NI GUARANTEED STANDARDS OF SERVICE AND COMPENSATION

Introduction

This document is valid for all supplied customers in Northern Ireland and sets out the guaranteed levels of service that you can expect from Ceres Energy Limited (**we**, **our**, **us**) and the compensation you could receive should we fall short of these standards. It has been prepared in accordance with our supply licence and the Gas (Individual Standards of Performance) Regulations (Northern Ireland) 2014.

1. Responding to Complaints

a) Where **we** have received a complaint either by telephone or in writing and **we** are unable to provide a substantive response without visiting your premises or making enquiries of persons other than **our** employees and agents, you will receive an initial response within 10 working days of making your complaint. The response will include name, telephone number and address of an employee you can contact regarding your complaint. If **we** fail to meet this standard you will receive £25 in compensation.

b) Where **we** have provided an initial response to a complaint, **we** will then provide a substantive response within 20 working days from the date the complaint was received. If **we** fail to meet this standard you will receive compensation of £25 plus a further £25 for each additional period of 10 days which expires and we have failed to provide a substantive response, up to a maximum of £100.

c) Where **we** have received a complaint either by telephone or in writing and **we** do not need to visit your premises or make enquires of persons other than **our** officers, employees or agents **we** will send you a substantive response within 10 working days form the date the complaint was received. If **we** fail to meet this standard **you** will receive compensation of £25 plus a further £25 for each additional period of 10 days which expires for a failure to provide a substantive response, up to a maximum of £100.

The total aggregate compensation limit for our failure to provide initial and/or substantive responses to complaints under the points a) – c) above is £100.

2. Charges and Payments

If you contact **us** querying the correctness of your account, or regarding the possibility of changing your payment method, **we** will provide a substantive response within 5 working days. If **we** find that you are owed money as a result of **our** discovering a billing error as a result of any such query, **we** will reimburse the sum owed within 5 working days. If **we** fail to meet these standards, you will receive compensation of £25.

3. Making Compensation Payments

If **we** fail to provide you with a compensation payment validly owed to you in acordance with this document and **our** obligations under the Gas (Individual Standards of Performance) Regulations (Northern Ireland) 2014 within 20 working days of such a payment becoming due, **we** will pay you an additional single, one off compensation payment of £25.

Compensation payments will be made automatically (provided you have provided us with relevant payment details), will where possible be netted off your next bill and may result in **us** paying you.

Exceptions

In accordance with the Gas (Individual Standards of Performance) Regulations (Northern Ireland) 2014, in certain circumstances the guaranteed standards detailed here will not apply. These include:

- If you inform **us** that you do not want **us** to take any action or any further action;
- If you agree that any action **we** have taken (or propose to take) meets the requirement of the guaranteed standard;
- If **we** require information from you in order to meet **our** required standard and you either telephone a number or send the information to an address other than the one which **we** provided, or you contact **us** outside our normal working hours;
- Where **we** could not reasonably have been expected to meet **our** guaranteed standard(s) due to:
    - Severe weather conditions;
    - Industrial action by **our** employees or contractors;
    - The actions of any third party;
    - **Our** inability to gain access to relevant premises;
    - The possibility that **we** may break the law by complying with the guaranteed standard;
    - The effects of an event for which emergency regulations have been made under Part 2 of the Civil Contingencies Act 2004 (8);
    - Delays imposed by a requirement to obtain a permit for street works under the Road (Miscellaneous Provisions) Act (Northern Ireland) 2010 (9); and
    - Any other exceptional circumstances beyond **our** control.
- If **we** reasonably consider that you have provided information that is frivolous or vexatious;
- If you have failed to pay any outstanding charges to **us** or are responsible for damage to the natural gas equipment (as described in Section 10 of the Energy Act (Northern Ireland) 2011); and
- If you have been disconnected from the network.

Disputes

Should you wish to dispute any decision made by **us** regarding payments for failure to meet any of these guaranteed standards, you may inform the Utility Regulator of your complaint.

The Utility Regulator's contact information is as follows:

Utility Regulator
Queens House
14 Queen Street Belfast
BT1 6ED

Phone: +44 (0) 28 9031 1575

Email: info@uregni.gov.uk

Internet: https://www.uregni.gov.uk/contact-us