

Our energy standards of service for business customers

Utility Warehouse

We hope you find the following helpful. It covers important information about the gas and electricity supply service we provide to you and the levels of service provided by your gas and electricity network operators.

Contacting us

We maintain a call centre based in the United Kingdom which is staffed by our highly trained advisors 6 days a week. We aim to answer all calls promptly and to deal with your enquiry immediately. Simply dial **0344 815 0506** to phone us or you can contact us via our webform at: www.uw.co.uk/contact-us.

Standards of service

We are required to tell you about the standards that relate to your local gas transporters and/or electricity distribution company. These standards cover supply interruptions, maintenance work etc.

Guaranteed standards provided by your electricity distribution company

Service fuse failure

If your main fuse fails and you have reported it to your local distribution company between 7am – 7pm Monday to Friday they will visit you within **3 hours**. If you report it between 9am – 5pm at weekends or on Bank Holidays they will visit within **4 hours**. If you notify them outside these times, they will treat your call as if it's received at the start of the next day. If they fail any of these commitments, you will receive **£40** from them.

Restoring your electricity supply during normal weather

If there is a fault with the distribution system and you are without power during normal weather conditions, it will be restored within **12 hours** of the local electricity distribution company becoming aware of the problem. If the local electricity distribution company fails to do this, they will arrange for you to receive **£195**. For every additional **12-hour period** that your supply is off you can claim a further **£45**.

Supply restoration during normal weather where the incident affects 5000 customers or more

If your electricity supply fails during normal weather conditions because of a single incident on the distribution system affecting 5,000 premises or more, the local electricity distribution company will restore it within **24 hours** of first becoming aware of the problem. If they fail to do this, they will arrange for you to receive **£195** as a business customer. You will also receive a further payment of **£45 for each additional 12-hour period that you are off supply up to a maximum of £400**.

*Exclusions apply to all standards. For example, you aren't entitled to receive compensation if the relevant company is prevented from meeting a Guaranteed Standard by severe weather, industrial action or a third party's action, or if you miss, postpone or cancel an agreed appointment.

Restoring your electricity supply during severe weather

If you are without power during severe weather due to a fault in the distribution system, it will be restored within a prescribed timescale, dependent upon the size of the event: 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**. Where these periods apply, if the electricity distribution company fails you will receive **£90**. For every additional **6-hour period** that your supply is off you can claim **£45**. The maximum payment is **£2,235**. **These payments will be made as soon as is reasonably practical.**

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. We aim to minimise the amount of time that your supply would be affected in such cases. We will, at any rate, ensure that there is a total of no more than 24 hours without electricity during the period covered by a rota disconnection event. If we fail, we will arrange for you to receive **£195** as a business customer.

Planned electricity supply interruption

If your electricity supply is interrupted for planned work you will get at least **2 days' notice**. If you don't, or the work is carried out on a different day, you can claim **£80**. **You must claim it within one month.**

Multiple supply interruptions

If your supply is interrupted for **4 or more periods**, for a period of **3 hours each time**, during a **12-month period from 1st April in any year**, you can claim **£100**. **You must claim within 3 months of the end of the 12-month period.** You must provide the address of the premises affected and the dates of the electricity supply failures.

Voltage enquiries

If you tell your local distribution company about a problem with your supply voltage they must make an appointment to visit you within **7 working days** or explain the problem in writing within **5 working days**. Should you call after 4pm on a working day, they will treat the enquiry as being received the following day. If they fail, they will arrange for you to receive a **£40** payment.

Making and keeping appointments

When your local electricity distribution company needs to visit your property you will be offered a timed appointment in the morning or afternoon or within a **2-hour time band**. If they fail to make or keep an appointment you will receive **£40**.

Compensation payments

If your local distribution company fails to meet any of the guaranteed standards they will make a payment either directly to you or to your electricity supplier within **10 working days** of becoming aware of the failure. If not, you will receive a further **£40**. The exception to this is the "restoring your electricity supply during severe weather" standard whereby payment will be issued as soon as is reasonably practical.

In the event of a claim needing to be made please contact your local distribution company (number printed on your invoice).

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Guaranteed standards of performance provided by your gas transporter

Answering 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.

Notifying customers of planned supply interruptions

For planned interruptions to the gas supply the Gas Transporter (GT) will provide notice to each customer at least **7 working days** in advance. If you inform the GT within 3 months of a failure to do this, you will receive a payment of **£130** from the GT.

Responding to complaints

Where a GT receives a complaint in writing or over the phone, the GT will respond substantively to your complaint within **5 working days** of receiving your complaint. If a visit to your premises or additional information from a 3rd party is required to enable resolution of your complaint, the GT will issue an initial written response within **10 working days** of receiving your complaint to explain this situation. If the GT fails you will receive a payment of **£50 plus £50 for each period of 5 working days thereafter up to £255**.

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:

1. All uncontrolled escapes/gas emergencies **within 1 hour**.
2. All controlled escapes/gas emergencies **within 2 hours**.

Restoring your gas supply

If your annual gas consumption does not exceed 73,200 kWh and you are without gas for more than **24 hours** you will receive **£130**. For every additional **24 hours** that your gas supply is not available you will receive **£130**.

