



## Terms & Conditions



We want you to make full use of our website and all of the information and other facilities included within its pages. However, it is important that users should understand its limitations. Please read the following Terms and Conditions. If you are using the website on behalf of any one else (such as an employer) you are responsible for making them aware of these conditions.

## Conditions of Use

### Disclaimer

The information, services and other tools and facilities provided by this website are intended as a service to the public. Guernsey Electricity will take reasonable steps to ensure that everything on its site is correct.

However users should not rely or act upon any of the information contained or obtained through these pages. If you do so, it will be entirely at your own risk. The user is solely responsible for deciding whether or not the information held or obtained from this website is suitable for any purpose.

Please remember also that the information contained may not necessarily be up to date. This applies particularly to account information and cable record information.

Guernsey Electricity does not accept any responsibility or liability for any errors or omissions made. No liability is accepted for any special, indirect or consequential damages or any damages whatsoever arising out of or in connection with the use of this website or the interpretation of information held.

### Children

This site contains educational material for children and students. Guernsey Electricity will take reasonable steps to ensure that this educational material is suitable. Guernsey Electricity does however expect that normal, reasonable, parental or other supervision by a responsible adult will be exercised with regard to the use of the internet by children. For this reason Guernsey Electricity does not accept responsibility or liability for any unsuitable material accessed by children from this website, particularly by way of any link.

### Drawings and records

Drawing and record Information obtained from this site is not to be divulged to any third parties that are not aware of these conditions of use.

The position of the cables & equipment shown on any drawing or plan obtained via this internet site must be regarded as approximate only.

The information given does not preclude the possibility that unrecorded cables may exist.

Any user of this information should dig trial holes by hand, prior to the commencement of any work, to establish the exact position and depth of cables.

Guernsey electricity will not accept any responsibility or liability whatsoever with regard to losses, claims or damages of any kind, whether directly or indirectly, arising from the publication, use or otherwise any form of reliance upon, drawings, plans or records obtained through, or by way of this website.

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### Applicable Law

The applicable law relating to all matters concerning this website shall be deemed to be the Law of Guernsey.

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## Privacy Statement

Please click the above link to read our Privacy Statement

## Code of Practice

### Dealing with Customers in default

You will receive a statement from us every three months which will reflect the goods and services provided to you. It is in your best interest to pay your bill quickly as you are still using electricity. Prompt payment also helps us keep our costs down. This enables us to provide an efficient cost effective service.

If you do not pay your bill by one of our regular payment methods it should be paid within 21 days. We will print the date by which you should pay your bill next to the balance. Providing we have resolved any queries you have raised, and if you have not paid your bill after a further 7 days (day 28) we will send a reminder / final notice. If your account is still not paid 14 days later (day 42) we will consider your account in default. We will then send a representative to your address to try and resolve the matter. Your supply will not be disconnected at this time. However, as we have now made reasonable efforts to contact you your supply is now liable for disconnection. Your supply will not be disconnected until you have received a formal notice signed by our Head of Customer & Retail Services and delivered by

hand. This notice will state the date from which the electricity supply will be terminated.

Disconnection can be avoided by phoning us and agreeing to a payment plan from one of our many methods of payment. These are listed in the section of our Codes of Practice entitled Payment of Bills. If we are unable to come to a mutually agreeable arrangement enabling you to stay on a credit meter we will offer the installation of a prepayment meter providing it is safe and practical to do so. A prepayment meter will not be installed without reference to you unless we have notified you in writing. Should your accounts go into default twice in any 12-month period we will ask for security against your future supply. This Security can be provided by agreeing to one of our regular payment methods detailed in the section "Payment of Bills" above. Providing the payments are made on time and at a level agreed by us there will be no requirement to pay a deposit. However, should an agreed method of payment fail we will request a deposit based on five months usage. Interest will be paid on deposits every six months at the end of March and September. The interest is calculated using the average base rate of our bank over the preceding 6 months. The deposit will be returned on your final statement for the supply in question.

If you pay your account by one of our regular payment methods we will review your payment every time your meter is actually read. We will then, if necessary, ask you to increase your payments or we will refund any credit balance that is due over our standard refund level unless you tell us otherwise.

Should you not increase your payments when requested and your payments are not in lieu of security against your supply, we will assume that you wish to return to a normal quarterly arrangement. Any subsequent payments will be accepted as "on account" payments and your account will not attract any discounts payable within the regular payment scheme.

Should you not increase your payments when requested and your payments are in lieu of security against your supply, we will send a reminder after 14 days. If you have still not increased after a further 10 days (day 24) we will consider your account in default.

If we have resolved any queries on your statement you may have, we may cut off your electricity when:

- a) You do not pay your bills despite our reminders.
- b) You refuse to have a pre-payment meter fitted.



