

Guaranteed Service Standards

Code	Service	Performance Level	Penalty Payment	Payments Made
GS1	Service fuse failures	To repair faults inside GEL's electricity network within three hours of notification.	£25	0
GS2	Restoring supplies	Supplies must be restored within 18 hours (except in exceptional circumstances as approved by GCRA).	£50*	0
GS3	Providing a supply	To connect new customers with an existing supply of electricity within three working days.	£25	0
GS4	Notice of planned interruption of supply	To give customers at least five working days notice when the supply of electricity is to be temporarily interrupted during planned maintenance work.	£25	0
GS5	Voltage complaint	To investigate the reasons within seven working days and correct within six months.	£25	0
GS6	Charges and payments	If a customer makes a written (including fax, email) query regarding the account for supply of electricity or method of payment which requires a reply, the company will make that reply within three working days.	£25	0
GS7	Meter disputes	To investigate and explain why meters might be operating outside acceptable margins or error within seven working days.	£25	0
GS8	Pre-payment meters	When a GEL prepayment meter has failed, GEL will visit the customers' premises within 4 hours of notification.	£25	0
GS9	Changing meter	When a customer wants to change method of payment or tariff, GEL will change the meter within seven working days.	£25	0
GS10	Making & keeping appointments	GEL must offer and keep a morning or afternoon appointment or a timed appointment if agreed with GEL (within 30 minutes and excludes non-core business).	£25	0
GS11	Payments owed under the standard	Payment to be made within 10 working days (excluding exceptional circumstances approved by GCRA).	£20	0
GS12	Estimate of charge	When a new electrical supply needs to be installed or an existing supply altered, GEL to provide an estimate of the charge within five working days.	£10	0

*£50 domestic customers, £100 non-domestic customers. Domestic and non-domestic entitled to £25 for each additional 12 hours.