



## Service Standards

At Guernsey Electricity we take our commitment of providing the best service very seriously



At Guernsey Electricity we take our commitment of providing the best service possible very seriously, and as such we welcome the Channel Islands Competition and Regulatory Authorities' (CICRA) expansion of our Service Standard initiative which was introduced on the first day of commercialisation in February 2002.

There are now two sets of Standards:

**Guaranteed Service Standards** - where, if the company fails to deliver the pre-determined level of service to a customer for any of the services covered by the Guaranteed Service Standards listed, the company will pay that customer compensation for that failure.

**Overall Service Standards** - while indicating the level of service an individual customer can expect, their purpose is to set the minimum levels of overall performance the company is expected to achieve for specific service areas over a 12 month period.

### General Exemptions

The general exemptions that apply to all of the guaranteed standards are:

- If the customer informs Guernsey Electricity Limited before the standard deadline that he does not want Guernsey Electricity to take any action or any further action.
- If the customer agrees that action already taken by Guernsey Electricity Limited meets the requirement of the standard. But where Guernsey Electricity Limited has promised to take further action, that action must be taken without undue delay if this exemption is to be invoked.

- If, in order to meet the Standard, information is required to be given by the customer to Guernsey Electricity Limited, and the customer either fails to provide the specified information or sends the information to an address other than the one which Guernsey Electricity Limited has indicated, or (where appropriate) telephones with the information at a time outside reasonable hours as notified by Guernsey Electricity Limited.
- It was not reasonably practicable for Guernsey Electricity Limited to have complied with the requirements because of:
  1. severe weather; or
  2. industrial action by Guernsey Electricity Limited's staff;
  3. an action or default by someone other than Guernsey Electricity Limited's employee or agent;
  4. an inability to gain access to relevant premises; or the likelihood that Guernsey Electricity Limited would break the law if an employee or agent complied; or
  5. other exceptional circumstances beyond Guernsey Electricity Limited's control.
- It was reasonable to regard information from the customer as being frivolous or vexatious.

For more information please call us on 01481 200700 or email [customerservices@electricity.gg](mailto:customerservices@electricity.gg)



## Guaranteed Service Standards

Code	Service	Performance Level	Penalty pay-ment
GS1	Service fuse failures	To repair faults inside GEL's electricity network within three hours of notification	£25
GS2	Restoring supplies	Supplies must be restored within 18 hours (except in exceptional circumstances as approved by GCRA).	£50*
GS3	Providing a supply	To connect new customers with an existing supply of electricity within three working days.	£25
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
GS5	Voltage complaint	To investigate the reasons within seven working days and correct within six months.	£25
GS6	Charges and pay-ments	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
GS7	Meter disputes	To investigate and explain why meters might be operating outside acceptable margins or error within seven working days	£25
GS8	Pre-payment me-ters	When a GEL prepayment meter has failed, GEL will visit the customers' premises within 4 hours of noti-fication.	£25
GS9	Changing meter	When a customer wants to change method of payment or tariff, GEL will change the meter within seven working days.	£25
GS10	Making and keeping appointments	EL must offer and keep a morning or afternoon appointment or a timed appointment if agreed with GEL (within 30 minutes and excludes non-core busi-ness).	£25
GS11	Payments owed un-der the standard	Payment to be made within 10 working days (exclud-ing exceptional circumstances approved by GCRA).	£20
GS12	Estimate of charge	Payment to be made within 10 working days (exclud-ing exceptional circumstances approved by GCRA).	£10

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



## Overall Service Standards

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

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