Our Guaranteed Standards of Service
Information guide for customers

Click northernpowergrid.com
Call 0800 169 2996
Connect 🌐 facebook 📴
Our guaranteed standards of service

You may not know who we are but we keep the lights on, the kettles boiling and the phones charged for 8 million people across the Northeast, Yorkshire and north Lincolnshire.

Put simply, we make sure the electricity you buy from your energy supplier gets to you safely, whenever you need it. And, if your power ever gets interrupted, for whatever reason, be it extreme weather or emergency maintenance, we’ll be there immediately to fix it - giving 100% day and night, rain and shine, Sundays, Mondays and Christmas days.

Our always-prepared team of energy experts live in your communities, proud to play an essential role in keeping the power flowing to all the homes and businesses they serve.

What are guaranteed standards?
This guide sets out the guaranteed standards to which Northern Powergrid is required to operate in accordance with the Electricity (Standards of Performance) Regulations 2015.

Ofgem, the gas and electricity industry regulator, sets the guaranteed standards. If we fail to meet these standards, you (‘you’ being a domestic or non-domestic customer) are entitled to receive a compensatory payment. We can either make payments via your electricity supplier or directly to you. If you are on our Priority Services Register you may be entitled to a different level of payment.

What is the Priority Services Register?
Our Priority Services Register is for those people who may need a little extra support when there’s a power cut. This could be for many reasons, for example if you have a medical condition, if you are elderly or disabled, if you have young children, or if you rely on electricity for medical equipment.

If you are on our Priority Services Register and we do not meet our standards of performance relating to restoration of supply after an unplanned power cut, you may be entitled to a bigger payment than other domestic customers. This is because we have identified that you will feel the impact of a power cut more.

In line with Section 39A (5) of the Electricity Act 1989, any guaranteed standard payments you receive will not prejudice your entitlement to any other remedy or action you may be eligible for because of our failure.
To find out more about our Priority Services Register, please visit www.northernpowergrid.com/priority

Sometimes the guaranteed standards may not apply. This includes under exceptional circumstances, or because of events beyond our control, such as industrial disputes, actions by third parties, not being able to gain access to premises or, in some cases, severe weather.

If any one of these exemptions apply, we will need to demonstrate that we had taken all reasonable steps to prevent the exceptional circumstances occurring and from having the effect they have.
Restoring your electricity supply during normal weather

If your electricity supply fails during normal weather conditions because of a problem on our distribution system, we will restore it within 12 hours of first becoming aware of the problem.

If we fail and you are on our Priority Services Register:

• You will receive an automatic payment of £100 if you are a domestic customer.
• Dependent on your needs, you may be eligible for a higher payment of £200. This will be arranged automatically for you.

If we fail and you are not on our Priority Services Register:

• We will use reasonable endeavours, over the next three months, to identify that you have been affected by the failure and will then arrange for you to receive an automatic payment of £100 (if you are a domestic customer) or £150 (if you are a non-domestic customer).
• Alternatively, if you make a valid claim within three months of the date the supply is restored, we will arrange for you to receive £100 (if you are a domestic customer) or £150 (if you are a non-domestic customer).

In all cases you will also receive a further £35 for each additional 12-hour period that you were without supply.
Restoring your electricity supply during normal weather (incidents affecting 5,000 customers’ premises or more)

If your electricity supply fails during normal weather conditions, because of a single incident on our distribution system that affects 5,000 or more customers’ premises, we will restore it within 24 hours of first becoming aware of the problem.

If we fail and you are on our Priority Services Register:

- You will receive an automatic payment of £100 if you are a domestic customer.
- Dependent on your needs, you may be eligible for a higher payment of £200. This will be arranged automatically for you.

If we fail and you are not on our Priority Services Register:

- We will use reasonable endeavours, over the next three months, to identify that you have been affected by the failure and will then arrange for you to receive an automatic payment of £100 (if you are a domestic customer) or £150 (if you are a non-domestic customer).
- Alternatively, if you make a valid claim within three months of the date the supply is restored, we will arrange for you to receive £100 (if you are a domestic customer) or £150 (if you are a non-domestic customer).