- c) You refuse to provide or maintain security.
  - 1) For furnished or part-furnished rented accommodation
  - 2) When your supply is registered as non-domestic
  - 3) Following a record of delayed payment.

We will reconnect your supply when your account together with a reconnection fee is paid in full. We may also ask you to provide security against the future of your supply.

If we are unable to agree how a bill should be paid after disconnection, we may take you to court. This may increase the amount you need to pay as the action against you will include costs.

If you are having difficulty paying your bill please tell us as soon as possible. We will be able to advise you on payment plans to suit your circumstances. Getting such plans started early reduces the impact of the next bill which is already being used.

If you find it helpful we will be happy to talk to Citizens advice Bureau, States Insurance Authority or other such agencies should you get them to contact us. They will normally ask you to sign a declaration stating that you are happy for us to discuss your accounts with them. We will listen to their explanation of your circumstances and endeavour to agree a plan of action to resolve the situation. We will take into account your ability to pay bearing in mind your usage to date and your continuing supply.

## Reading of Customers Meters

If you have a normal quarterly credit meter we will send statements to you every quarter as highlighted in the list below. If we are unable to read your meter we will send you an estimated statement. If you receive an estimated statement and would prefer an accurate one please either submit your own reading or if this is not possible contact a member of our Customer Accounts team on 01481 200700 and they will be pleased to make arrangements for a visit to your meter.

The reading of the meter shall be conclusive evidence in the absence of fraud of the value of the supply. If the meter is damaged, slows down or stops we reserve the right to base your bill on a reasonable assumption of your usage based on previous consumptions.

Should the Meter Reader unfortunately cause any damage while at your property we will consider any claim for compensation. Claims should be submitted

in writing to the Customer Accounts Manager and should include all details of the damage caused.

During the meter reading our meter reader will visually inspect the meter for external damage and deterioration. If you are aware of any damage or have reason to believe the meter is not functioning correctly please contact our meter department on 01481 241990.

We will ensure that we leave your premises as secure as we find it. We will agree to many special arrangements for access but always make sure that we also leave the premises as secure as you wish.

St Andrew & St Peter Port : March, June, September & December

St Sampson & Vale: January, April, July & October

Castel, St Saviour, St Peter, Torteval, Forest & St Martin: February, May, August & November

## Customer Complaints

Here at Guernsey Electricity we place great importance on delivering the highest standards of service to all of our customers.

We are committed to providing excellent customer service on all occasions but inevitably in spite of our best efforts things can and do go wrong.

If any of our customers receive poor service then it is our belief that that customer should report it to us.

Without our customer's feedback by way of a complaint, suggestion or comment how else can we learn by our mistakes?

Therefore, in our efforts to provide excellent services, we do need you to help us to help you.

## Our commitment to you

We believe it should be easy for customers to voice their concerns. Customers can use any method of communication they wish to contact us. We accept complaints, suggestions and comments in writing, over the phone, in person, by fax or by e-mail.

Our aim is to deal with them:

- as quickly as possible.
- fairly, effectively, efficiently and with courtesy and understanding.
- offering apologies when we have got it wrong.
- ensuring a satisfactory outcome.



## How to make a complaint

Guernsey Electricity has made it as easy as possible for customers to talk to us with a wide variety of communications channels open to you.

If writing, address your letter to: Guernsey Electricity, FREEPOST, Guernsey, GY1 5SS.

If phoning, call our main office on 01481 200700 tell the operator what your call is about and our operator will put you through to the correct department who will deal with your enquiry directly.

Calling in person, pop into our main offices at the above address, explain to the receptionist what your visit is about and they will call someone to talk with you.

Alternatively, if your enquiry relates to a purchase from one of our shops you can call into either shop and talk to the shop manager.

E-mailing, simply e-mail using the e-mail address [complaints@electricity.gg](mailto:complaints@electricity.gg)

### What we need to know

When you are making a complaint, we need to know:

Your name, address, phone number and if possible your electricity account number.

What you are complaining about.

When and where it happened.

Who was involved?

What you lost or suffered.

It would also be helpful if you can show us, or make reference to, any documents that may explain the background to your complaint. This will help us resolve your complaint quickly and efficiently.

## How we will deal with your complaint

Whether phoning, calling or writing in, your enquiry/complaint will be directed to, and dealt with by the most appropriate section able to provide a reasoned response. Every effort will be made to answer your enquiry and or to resolve your complaint there and then.

Where we are unable to provide our response immediately we will reply by telephone, in writing or where necessary by personal visit.

Where the matter is resolved over the phone or during a meeting and you require written confirmation please ask our member of staff to reply

in writing and we will be glad to do so.

## How soon will we reply?

We endeavour to reply as soon as possible and our aim is to respond to all complaints within 3 working days.

