

Guaranteed Standards of Performance

White Rose Energy is a partnership between Leeds City Council and Robin Hood Energy, a not-for-profit energy supply company. As an energy supplier, there are Guaranteed Standards that Robin Hood Energy have to adhere to when delivering your energy supply. These standards are set by the industry regulator Ofgem. They apply to our domestic and micro-business customers and entitle them to compensation if the standards are not met.

There are also Guaranteed Standards which apply to your electricity distribution company and gas transporter. These cover supply interruptions and maintenance work etc.

Making and Keeping Appointments

You may ask us, or we may need to, visit your home to resolve a problem related to your energy supply. We will arrange an appointment in a reasonable time. We will normally offer you a 4 hour slot, but at your request we can agree on a 2 hour slot. If we need to rearrange your appointment we will let you know in advance. We will keep our appointment unless we rearrange it or you tell us you want to cancel it.

Faulty Meters (Not Prepayment)

You may tell us that you think your meter is not working correctly or we might think so from information you give us. We will do a first check on the meter within 5 working days. If there is problem, in those 5 working days we will also take action to start resolving the problem. You can ask us to confirm in writing what we are doing to resolve the problem.

Faulty Prepayment Meters

You may tell us that you think your prepayment meter is not working correctly or we might think so from information you give us. If you have lost supply, we will start resolving the problem within 3 hours on a working day or 4 hours on any other day. This will involve visiting your home if needed. If you have not lost supply, we will also take action to start resolving the problem within 3 hours on a working day or 4 hours on any other day. We may not need to visit your home.

Reconnection

If you fail to pay us for your energy supply, we may have to disconnect your supply. We will reconnect you within 24 hours provided that you agree on a repayment plan with us or:

1. You pay as the money you owe us
2. You pay us the cost of disconnecting and reconnecting
3. You give us a security deposit if we request it

Erroneous transfers

If you contact us to let us know that you believe your supply has been switched from us to another supplier, or to us from another supplier, without your consent, we will agree with the other supplier within 20 working days whether or not the switch was genuine.

If we are the supplier who you contacted first, we will send you a letter or email within 20 working days which will state either that we have identified an erroneous transfer and that your supply will be returned, or that it was not an erroneous transfer.

Where your supply has been switched away from us erroneously, we will make sure it is switched back to us within 21 working days of our agreement with the other supplier that the switch was not genuine.

Credit balances

If you switch away from us, or you move out of a property which we supplied, and you have a credit balance on your account, we will provide you with a refund within 10 working days of issuing the final statement of your account.

Note: The standards for erroneous transfers and credit balances apply only to domestic customers.

Payments

If we have not met any of these standards, we will make a £30 payment to you within 10 working days for each standard we have not met. If we don't do this on time, you will be entitled to a further £30. If we don't pass within 10 working days a payment that we have received for you from an electricity distribution company or gas transporter we will also make a £30 payment to you.

Exemptions

There are some exemptions to the Guaranteed Standards, under which we are not required to make a compensation payment. These are;

- We and you disagree over whether a standard was not met. If that is the case, we will explain you how you can raise a dispute with Ofgem.
- You told us that you did not want us to take any action.
- We reasonably consider the information given by you to be frivolous or vexatious.
- You have tampered with your meter, have attempted to restore the supply that we or the network companies disconnected when we had a right to do so or have not paid the charges due as a result of that behaviour.
- It was not reasonably practical to meet these Guaranteed Standards because of:
 - o Severe weather
 - o The behaviour of a person not working directly for us
 - o We are unable to access a relevant building
 - o We would be in breach of any regulation
 - o The effects of an event covered by Part 2 of the Civil Contingencies Act, 2004 (war, terrorism, threat to national security, etc.)
 - o Other circumstances beyond our control, so long as we took all reasonable steps to prevent them from occurring and affecting us.

In these Guaranteed Standards, a working day means any day other than a Saturday, a Sunday, Christmas Day, Good Friday or a day that is a bank holiday. Working hours means between 8am and 8pm on a working day and between 9am and 5pm on any other day. Any contact outside these hours will count from the next day.

If you have any questions regarding the Guaranteed Standards and how these affect you as a **White Rose Energy** customer, you can call us free on **0800 022 3553** or email our customer service team on **customerservice@whiteroseenergy.co.uk**