In all cases you will also receive a further payment of £35 for each additional 12-hour period that you were without supply, up to a maximum of £300.
Restoring your electricity supply during severe weather

If your electricity supply fails because of a problem on our distribution system due to severe weather, we will restore it within a set period, dependent upon the category of the event.

If we fail and you are on our Priority Services Register:

- We will arrange for you to receive an automatic payment of £70 (if you are a domestic customer).

If we fail and you are not on our Priority Services Register:

- We will use reasonable endeavours, over the next three months, to identify that you were affected by the failure and will then arrange for you to receive an automatic payment of £70, regardless of whether you are a domestic or non-domestic customer.

- Alternatively, if you make a valid claim within three months of the date the supply is restored, we will arrange for you to receive £70 regardless of whether you are a domestic or non-domestic customer.

In all cases you will also receive a further £70 for each additional 12-hour period that you were without supply, up to a maximum of £700. These payments will be made as soon as reasonably practicable.

Non-lightning events: (such as high winds, floods, snow etc.) If we experience 8 - 12 times the normal amount of higher-voltage faults in one day, we will restore supply within 24 hours.

Category 2 (large events)
Non-lightning events: If we experience at least 13 times the normal amount of higher-voltage faults in one day, we will restore supply within 48 hours.

Category 3 (very large events)
Severe weather events: Where at least 219,000 customers in our Northeast area or 431,000 in our Yorkshire area are affected, we will restore supply within the period calculated using the formula set out in the regulations, based on the number of customers affected.

Category 1 (medium events)
Lightning events: If we experience at least 8 times the normal amount of higher-voltage faults in one day (on average our Northeast and Yorkshire areas will each experience 5 such faults in one day), we will restore supply within 24 hours.

Alternatively, if you make a valid claim within three months of the date the supply is restored, we will arrange for you to receive £70 regardless of whether you are a domestic or non-domestic customer.

In all cases you will also receive a further £70 for each additional 12-hour period that you were without supply, up to a maximum of £700. These payments will be made as soon as reasonably practicable.
If you experience rota disconnections

On very rare occasions our distribution network may be so badly affected by a fault or by damage that we cannot restore it to its full capacity all in one go. In an event such as this, your electricity supply may need to be interrupted on a rota basis in order to share the available load. In such cases, we aim to minimise the amount of time that your supply is affected.

We will ensure that you are not without electricity for more than a total of 24 hours throughout the rota disconnection period. If you are without supply for any time before we commence rota disconnections, this will be covered by one of the previous three standards as appropriate.

If we fail and you are on our Priority Services Register:

- We will arrange for you to receive an automatic payment of £75 (if you are a domestic customer).

If we fail and you are not on our Priority Services Register:

- We will use reasonable endeavours, over the next three months, to identify that you have been affected by the failure and will then arrange for you to receive an automatic payment of £75 (if you are a domestic customer) or £150 (if you are a non-domestic customer).
- Alternatively, if you make a valid claim within three months of the date the supply is restored, we will arrange for you to receive £75 (if you are a domestic customer) or £150 (if you are a non-domestic customer).
If you experience multiple supply interruptions

If your electricity supply fails because of a problem on our distribution system and you are without power for 3 hours or more, on 4 or more different occasions in any single year (12-month period, starting on 1st April) this is classed as multiple supply interruptions.

If you are on our Priority Services Register:

• You will be entitled to a payment of £100 if you are an eligible domestic customer.
• Dependent on your needs, you may be eligible for a higher payment of £200.
• For domestic customers the payments we will make are higher than the amounts we are required to pay.

If you are not on our Priority Services Register:

• You will be entitled to a £100 payment (if you are a domestic customer) or a £75 payment (if you are a non-domestic customer).

You must make a valid claim for this payment within three months of the end of the year to which the claim applies.

In order for your claim to be verified, you will need to provide the address of the premises affected and the dates of the electricity supply failures. Incidents for which a payment has already been made cannot be included in your claim.

