

## Guaranteed Standards of Performance - 2nd January 2025



We aim to treat our customers the way we like to be treated ourselves. Supplier changes to increased payments from £30 to £40 will take effect from 2 January 2025, any due payments before this date will be made at the £30 required rate.

As your energy supplier we're responsible for the Guaranteed Standards of Performance that cover your meter and any problems you may have plus any interruptions to your electricity or gas supply. If we fail to meet these standards, you're entitled to compensation, find out how much and under which circumstances here:

Service	We are required to	Electricity and 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 five 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 £40.</p>
<b>Pre-payment meter problems</b>	<p>If you report that your pre-payment meter isn't working whilst we're open (you can find our opening hours at <a href="https://ecotricity.co.uk/customerservice/contact-us">ecotricity.co.uk/customerservice/contact-us</a>), we'll visit your premises within three hours (for electricity or gas). Outside of these hours we'll visit your premises within three hours the next working day.</p>	<p>If we miss this deadline we'll pay you £40.</p>
<b>Appointments</b>	<p>If we need to visit your premises, we'll arrange an appointment within normal working hours (you can find our opening hours at <a href="https://ecotricity.co.uk/customer-service/contact-us">ecotricity.co.uk/customer-service/contact-us</a>). 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 £40. If we don't turn up at the agreed time we'll pay you £40.</p>

## Service

## We are required to

## Electricity and Gas

### Final Billing

If you choose to leave Ecotricity and switch to a new supplier, we'll send you a final bill within 6 weeks of you telling us;

- That you are moving home or
- We are informed by your new supplier that you are switching

If we miss this deadline we'll pay you £40.

### Switching Supplier

If you choose to leave Ecotricity, we'll switch your supply to your new supplier within 5 working days.

If we miss this deadline we'll pay you £40.

### Erroneous Transfers

Ecotricity, new or old supplier have 21 working days to switch you back after the Erroneous Transfer has been made.

You must contact your old supplier and let them know. They have 21 working days to switch you back after the mistake has been made. This is called an 'erroneous transfer' in our rules that suppliers must follow as part of their energy licence.

We should pay this within 10 working days of the date they agree a mistake was made. An additional £40 in compensation if:

- the supplier takes more than 20 working days to reply to you after telling them about the switching mistake
- your old and new suppliers take more than 20 working days to agree whether your switch was correct - we will each pay you £40 if this happens

your old supplier takes more than 21 working days to re-register your supply once they know about the mistake

If we have been at fault we'll pay you £40.

### Payments

If we fail to deliver on any of the above individual requirements, we will make an additional payment on each of the £40 within 10 working days.

# Guaranteed Standards of Service

## 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.

## Guaranteed Standards of Service

### General exceptions

#### **Appointments:**

Where the visit is:- Related to meter problems or pre-payment 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.

#### **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 pre-payment meter is found to be operating correctly- If you're supply ran out of credit, you won't be entitled to a payment and we may charge for an unnecessary visit.

#### **Switching Supplier**

Where we have not been informed of the switch to a new supplier, insufficient information, fraudulent activity or your new supplier have blocked, been unable to obtain the supply within 5 working days.

#### **Erroneous Transfers:**

Where Ecotricity have raised notification for the Erroneous Transfer to be fixed within the 10 working days, but the new or old supplier have not made the required adjustments within the timeframe, or any other external party issues or delays occur.

#### **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.

**ecotricity**

Founders of the Global  
Green Energy Movement