
Guaranteed Standards – Notice of Rights

Introduction

This booklet explains what the standards of service you can expect from Independent Pipelines are and outlines the compensation you could receive if we fail to deliver these Standards. It is written in accordance with the Gas (Standards of Performance) Regulations 2005.

Independent Pipelines is a licensed gas transporter responsible for the safe delivery of gas through its networks to properties across Great Britain.

Independent Pipelines does not sell gas but ensures that it is delivered to you. The companies that sell gas to consumers and send out bills are called gas suppliers. If you have an enquiry about your bill or your supplier's Priority Services Register, please contact your gas supplier. Contact details can be found on your latest gas bill.

Our Contact Details

Address

Independent Pipelines
Ocean Park House
East Tyndall Street
Cardiff
CF24 5GT

Telephone 0845 055 6199

TextDirect 18001 0871 225 0123

Fax 0871 429 0422

Email enquiries@envoyonline.co.uk

Our Office Hours

Monday – Thursday 8.30am – 5pm

Friday 8.30am - 4.30pm

Guaranteed Standards

GS1 (Regulation 7) Supply Restoration

If your supply is interrupted due to a failure of, fault in or damage to our pipeline system, we will restore your supply within 24 hours of becoming aware of the issue.

Payment for failing to meet this standard: For domestic customers, £30 plus a further £30 for each additional period of 24 hours in which you are without gas up to a maximum of £1000. For non-domestic customers, £50 plus a further £50 for each additional period of 24 hours in which you are without gas up to a maximum of £1000. This will not apply where the fault occurred because of an act or default on the part of the customer, the event caused the loss of supply to more than 30,000 customers.

GS2 (Regulation 8) Reinstatement of customer's premises

If we initiate and undertake work we will permanently reinstate your premises within 5 working days of completion.

Payment for failing to meet this standard: £50 for domestic customers plus a further £50 for each additional period of five working days until the premises are reinstated, and £100 for non-domestic customers plus a further £100 for each additional period of five working days until the

premises are reinstated. This will not apply if the work is required because of the actions of the customer.

GS3 (Regulation 9) Priority domestic customers

If you are registered with your supplier's Priority Services Register and your supply is interrupted, we will provide alternative heating and cooking facilities within 4 hours, or within 8 hours in the case of gas emergencies or unplanned interruptions that affect more than 250 people.

Payment for failing to meet this standard: £24. This will not apply if the customer already has alternative heating and cooking arrangements, or declines them. The hours between 8pm – 8am are excluded from consideration when calculating whether this standard has been met.

GS4 (Regulation 10 (3)(a)) Provision of standard connection quotations (up to 275 kWh)

If you request a quotation for a standard connection, or an alteration to an existing connection, up to and including 275 kWh, we will provide it within 6 working days.

Payment for failing to meet this standard: £10 plus a further £10 for each additional working day until you receive the quotation, up to a maximum of £250 or the quotation sum, whichever is the lowest.

GS5 (Regulation 10 (3)(b)(i)) Provision of non-standard connection quotations (up to 275 kWh)

If you request a quotation for a non-standard connection, or an alteration to an existing connection, up to and including 275 kWh, we will provide it within 11 working days.

Payment for failing to meet this standard: £10 plus a further £10 for each additional working day until you receive the quotation, up to a maximum of £250 or the quotation sum, whichever is the lowest.

GS6 (Regulation 10 (3)(b)(ii)) Provision of non-standard connection quotations (greater than 275 kWh)

If you request a quotation for a non-standard connection, or an alteration to an existing connection, greater than 275 kWh, we will provide it within 21 working days.

Payment for failing to meet this standard: £20 plus a further £20 for each additional working day until you receive the quotation, up to a maximum of £500 or the quotation sum, whichever is the lowest.

GS7 (Regulation 10 (3)(c)) Accuracy of quotations

We will provide accurate quotations.

Payment for failing to meet this standard: You will be issued with a new quotation and refunded any money you have overpaid. You will also be eligible for payments under GS4, GS5 and GS6 until you receive a new quotation.

GS8 (Regulation 10 (3)(d)) Response to land enquiries

We will respond to land enquiries in relation to a new connection or the alteration of an existing connection within 5 working days.

Payment for failing to meet this standard: £40 plus a further £40 for each additional working day until you receive the quotation, up to a maximum of £250 for connections up to and including 275 kWh and £500 for connections over 275 kWh.

GS9 (Regulation 10 (3)(e)(i)) Offering a date for commencement and substantial completion of connection work up to and including 275 kWh

If you accept a quotation, we will offer a date for commencement of the work and substantial completion within 20 working days.