Reinstating your premises

If your GT carries out work at your property, it will be put back to its original state within **5 working days**. If it is not, you will receive **£255**. If the work is not completed you will receive a further **£255 for each period of 5 working days after the initial 5 working day period**.

New connections and alterations – response to land enquiries

On receipt of a land enquiry about a new connection or alteration your GT will respond within **5 working days**. If they don't you'll receive **£100 for every working day until they respond up to a total of £640** for connections up to and including 275 kWh and **£1,275** for connections exceeding 275 kWh.

after the initial 5 working day period.

New connections and alterations – quotations

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 275 kWh, the GT will issue it within 4 working days.

A non-standard quotation will be issued within 11 working days (or 21 working days for connections over 275 kWh). If they don't, you will receive a payment of **£25 plus £25 (for connections up to and including flow of 275 kWh) succeeding working day up to the quotation sum or £640**. For connections over 275 kWh, its **£50 plus £50 for every working day up to the quotation sum of £1,275, whichever is lowest**. If a quote is found to be inaccurate in accordance with GT's published accuracy scheme, you'll be paid the payment levels above based on the connection.

New connections and alterations – setting work dates

Once you accept a quote your GT will contact you to offer a work date within **17 working days** (or 20 working days for connections over 275 kWh). If they don't you'll receive **£50 plus £50 for every working day until you receive a date, up to £640** (or £100 plus £100 for every working day until you receive a date up to £1,275 for connections over 275 kWh) whichever is lowest.

Compensation payments

If a failure payment is automatically due, we or your GT will send this to you within **10 working days**. If not you'll receive a further **£50**.

New connections and alterations – completion dates

Your GT will complete the work within the agreed work dates. If they don't you'll receive the following payments based on the quoted cost of the work:

QUOTED COST	PENALTY	CAP
Up to and including £1K	£50	£510
Up to and including £4K	£255	5% of the contract sum
Up to and including £20K	£255	50% of the contract sum
Up to and including £50K	£255	£12,755
Up to and including £100K	£385	£22,955

Please note, payments from your GT are made directly to you or, at times, to Utility Warehouse, who will then pass this payment to you as our customer.

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OVERALL STANDARDS PROVIDED BY YOUR GAS TRANSPORTER – 2023 / 2024	TARGET	EAST OF ENGLAND	LONDON	NORTH WEST	WEST MIDLANDS	SCOTLAND	SOUTHERN	WALES AND WEST	NORTHERN
Answering emergency telephone calls within 30 seconds	90%	93%	93%	93%	93%	93%	93%	93%	93%
ATTEND UNCONTROLLED ESCAPES WITHIN 1 HOUR									
Attend uncontrolled escapes within 1 hour	97%	99.49%	94.62%	99.62%	99.72%	99.50%	98.76%	99.14%	99.95%
Attend uncontrolled escapes within 2 hour	97%	99.82%	99.65%	99.84%	99.84%	99.86%	98.50%	99.81%	100%

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What is carbon monoxide?

Carbon monoxide is an odourless, invisible gas that can be given off by any appliance which burns a fossil fuel such as gas, coal, or oil. It can enter your home if your appliance is faulty or the room is not correctly ventilated, or the chimney or gas flue is blocked. Carbon monoxide is a dangerous gas which prevents the flow of oxygen through your blood stream. This can have seriously poisonous effects which can prove fatal. As it is a colourless gas and has no taste or smell, it is very difficult to detect.

If you develop any of the following unexplained symptoms - drowsiness, headaches, chest pains, sudden giddiness when standing up, sickness, diarrhoea and stomach pains - switch off your appliances and see a doctor at once.

How can it be prevented?

- Ensure your gas appliances are regularly checked for safety and serviced by a qualified Gas Safe registered engineer.
- If an appliance is unsafe and condemned for your safety, you should contact a Gas Safe registered engineer to repair or replace it.
- Ensure your home is correctly ventilated – never block vents or flues.
- Make sure all chimneys and flues are regularly swept and kept clear and clean.
- You can buy a carbon monoxide detector from some supermarkets and hardware stores. If you buy a detector, look for one which complies with EN50291, but never rely entirely on these devices.

What are the danger signs?

- Gas flames that burn orange or yellow instead of blue.
- Sooty stains on or just above appliances.
- Solid fuel appliances that burn slowly or go out.
- Carbon monoxide sometimes makes people feel ill – but this is not always the case.

Electricity Plus Supply Ltd disclosure label

THE ELECTRICITY SUPPLIED HAS BEEN SOURCED FROM THE FOLLOWING FUELS		UW FUEL MIX
Coal		11%
Gas		65%
Nuclear		7%
Renewable		11%
Other		5%
Total		100%
ENVIRONMENTAL IMPACT		
CO2 emissions (weighted average)	-	395.67g per kWh
Radioactive waste	-	0.006g per kWh

Our electricity fuel mix supplied between 1 April 2025 to 31 March 2026.

As per Ofgem requirement, these numbers have been rounded and so they may not add up to 100%.

Gas transporter contact numbers

CADENT

0800 389 5555
www.cadentgas.com

SGN

0800 912 1700
www.sgn.co.uk

NORTHERN GAS NETWORKS

0800 040 7766
www.northerngasnetworks.co.uk

WALES & WEST UTILITIES

0800 912 2999
www.wwutilities.co.uk