

**Standards of Service**  
**Firmus energy (Distribution) Limited**

Overall Standard Ref	STANDARD OF SERVICE	ACTUAL	PERFORMANCE LEVEL TARGET
<b>CUSTOMER CONTACT</b>			
	<b>Telephone Answering</b> We will endeavour to answer all calls promptly.	Average call answering time – 4 seconds	
8	<b>Customer correspondence</b> Written correspondence will receive a reply within ten working days. Correspondence may be responded to by telephone unless you request a written response.	100%	97%
	<b>Consumer Information code</b> Firmus energy will publish a code of practice to be known as the consumer information code	The Distribution Consumer Information Code of Practice is published on our website	
9	<b>Customer Complaints</b> Firmus energy will publish a code of practice for the handling of customer complaints.	The Distribution Complaints Handling Code of Practice is published on our website	
	All complaints, whether made in person, by telephone, in writing, or otherwise will be recorded and classified.	All members of the Customer Services and Billing Teams receive extensive call handling training. This tailor-made training focuses on using our values of clarity, integrity, empathy and teamwork to ensure customer complaints are dealt with effectively.  All complaints have been recorded and classified	
	Complainants will receive a full response to their complaint within 10 days, where applicable.	100%	97%
<b>CONNECTION</b>			

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5	<b>Repositioning meters</b> Firmus energy will reposition an ordinary meter within 15 working days of a quotation being accepted.	100%	100%
6	<b>Meter change</b> Firmus energy will change the meter of a domestic customer within 10 working days of a referral by the Supply Company	100%	100%
<b>RESPONDING TO GAS EMERGENCIES – GAS ESCAPES</b>			
2	<b>Uncontrolled gas escapes</b> Uncontrolled gas escapes will be attended to within one hour of being notified to firmus energy. An uncontrolled gas escape is where it cannot be ascertained that the gas escape is controlled, which is when the meter control valve has been turned off and this has stopped the gas escape.	99%	97%
3	<b>Controlled gas escapes</b> Controlled gas escapes will be attended to within two hours of being notified to firmus energy	100%	97%
<b>ENERGY EFFICIENCY</b>			
	<b>Reducing your bill</b> Firmus energy has a duty to promote the efficient use of our product. We will do this by training relevant staff, by offering free energy efficiency advice to customers and promoting energy efficiency to customers and potential customers.	firmus energy target 100% staff attainment of City & Guilds qualifications in Energy Awareness. We provide energy efficiency tips on our website and our staff offer energy efficiency advice to customers and potential customers. If the customer requires further information we refer them to Bryson Energy for independent energy advice.	
<b>PREPAYMENT METERS</b>			
7	<b>Faulty Prepayment Meters</b> Firmus energy will visit a faulty prepayment meter within 4 working hours of being notified.	99%	97%

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<b>RESTORATION OF GAS SUPPLY</b>			
1	<p><b><i>Within twenty-four hours</i></b></p> <p>Following the disconnection of a domestic customer's gas supply due to a fault in the network, the transportation business will restore, on the basis of reasonable practicality, the domestic customer's gas supply within twenty-four hours.</p>	100%	97%
4	<p><b><i>Reconnection following non payment</i></b></p> <p>Customers disconnected for non-payment will be reconnected within 24 hours of referral by a gas supplier.</p>	100%	100%