

Overall Service Standards

Code	Service	Performance Level	Target	% Achieved
OS1	Restoring supplies	Minimum percentage of supplies to be reconnected following faults within three hours.	90%	90.4%
OS2	Estimate of charge	To be provided within 15 working days if significant network reinforcement is required.	97%	60%
OS3	Meter readings	To obtain actual meter readings from all customers at least once a year.	99.5%	99.4%
OS4	Customer correspondence	To Answer supply or disruption queries within 10 working days.	100%	100%
OS5a	Cable enquiries	Respond to single site / cable enquiries inside one hour.	97%	99.7%
OS5b	Cable Enquiries	Respond to multiple site / cable enquiries within two working days.	98%	100%
OS6	Pollution	Answer complaints regarding pollution within eight hours of notification.	98%	100%
OS7	Relocating meter	Relocating meters at customer's requests within 15 days.	95%	100%