



Guaranteed Standards of Service

Gas Supply - Notice of Rights

January 2020

A) Introduction

This document explains the individual standards of performance you can expect from firmus energy Supply Ltd (firmus energy) and outlines the compensation you could receive if we fail to deliver these standards. The document has been written in accordance with the Gas (Individual Standards of Performance) Regulations (Northern Ireland) 2014. firmus energy's vision is to become Northern Ireland's 1st Choice energy provider for Industrial, Commercial and domestic customers. We aim to do this by simply putting our customers first.

firmus energy is a natural gas supply business licensed to provide natural gas to customers in the Ten Towns, the West and the Greater Belfast distribution network areas.

The Ten Towns network is operated by firmus energy distribution and encompasses Derry/Londonderry in the North West down to Ballymena and from Antrim down to Newry along the South North pipeline. This covers the towns of Derry, Coleraine, Limavady, Portstewart, Bushmills, Ballymena, Antrim, Ballyclare, Moira, Lurgan, Craigavon, Portadown, Armagh, Newry, Warrenpoint, Banbridge, Bessbrook, Glenavy and Crumlin.

The West distribution network is operated by SGN Natural Gas Limited bringing natural gas to Coalisland, Cookstown, Dungannon, Magherafelt, Omagh, Enniskillen, Strabane and Derrylin.

The Greater Belfast distribution network is operated by PNGL and covers Belfast, Newtownabbey, Carrickfergus, Lisburn, East Down and Larne.

Our contact details;

firmus energy (Supply & Distribution)
A4-A5 Fergusons Way
Kilbegs Rd Antrim
BT41 4LZ

Telephone: 0330 024 9000

Web: firmusenergy.co.uk

Our Office Hours;

Monday to Thursday 9:00am to 5pm
Friday 9:00am to 3:30pm

PNGL contact details;

Phoenix Natural Gas Ltd
197 Airport Road West
Belfast
BT3 9ED

Telephone: 03454 55 55 55

Web: phoenixnaturalgas.com

PNGL Office Hours;

Monday to Thursday 8:30am to 7pm
Friday 8:30am to 4:30pm

SGN Natural Gas contact details;

SGN Natural Gas Ltd
14 Silverwood Industrial Estate
Lurgan
BT66 6LN

Telephone: 0800 975 7774

Web: sgnnaturalgas.co.uk

SGN Natural Gas Office Hours;

Monday to Thursday 8.00am to 8pm
Friday 8:00am to 4:00pm

B) Individual (Guaranteed) Standards of Service

1) Meter Disputes

If you are a domestic customer and advise us that you suspect your meter to be operating incorrectly, we will report this problem meter to the relevant distribution company within 1 working day. If we fail to meet this standard, domestic customers will receive £25. Upon receipt of a meter problem report from firmus energy your network operator will provide you with an explanation on the probable cause within 15 working days. If an appointment is necessary, they will offer this within 7 working days to investigate the issue. Where they are notified after 4pm on a working day or at any time on any other day, the period will commence the following working day. If the network operator fails to meet this standard, domestic customers will receive £25.

2) Prepayment Meters

If you are a domestic customer and you notify us that your prepayment meter is not operating so as to allow the supply of gas to your premises, we will report the failure of your prepayment meter to the relevant distribution company within 4 working hours. If we fail to meet this standard domestic customers will receive £25. Upon receipt of a prepayment meter problem from a supply company the distribution company must deal with reports of problems within 4 working hours. If the network operator fails to meet this standard, domestic customers will receive £25.

3) Appointments

If you are a domestic customer we will offer and keep any appointment with you within the time bands 8.30-13.00 or 12.00-17.00 or, if requested, within a minimum two hour time band. If we fail to meet this standard, domestic customers will receive £25.

4) Responding to Complaints

i) Where a telephone complaint or written complaint is received, and we are unable to provide a substantive response without visiting your premises or make enquires of persons other than officers, employees or agents of our company, you will receive an initial response within 10 working days. This will include the name, telephone number and address of an employee you can contact regarding your complaint. If we fail to meet this standard, domestic customers will receive £25 and non-domestic customers will receive £25.

ii) Where an initial response to a complaint has been provided, we will provide a substantive response within 20 working days from the date the complaint was received. If we fail to meet this standard, domestic and non-domestic customers will receive £25 plus a further £25 for each additional period of 10 days which expires for a failure to provide a substantive response, up to a maximum of £100.

iii) Where a telephone complaint or written complaint is received and we do not need to visit your premises or make enquires of persons other than officers, employees or agents of our company we will send you a substantive response within 10 working days from the date the complaint was received. If we fail to meet this standard domestic and non-domestic customers will receive £25 plus a further £25 for each additional period of 10 days which expires for a failure to provide a substantive response, up to a maximum of £100.

Please note that the aggregate compensation limit for the failure to provide an initial and/or substantive response under points i, ii, & iii (above) is £100.

5) Charges and Payments

Where a customer query is received in relation to the correctness of an account, or the refusal to change a payment method, firmus energy aim to provide a substantive response within 5 working days. firmus energy also aim to reimburse any money owed to a customer, as a result of an incorrect bill, within 5 working days. If we fail to meet this standard, domestic and non-domestic customers will receive £25.

6) Making Standard Payments

If firmus energy fails to provide you with your compensatory payment within 20 working days, we will make an additional payment of £25.

Please note that payments will be made automatically (on condition that you have provided relevant details to firmus energy). Customers can contact firmus energy at our offices during working hours, contact details are set out at the start of this document.

C) Exemptions

The Gas (Individual Standards of Performance) Regulations (Northern Ireland) 2014 detail a number of circumstances where the guaranteed standards may not apply. These include:

- Where you inform us that you do not want us to take any action or further action;
- Where you agree that any action we have taken (or promise to take) meets the requirement of the guaranteed standard;
- Where we require information from you in order to meet our standard, you either telephone a number or send the information to an address other than the one which we provided, or you contact us outside our normal working hours;
- Where we could not have reasonably been expected to meet our Guaranteed Standard(s) due to:
 - Severe weather conditions;
 - Industrial action by our employees or contractors;
 - The actions of a third party;
 - Inability of firmus energy to gain access to relevant premises;
 - The possibility we may break the law by complying with the guaranteed standard;
 - The effects of an event for which emergency regulations have been made under Part 2 of the Civil Contingencies Act 2004 (8);
 - Delays imposed by a requirement to obtain a permit for street works under the Road (Miscellaneous Provisions) Act (Northern Ireland) 2010 (9); and
 - Other exceptional circumstances beyond our control.
- Where information provided by the customer is considered frivolous or vexatious;
- Where you are responsible for damage to our natural gas equipment¹ or have failed to pay outstanding charges; and
- Where you have been disconnected or refused connection² to our network.

¹ In accordance with Section 10 of the Energy Act (Northern Ireland) 2011

² In accordance with our licence, as held under Article 8 (1) (a) of the Gas Order

D) Disputes

If you wish to dispute any decision made by firmus energy regarding payment for failing to meet any of our guaranteed standards, you can refer your query to the Utility Regulator, whose contact details are as follows:

Utility Regulator

Queens House

14 Queen Street Belfast

BT1 6ED

Telephone: +44 (0) 28 9031 1575 **Fax:** +44 (0) 28 9031 1740

Email: info@uregni.gov.uk

Internet: <https://www.uregni.gov.uk/contact-us>