

**Standards of Performance  
firmus energy Distribution Licence Area  
2013 Results**

	<b>Measured Standards:</b>	<b>Target</b>	<b>Actual</b>
	<b>- Special Services</b>		
1.	firmus energy will develop and promote a vulnerable customer service. Customers, who are chronically sick, disabled or of pensionable age may register for this service.	-	-
2.	firmuscare customers, whose gas is interrupted for safety reasons, will be offered alternative heating or cooking facilities, within a reasonable period of time.	90%	100%
3.	A free annual boiler service will be offered to firmuscare customers, each year.	90%	100%
4.	When requested, facilities will be provided to blind customers to enable them to read their bill. Deaf customers or those with partial hearing will be offered services that will enable them to contact us.	-	-
	<b>- New Connection</b>		
5.	Where a privately owned domestic property is readily connectable to firmus energy's gas network, a connection will be offered within 30 working days. This can be offered once you have accepted our terms and conditions and any associated connection quote.	85%	99%
	<b>- Correspondence</b>		
6.	All correspondence will be recorded, and where requested, will be responded to within 10 working days.	90%	100%
7.	All complaints will be recorded and responded to within 10 working days.	90%	100%
	<b>- Public Reported Escapes</b>		
8.	Uncontrolled gas escapes, where gas is escaping freely, will be attended to within 1 hour.	90%	100%
9.	Controlled gas escapes, where gas is not escaping freely, will be attended to within 2 hours.	90%	98%
10.	Pensioners in default, living alone, or with another pensioner or else a minor, will not have their supply disconnected between 1 <sup>st</sup> October and 31 <sup>st</sup> March.	100%	100%
11.	Standard credit and direct debit customers will receive 4 bills per year, based on at least one actual meter read.	90%	99%