Payment for failing to meet this standard: £20 plus a further £20 for each additional working day until we offer you a date, up to a maximum of £250 or the contract sum, whichever is the lowest.

GS10 (Regulation 10 (3)(e)(ii)) Offering a date for commencement and substantial completion of connection work over 275 kWh

If you accept a quotation, we will offer a date for commencement of the work and substantial completion within 20 working days.

Payment for failing to meet this standard: £40 plus a further £40 for each additional working day until we offer you a date, up to a maximum of £500 or the contract sum, whichever is the lowest.

GS11 (Regulation 10 (3)(f)) Completion of work by the agreed date

We will complete the connection work by the agreed date. You may need to arrange for your meter to be fitted separately.

Payment for failing to meet this standard: a payment relating to the value of the contract as described in the table below will become due, and you will also receive a further payment for each working day up to a maximum level.

| Value of contract | Payment due | Maximum payment |
|---|--|--------------------------|
| Up to and including £1,000 | £20 | £200 or the contract sum |
| Over £1,000 but not exceeding £4,000 | Lesser of £100 or 2.5% of contract sum | 25% of the contract sum |
| Over £4,000 but not exceeding £20,000 | £100 | 25% of the contract sum |
| Over £20,000 but not exceeding £50,000 | £100 | £5,000 |
| Over £50,000 but not exceeding £100,000 | £150 | £9,000 |

GS12 (Regulation 12) Payments

If we fail to meet any of the standards outlined above, we will write to inform you or your supplier, and make any payment owed within 20 working days unless a payment is in dispute.

Payment for failing to meet this standard: £20.

GS13 (Regulation 10A) Notification of Planned supply interruptions

We will give you at least five working days' notice if we intend to interrupt your supply to carry out work on our network and why the work is needed.

Payment for failing to meet this standard: £20 for domestic customers and £50 for non-domestic customers.

GS14 (Regulation 10B (2)(a)(i)) Responding to Complaints Site Visit required or 3rd Party Enquiry

Where a telephone complaint or written complaint is received, but we are unable to provide a substantive response without visiting your premises or make enquires of persons other than officers, employees or agents of our company, you will receive an initial response within 10 working days. This will include the name, telephone number and address of an employee you can contact regarding your complaint. If you do not receive an initial response within 10 working days from the day the complaint was received you will be entitled to £20 compensation. For every period of 5 working days that expires for a failure to provide an initial response, you will be entitled to £20 compensation.

GS14 (Regulation 10B (2)(a)(ii)) Responding to Complaints Site Visit required or 3rd Party Enquiry

Where an initial response is required, we will provide a substantive response within 20 working days from the date the complaint was received. If you do not receive a substantive response within 20 working days from the day the complaint was received, you will receive a compensation payment of £20. For every period of 5 working days that expires for a failure to provide a substantive response, you will be entitled to £20 compensation.

GS14 (Regulation 10B (2)(b)) Responding to Complaints

Where a telephone complaint or written complaint is received and we do not need to visit your premises or make enquires of persons other than officers, employees or agents of our company we will send you a substantive response within 10 working days from the date the complaint was received. If you do not receive a substantive response within 10 working days you will be entitled to £20 compensation. For every period of 5 working days that expires, you will be entitled to £20 compensation.

The aggregate compensation limit for the failure to provide an initial and/ or substantive response under regulations 10B (2)(a)(i), 10B (2)(a)(ii) and 10B (2)(b) is £100.

Exemptions

The Gas (Standards of Performance) Regulations 2005 as amended detail a number of circumstances where the Guaranteed Standards may not apply. These include:

- Where you inform us that you do not want us to take any action or further action.
- Where you agree that any action we have taken (or promise to take) meets the requirement of the guaranteed standard. If we have promised to take action as part of this exemption, we shall do so promptly.
- Where we need information from you in order to meet our guaranteed standard, you either telephone a number or send the information to an address other than the one we have provided or you contact us outside our working hours.
- Where we could not have reasonably been expected to meet the guaranteed standard (despite efforts on our part) due to:
 - Severe weather;
 - Industrial action by our employees;
 - The actions of a third party;
 - Inability to gain access to relevant premises;
 - The likelihood of us breaking the law if we complied;
 - The effects of an event for which emergency regulations have been made under Part 2 of the Civil Contingencies Act 2004;
 - Other exceptional circumstances beyond our control.
- Where the complaint was frivolous or vexatious.

In some cases, where flooding, snow or ice prevent any work we may have to undertake in order to restore your supply, then the start time for the calculation of compensation will begin when conditions are such that we are able to commence work.

If we invoke any of the exemptions laid out in the Regulations, we are required to demonstrate that we have taken all reasonable steps to prevent failure.