



## Gas Individual (Guaranteed) Standards of Service Northern Ireland 2014

This factsheet contains information relating to the standards of service you are entitled to with both your gas supplier and gas network company and the payment you may be entitled to if they fail to meet any of these standards. However, **exemptions apply and consumers WILL not be entitled to a payment in all circumstances**

Standard	Description	Payment (if company fails to meet the standard, <b>exemptions apply</b> )	Automatic Payment (Y/N)
Meter Issues	If you inform your gas supplier that you suspect that your meter is not recording your consumption correctly, your supplier must notify the network company within one working day.	Gas supplier shall pay £25 (domestic only)	Yes
	If your gas network company is notified of a meter related billing dispute, it must: <ul style="list-style-type: none"> <li>Offer an appointment, when needed, within seven working days to investigate; and</li> <li>Provide explanation for possible meter faults within 15 working days.</li> </ul>	Gas network company shall pay £25 (domestic only)	Yes
	If the wrong meter is assigned to your property and you are billed incorrectly as a result.	Gas network company shall pay £50 (domestic and non domestic)	Yes
	If you notify your supplier that your prepayment meter is not working, it should inform the gas network company within 4 working hours.	Gas supplier shall pay £25 (domestic customers)	Yes
	Your gas network company shall deal with reported meter failures within four working hours of receiving notification.	Gas network company £25 (domestic customers)	Yes
Appointments	If a gas company needs to visit your property, they will offer you and keep a morning or afternoon appointment within the time bands 8.30am - 1pm or 12pm - 5pm. If this is not suitable you can requested a different time slot that suits you within a minimum two hour band.	Gas supplier or network company £25 (domestic customers)	Yes
Supply restoration	You gas network company will resume your gas supply within 24 hours if it was interrupted as a result of a failure, fault or damage to the gas pipe network.	Gas network company shall pay: £50 for each 24hrs up to £1,000 (domestic) £125 for each 24hrs up to £1,000 (non domestic)	Yes
Reinstatement of customer's premises	The gas network company will reinstate consumer's premises within five working days following work on a gas pipe within the property.	Gas network company £50 plus additional £50 (£125 for non domestic) for each subsequent five working days period up to £1,000	Yes
Connections	Provide an accurate Standard Quotation for new connection or alteration to existing one within 10 working days (28 days for non-standard connection).	Gas network company shall pay on request: £50 plus £50 for each additional working day up to £250 (up to £500 for connection >275kWh/hr)	No, consumer should apply directly to network company
Notification of planned interruption	Provide at least three days notice if the gas supply is to be interrupted by planned maintenance or replacement work to the pipe line system.	Gas network company shall pay: £25 domestic £50 non domestic	No, consumer should apply directly to network company
Responding to complaints	Where a complaint requires a visit to the property: <ul style="list-style-type: none"> <li>Provide an initial response to a complaint within ten working days.</li> <li>Provide a substantive response within 20 working days.</li> </ul> Where the complaint does not require a visit to the property a substantive response will be provided within ten working days.	Gas supplier or gas network company shall pay initial £25 domestic and up to £100 non domestic	Yes
Making standard payments	If a gas company fails to meet any of these standards, the consumer should receive the relevant payment within 20 working days.	Gas supplier or network company shall pay £25 domestic and non domestic	Yes

For more information or queries on these standards you can contact:

### Gas Network Companies

firmus energy (Outside Greater Belfast and Larne) – Tel: 08456 08 00 88 [www.firmusenergy.co.uk](http://www.firmusenergy.co.uk)

Phoenix Natural Gas (Greater Belfast and Larne) – 08454 55 55 55 [www.phoenixnaturalgas.com](http://www.phoenixnaturalgas.com)

### Gas Suppliers

firmus energy – Tel: 08456 08 00 88 - [www.firmusenergy.co.uk](http://www.firmusenergy.co.uk)

SSE Airtricity Gas Supply – Tel: 0845 900 5253 - [www.airtricitygasni.com](http://www.airtricitygasni.com)

### Consumer Complaints & Advice

Consumer Council – Tel: 0800 121 6022

e-mail: [complaints@consumercouncil.org.uk](mailto:complaints@consumercouncil.org.uk)