



Our Guaranteed Service Standards

If your prepayment meter is not operating so as to permit a supply in the manner for which the meter was designed to and the issue cannot be resolved over the phone, an engineer will visit you within 3 hours (electricity and gas meters). If you inform us on a non-working day (weekend, bank holiday) we will visit you within 4 hours. If we cannot keep any appointment we have made and we fail to contact you in advance, you will receive compensation of £40 for electricity and/or £40 gas.*

** If you inform us of a faulty prepayment meter after 5pm, it will be considered as the next day and an engineer will visit you within 3 hours on the next working day or within 4 hours on a non-working day (weekend, bank holiday).*

Meter Faults

If you think your meter is faulty or inaccurate, we will either provide you with an explanation by phone or in writing within 5 working days.* If an engineer visit is necessary, we will arrange this within 7 working days**

** If we believe that your meter is accurate and do not provide you with an explanation as to why within 5 days, we will pay you £40 for electricity and/or £40 gas.*

*** If we fail to arrange a date and time slot within 7 days for an engineer to attend your property, we will pay you £40 for electricity and/or £40 gas. (Please note, this does not mean an engineer will attend within 7 days, it means an appointment will be booked within 7 days)*

NOTE: If your meter was not operating or was faulty due to tampering or damage to the meter or your prepayment device, no payments will be made.

NOTE: If we visit both your gas and electricity meters (dual fuel), only one payment of £40 will be made.

