4 hours on other days.	95%	100%	100%
Changing your meter	If you ask us to change the way you pay and you need a different meter, we aim to change your meter within 10 working days. There may be a charge for this service.	100%	100%	100%
Moving your meter	If you ask us to move your meter, we aim to do so within 15 working days if you’ve agreed to our terms, and where appropriate, paid us to do the work.	100%	100%	100%

## General exceptions

1. You inform us you don't wish us to take any action in relation to the matter.

2. It wasn't feasible for us to take the action required as a result of:

- Severe weather conditions
- Industrial action by our employees
- The act or default of a person other than our officer, employee or agent, or of a person acting on behalf of an agent
- Our inability to obtain necessary access to any premises, including our own premises
- Circumstances that, if action was taken, would or would likely be in breach of the law
- The effects of an event for which emergency regulations have been made under Part 2 of the Civil Contingencies Act 2004, or
- Other circumstances of an exceptional nature beyond our control, and
- We had, in each case, taken all reasonable steps to prevent the circumstances from occurring and to prevent them from having that effect.

3. You agree that we've taken an alternative action to resolve your query or problem, or we'll do so in the future.

4. If we consider the information given isn't serious or is purposefully aggravating.

5. You've damaged or interfered with, or negligently allowed damage or interference to an electricity line or meter. Or you're in debt and have refused to pay the charges due within 28 days; and the relevant action by us was in relation to these offences by the customer.

6. Where you provide the relevant information to us other than via the phone number and address shown below.

## Specific exceptions

### Meter problems

- Where it's not practical for us to visit (as per the above reasons) and, where we can, we give at least a day's warning that we'll not be able to visit.

### Pre-payment meter problems

- You've asked us not to attend your premises
- You've asked us not to restore supply
- The prepayment meter is found to be operating correctly
- If you're supply ran out of credit, you won't be entitled to a apyment and we may charge for an unnecessary visit.

### Appointments

#### Where the visit is:

- Related to meter problems or prepayment concerns and is wholly or mainly for the purpose of disconnecting supply, or
- Where it's not practical for us to visit (as per the above reasons) and, where we can, we give at least a day's warning that we'll not be able to visit.

### Payments

- There is a genuine dispute between us regarding whether we need to make a payment.

If you have any further questions please feel free to contact us.

You can either visit us online at **[www.ecotricity.co.uk](http://www.ecotricity.co.uk)**, email us at **[home@ecotricity.co.uk](mailto:home@ecotricity.co.uk)** call us on **0845 555 7 100**.