

# Our energy standards of service for domestic customers

**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 **0333 777 0777** to phone us or you can contact us via our webform at: [www.uw.co.uk/contact-us](http://www.uw.co.uk/contact-us).

## Making life easier

If you consider yourself vulnerable, please let us know as you may be eligible for extra services which relate to your access or safety needs.

If you are a senior citizen, disabled or chronically sick, you can apply to join our Priority Services Register. We can provide you with a range of services to make your life easier. For more information, please visit [www.uw.co.uk/help/extra-help](http://www.uw.co.uk/help/extra-help).

## Reducing your energy bills

If you can reduce the amount of energy that you consume then the size of your bills will come down as well! We have an impartial Energy Efficiency Helpline that is there to provide practical advice on ways of reducing the amount of energy you consume without affecting your comfort and convenience. You can call our Energy Efficiency Help line on **0333 003 5647**.

## Advice and Information

Please visit [www.uw.co.uk/legal/energy-information](http://www.uw.co.uk/legal/energy-information) to view any of our advice pages and information about various aspects of our services such as:

- Electricity and Gas Emergencies
- When we need to visit your property
- Energy Efficiency Advice
- Complaints
- Gas safety checks
- Help with paying your energy bills
- Prepayment meters
- Priority Services Register
- Warm Home Discount Scheme

## Standards of service

Utility Warehouse are responsible for the standards relating to your meter and bills. We are also required to tell you about the standards that relate to your local gas transporters and/or electricity distribution company.

## Guaranteed standards provided by Utility Warehouse as your energy supplier

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### Meter accuracy

If you advise us that you believe your gas or electricity meter reading is inaccurate, we will complete an initial assessment of the meter to determine if it is operating correctly, and to prescribed tolerances within **5 working days**. We will take action to determine the cause of the problem and ensure that it is operating correctly within **5 working days**. We will offer to confirm the details to you in writing, including the actions that we propose to take within **5 working days**. Please remember 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 do not, we will pay you **£40 within 10 working days**. If we fail to make the payment within 10 working days, we will pay you a further **£40**.

### Appointments

When we need to visit your home outside of a standard meter reader visit, either at your request or to carry out works in accordance with our obligations, you will be offered a timed appointment within a reasonable time.

We will not rearrange the appointment if it is less than **1 working day** without your agreement. If possible, we will do our best to offer an appointment at a time and date that suits you. If we are late or fail to keep an appointment for work we do as your energy supplier, we will pay you **£40 within 10 working days**. If we fail to make the payment within 10 working days, we will pay you a further **£40**.

### Prepayment meters

If your prepayment meter is not working correctly and your supply is affected by this, please call us on **0333 777 0777**. We will arrange for you to be visited within **3 hours** on a working day between 8am and 8pm or within **4 hours** on a weekend or Bank Holiday if you contact us between 9am and 4pm. If it is faulty, we will repair it or if this is not possible we will replace it.

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 **£40 within 10 working days**. If we fail to do that, we'll make an additional payment of **£40 within a further 10 working days**.

### Reconnection

If we have disconnected your supply because you have not paid us for your gas or electricity, we will do everything possible to reconnect the supply within **24 hours** following receipt of payment or an arrangement to make payment. If you make payment outside of normal working hours, the 24 hours will start from the following day. If we fail to reconnect you within 24 hours we will pay you **£40**.

We will make all 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 or as a BACS or cheque for prepayment meter customers.

# 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 of a failure to do this within **3 months** you will receive a payment of **£50** 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 £245**.

## 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 you are without gas for more than **24 hours** you will receive **£75**. For every additional **24 hours** that your gas supply is not available you will receive **£75**.