Inevitably some issues cannot be resolved as quickly as both you and we want. For example, we may need to carry out detailed investigation or install test equipment to obtain necessary information. On these occasions our reply will be sent within 3 working days of the completion of our investigation.

## What if you are not satisfied?

We will make effort to sort out your complaint and provide you with our reasoned response as soon as possible. However, if you are not happy with that response or our actions please tell us.

If you are not satisfied with how your call was handled or with our response we want to know. Please call and ask to speak to the Customer Service Manager and ask to have your complaint reviewed. Your complaint will then be reviewed personally by the Customer Service Manager or by a member of our Senior Management Team.

If a complaint or disagreement remains unresolved for one month either party may refer it to Trading Standards Service of the Board of Industry – see paragraph under “Unresolved complaints”.

## Recording of complaints

On receipt of a complaint no matter how it was received, the member of staff will complete a “complaints handling form”, recording all the necessary information of the incident. This includes any written notes regarding the content of any conversation, and what action was necessary to resolve the matter.

## Unresolved complaints

When a complaint remains unresolved, either because the consumer is dissatisfied with the outcome, or the target time for resolution has been exceeded, the consumer can decide if they wish to take the matter further.

To do so an approach must be made to the Trading Standards Service of the Commerce and Employment Department (contact details below)

Trading Standards will act as an impartial body and will attempt to find a fair outcome for all of the parties if it identifies that GE have not adequately



resolved the matter. If Trading Standards believe GE acted reasonably the consumer will be informed of this.

However if the complaint relates to GE's licensed businesses (i.e. generation, conveyance and supply) and still remains unresolved the consumer can ask that the matter be referred to The Channel Islands Competition and Regulatory Authorities who, in turn will receive a report from the Trading Standards Service. The consumer and GE will receive copies of the report. The Channel Islands Competition and Regulatory Authorities will progress the complaint in whatever manner it considers appropriate. The Channel Islands Competition and Regulatory Authorities will not be able to resolve complaints concerning GE's non-core activities such as retail, except where the complaint concerns a linkage with the licensed business.

The Trading Standards Service will periodically report to The Channel Islands Competition and Regulatory Authorities to provide details of complaints it has received under this scheme. Nothing in this scheme is intended to prevent a consumer from seeking resolution through the courts.

### Contact details:

The Consumer Advisor, The Guernsey Trading Standards Service, Raymond Falla House, PO Box 459, Longue Rue, St Martins, GY1 6AF

Tel: 01481 234567

<https://www.gov.gg/article/153039/Contact-Us---Trading-Standards>

#### Statement of Connections

Available upon request. For more information call us on 01481 200700 or email.

#### Statement of Opportunity

Available upon request. For more information call us on 01481 200700 or email.

### Power Pounds

Power Pounds vouchers are valid for one year from date of issue and are redeemable for goods supplied by and services provided from Guernsey Electricity Limited (GEL) subject to availability and the GEL general terms & conditions available on this page.

The Voucher can only be used once and only the original Voucher is accepted. It will be subject

to verification at time of presentation and GEL reserves the right not to accept any Vouchers that have or appear to have been forged, damaged, defaced or otherwise tampered with.

The Voucher may be redeemed in connection with other Vouchers issued by Guernsey Electricity Ltd. If an intended purchase is for a higher amount than the face value of the Voucher(s), the difference

can be made up with cash or an alternative payment method accepted by GEL. If a purchase is for a lower amount, change can only be given to the maximum value of 99p.

Vouchers cannot be refunded, transferred for value or exchanged for cash or other denominated vouchers except to the extent required by any law. Vouchers cannot be replaced / reimbursed if lost, stolen, damaged or void.

GEL will not be liable to you for any loss and/or damages of any kind suffered in connection with:

- a. Your purchase, redemption and/or use of the Voucher;
- b. Your inability to use a Voucher that is lost, destroyed, has expired or is otherwise void;
- c. The use of the Voucher by any person(s) not authorised or approved by you; or
- d. Any failure to perform, or delay in performance of, any of our obligations in relation to a Voucher that is caused by events outside our reasonable control.

We reserve the right at our absolute discretion to vary, delete or add to any of these Vouchers Terms and Conditions and/or substitute or replace the Voucher with another product or programme of equivalent value, without any prior notice to the extent permitted by law. In the event of any difference between these Terms and Conditions and GEL general terms and conditions, the latter shall prevail.

When you purchase, receive or redeem any Voucher, you agree that the laws of the Island of Guernsey will govern these Terms and Conditions.

Any queries regarding the redemption of this Voucher should be directed to Guernsey Electricity Limited on 01481 200700.

Guernsey Electricity Limited  
PO Box 4  
Electricity House  
North Side  
Vale  
Guernsey GY13AD

