

Our Guaranteed Service Standards



We're committed to providing customers with amazing service.

To back up our commitment and build your confidence and trust, our Guaranteed Service Standards will help you to understand what to expect from us.

If we fail to meet these standards you'll be entitled to compensation, or what we call a 'Guaranteed Service Payment'.

Our Guaranteed Service Payments are always aligned with the Heat Trust and are reviewed annually. You can find details of our Guaranteed Service Payments on our website www.watkinsenergy.co.uk.

Our Guaranteed Service Standards

1. Planned interruptions to your heating supply

- If we have to carry out any work to the heat network and need to temporarily shut down your heat supply, we'll provide at least 48 hours written notice. We'll let you know the reason for the shutdown, how long we expect it to last and when your heat supply will be restored.
- We'll make sure that any planned interruptions to your heat supply do not exceed 5 days.

2. Responding to emergencies

In the event of:

- Serious water losses or leaks from the heat network, causing damage to your home or communal areas and/or posing a health and safety risk, or

- Breakdowns of plant and equipment forming part of the heat network causing total loss of heat supply to multiple homes

We'll have an engineer on site to begin fixing the problem within 4 hours of us first being notified.

3. Total loss of heating and hot water within your home

- Where you have a total loss of heating and / or hot water in your home and no other properties are affected, we'll get an engineer out to you to begin fixing it within 24 hours of us first being told.
- Where you have no heating and hot water, we'll always try to fully restore your supply within 24 hours from first notification of the failure.

4. Partial loss of heating and hot water within your home

Where you have a partial loss of heating and/or hot water in your home, we'll get an engineer out to you to begin fixing the problem within 48 hours of us first being told.

5. Multiple interruptions to your heating and hot water supply

We'll make every effort to make sure that unplanned interruptions to your heating and hot water are kept to a minimum.

If in any 12-month period, you experience 4 or more unplanned interruptions, where you have a total loss of heating and/or hot water lasting longer than 12 hours, we'll compensate you for our service failure.

6. Issues not affecting your heating or hot water supply

We'll provide a response to non-urgent calls, where your heating and hot water supply isn't interrupted, within 7 days. This could include things such as account and payment queries and reports of inaccurate meter readings.

As a minimum, our response will include details of the action we'll take to try and put things right and timescales for doing so.

7. Maintaining Appointments

We'll always try and keep appointments that we make with you.

If for any reason we need to change the appointment, as a minimum we'll give you 24 hours notice. If we fail to attend or do not give you 24 hours notice to cancel or change an appointment, you'll be entitled to a Guaranteed Service Payment.



Customers in Vulnerable Circumstances

If you're registered on our Priority Services Register, then the below Guaranteed Service Standards will apply.

You'll need to be registered on our Priority Services Register at the time of the service failure to qualify for any Guaranteed Service Payments.

1. Total loss of heating and hot water within your home

- Where you have a total loss of heating and/or hot water in your home and no other properties are affected, we'll get an engineer out to you to begin fixing the issue within 12 hours of us first being told about the problem.
- Where you have no heating and hot water we'll always try to fully restore your supply within 24 hours from first notification of the failure.

2. Keeping you warm if you have no heating

For vulnerable customers registered on our Priority Services Register, we'll make sure that we provide temporary heating where you experience any planned or unplanned interruptions to your heating lasting longer than 12 hours.

Claiming Guaranteed Service Payments

Payments for failing to meet our Guaranteed Service Standards aren't automatic.

You must contact us to make any claims within 3 months of the service failure and will need to provide supporting evidence. If approved, any Guaranteed Service Payments due will be credited to your heat account within 31 days.

Exclusions

We won't be required to pay Guaranteed Service Payments for circumstances which are out of our control. For example:

- Any fault where the cause is deliberate damage or interference with the heat network equipment by you
- Where the fault has arisen because of equipment we're not responsible for
- Where the main utility supply needed to run the plant and equipment in the energy centre is disrupted
- Extreme weather conditions

Unless you're a named customer on a heat account with us and are party to a signed Heat Supply Agreement, you won't be able to claim Guaranteed Service Payments.

