

# Guaranteed Standards

If you're a small or micro business customer there are certain standards that SSE Energy Solutions, as your energy supplier, must meet.

If we don't provide you with the level of service you can expect, in certain circumstances you may be entitled to a payment of £40 to compensate you for the inconvenience.

## Appointments

If an appointment is scheduled for SSE Energy Solutions, or our representative, to come to your premises, whether requested by you or us in relation to a supplier activity, we aim to:

- Offer the appointment within a reasonable timeframe from the initial request.
- Give you a four-hour time slot between 8am and 5pm Monday to Friday. Where possible, we'll offer the appointment on a particular date and time if you request this. In some cases, charges may apply but we'll explain this to you before any work is carried out.
- Ensure any representative visiting your premises will have the right skills and materials to undertake the work required.
- Ensure that our representative attends the appointment within the agreed time slot.
- Give you one working day's notice if we need to rearrange the appointment, unless you agree to the re-scheduled slot on the day. We'll also get your agreement and keep a written record of this.

## Compensation

If we don't fulfil the aims above, then you may be entitled to a payment of £40 to compensate you for the inconvenience. If we owe you compensation, you'll receive it within 10 working days of our failure. If it's not paid to you within that time you'll become entitled to another £40 within 10 working days. We'll apply any compensation to your account automatically but are happy to refund this to you using an alternative payment method if you ask.

From 23 February 2026, you may be eligible for compensation if there's a delay installing or repairing your smart meter, as follows:

- **Installation appointment availability**

If you request a first time/new smart meter installation appointment, we must offer you an appointment to take place within 12 weeks.

- **Failed installation**

If a smart meter installation fails due to a fault within our control.

- **Investigating operational issues**

If you report a problem with your smart meter, we must complete an initial assessment, take an appropriate action and offer to update you, within five working days.

## Some exceptions to the above

There are some exemptions to the standards above. This means you might not receive compensation if, for example:

- There's a dispute between us as to whether you're entitled to this compensation.
- You're not at the premises when we've arranged to visit.
- We think that you've made an appointment or call-out without any serious merit.
- Circumstances exist that were beyond our control, e.g. severe weather and meter signalling issues.

If you need to rearrange an appointment, please let us know as soon as possible and preferably with at least five working days' notice.

## Distributed payments

If we receive a payment due to you from your electricity distributor or gas transporter we'll make sure you get the money within 10 working days after we receive it.

## Electricity Distribution Network Operators and Gas Transporters

Your local electricity distribution network operator and gas transporter are responsible for other standards. These include supply interruptions due to faults or planned maintenance work.

Please see the below links for more information on these:

- This link provides detail on the Gas Transporter standards:

[epr.ofgem.gov.uk/content/documents/gas\\_transporter\\_slcs\\_consolidated%20-%20current%20version.pdf](https://www.epr.ofgem.gov.uk/content/documents/gas_transporter_slcs_consolidated%20-%20current%20version.pdf)

- This link provides details of the Distribution Network Operators (DNOs). Please refer to the Distribution Network Operator for your area. Your DNO will be able to provide detail of the Standards via their "Notice of Rights":

[energynetworks.org/operating-the-networks/whos-my-network-operator](https://www.energynetworks.org/operating-the-networks/whos-my-network-operator)

## Guaranteed Standards

Guaranteed Standards obligations are set out in The Electricity and Gas (Standards of Performance) (Suppliers) Regulations 2015 (as amended from time to time).