If you experience a distributor’s fuse fault

If you report information that leads us to believe that the main fuse between your incoming supply cable and your meter has, or might have, failed, we will attend your premises within 3 hours on normal working days (if you notify us between 7am and 7pm). At weekends and bank holidays we will attend within 4 hours (if you contact us between 9am and 5pm).

If you notify us outside these times, we will treat your call as if we had received it at the start of the next period of working hours.

If we fail, we will arrange for you to receive a £30 payment.
If you experience a planned supply interruption

If we need to switch off your power to work on our network for planned maintenance work, we will give you at least 2 days’ notice. (We will always give as much notice of a planned interruption as possible, even if we know we’ve already failed the standard).

If we fail to give 2 normal working days’ notice, or we switch your electricity off on a different day (without providing a further notice in respect of that day), then you can claim £30 (within one month of the failure) if you are a domestic customer, or £60 if you are a non-domestic customer.

If you experience voltage problems

If you report a problem with the voltage of the electricity supplied to your premises, we will send you a written explanation within 5 normal working days, or offer to visit you to investigate within 7 normal working days.

If we fail to do this we will arrange for you to receive a £30 payment.

Notification of appointments

If we need to visit you, or if you request a visit from us for any reason, you will be offered an appointment during the morning or afternoon (e.g. between 8am and 1pm or between 12noon and 7pm), or within a two-hour time band. This standard does not apply to visits related to connections work, as such work is subject to separate standards.

If we fail to make or keep an appointment we will arrange for you to receive a £30 payment.

Notification of payment under guaranteed standards

We will notify you, or your supplier, of any guaranteed standards that we have failed to meet (other than those for which you are already claiming for payment).

In any case, we will send your payment either directly to you, or to your electricity supplier (for your supplier to pass on to you), within 10 working days of becoming aware of the failure. This is except in the case of severe weather faults, when we will issue payment as soon as is reasonably practicable.

If we fail to notify you or your supplier, or fail to send a payment within the above timescales, we will arrange for you to receive an additional £30.
Codes of practice

We provide information guides that describe the services we have available to our customers. These include services for customers who are blind, deaf or hearing impaired, for customers who depend on electricity for health reasons and for customers who request a password during appointments for extra security. Copies of our information guides are available free of charge from us or can be downloaded from our website at www.northernpowergrid.com.

Making a claim for a payment

Should you wish to make a claim, please telephone us for details of how to do this using the general enquiries number listed on the back page of this guide.

If you make a claim outside the hours listed, your claim will be treated as if you had called at the start of the next working day.

If you disagree and cannot reach agreement with us about whether you should receive a payment, you may refer the case to Ofgem (the Office of Gas and Electricity Markets), the independent regulator for the electricity industry, to request a formal decision.
Complaints

If you have a complaint about any aspect of our service please let us know. You will find our complaints handling procedure on our website [www.northernpowergrid.com](http://www.northernpowergrid.com) or you can call our general enquiries number to request a copy **0800 011 3332**.

To contact us directly regarding your complaint, please visit our website [www.northernpowergrid.com/contact-us](http://www.northernpowergrid.com/contact-us) or call us on **0800 781 8848**.

If we are unable to resolve the matter with you, you may be able to refer it to the Ombudsman Services: Energy. This is a free and independent dispute resolution service. They can offer free independent advice and will look at your complaint, but will expect you to let us try to sort it out first.

You can telephone the Ombudsman Services: Energy on **0330 440 1624**.

You can find further information on the Ombudsman Services website at [www.ombudsman-services.org/energy](http://www.ombudsman-services.org/energy)
Find out more about our additional services below:

Connections
0800 011 3433

Priority Services
0800 169 2996

Power Cuts
105

General Enquiries
0800 011 3332

Other services we provide:
Quality of supply
Safedig
Substation maintenance
Vegetation management

Need additional support during a power cut?
You might be able to benefit from our Priority Services Register.

Click northernpowergrid.com  Call  Connect  

All of this information is available in audio description and different languages on our website using the ‘browsealoud’ service. If you require this booklet in alternative formats, such as Braille or large print, please contact the General Enquiries number above.