## Priority customers

If you are a member of our Priority Services Register and your gas supply is interrupted, your GT will offer you with alternative heating and cooking facilities within 4 hours, or within 8 hours where more than 250 customers are affected. Where the interruption affects 250 or more customers and lasts longer than 48 hours, the GT should offer (after the initial 48 hours):

- Access to a hot meal every 24 hours to all priority domestic customers.
- Access to hot water every 24 hours where customers are medically dependent on showering and water dependent for medical reasons. (Note: The period from 10:00pm – 6:00am is excluded). If the GT fails you will receive a payment of £60 and £60 for each complete 24-hour period until the provisions are in place, up to a maximum of £620.

## 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**, or **3 working days** if you are on the Priority Services Register. If it is not, you will receive **£125**. If the work is not completed you will receive a further **£125 for each period of 3 or 5 working days after the initial 3 or 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 plus £100 for every working day until they respond up to a total of £620** per customer, for connections ≤275kWh (or £1,235 for connections over 275kWh).

## 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 275kWh, the GT will issue it within **4 working days**. A non-standard quotation will be issued within **11 working days**. If they don't you will receive a payment of **£25 plus £25 for each succeeding working day up to the quotation sum or £620, whichever is lowest**.

## 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 275kWh). If they don't you'll receive **£50 plus £50 for every working day until you receive a date, up to £620** (or £100 plus £100 for every working day until you receive a date up to £1,235 for connections over 275kWh) 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	£495
Up to and including £4K	£245	50% of the contract sum
Up to and including £20K	£245	50% of the contract sum
Up to and including £50K	£245	£12,360
Up to and including £100K	£370	£22,250

**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.**

Overall Standards provided by your Gas Transporter – 2024 / 2025	Target	East of England	London	North West	West Midlands	Scotland	Southern	Wales and West	Northern
Answering emergency telephone calls within 30 seconds	90%	92%	92%	92%	92%	92%	92%	92%	92%
<b>Attend uncontrolled escapes within 1 hour</b>									
Attend uncontrolled escapes within 1 hour	97%	98.91%	98.72%	98.86%	98.71%	99.46%	98.03%	99.26%	99.90%
Attend uncontrolled escapes within 2 hour	97%	99.24%	98.54%	98.84%	99.03%	99.86%	98.5%	99.88%	99.99%

## Guaranteed standards provided by 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 **£95**. 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 **£95** as a domestic 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 £390**.

### 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 **£85**. For every additional **6-hour period** that your supply is off you can claim **£45**. **The maximum payment is £2,165. These payments will be made as soon as is reasonably practical.**

### 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 **£40**. **You must claim it within one month.**

### 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 minimize 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 you are without supply for a period before we commence rota disconnections, this would be covered by Regulations 5, 6 or 7 as appropriate. If we fail, we will arrange for you to receive **£95**.

### Multiple supply interruptions

If your supply is interrupted for **4 or more periods**, for a period of **three hours each time**, during a **12-month period from 1st April in any year**, you can claim **£95**. **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**. 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 home 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 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 making a claim, please contact your local distribution company (number printed on your invoice).**

# 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, diarrhea and stomach pains – switch off your appliances and see a doctor at once.

## Electricity Plus Supply Ltd disclosure label

The electricity supplied has been sourced from the following fuels	UW Fuel Mix
Coal	15%
Gas	75%
Nuclear	4%
Renewable	0.3%
Other	6%
<b>Total</b>	<b>100%</b>
Environmental impact	
CO2 emissions (weighted average)	481.09g per kWh
Radioactive waste	0.007g per kWh

Our electricity fuel mix supplied between 1 April 2024 to 31 March 2025.

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

## 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.

## Gas transporter contact numbers

### Cadent

0800 389 8000  
[www.cadentgas.com](http://www.cadentgas.com)

### SGN

0800 912 1700  
[www.sgn.co.uk](http://www.sgn.co.uk)

### Northern Gas Networks

0800 040 7766  
[www.northerngasnetworks.co.uk](http://www.northerngasnetworks.co.uk)

### Wales & West Utilities

0800 912 2999  
[www.wwutilities.co.uk](http://www.wwutilities.co.uk)