Metered Customers Guaranteed Standards of Performance (GSoP)

Introduction

In accordance with the Electricity (Standards of Performance) Regulations 2015, as amended by the Electricity (Standards of Performance) (Amendment) Regulations 2023, this document sets out the guaranteed standards of your electricity distribution company, which owns the electricity wires and cables by which electricity is supplied to your premises. Distributors are not responsible for meter reading or billing – your supplier does this.

Where Last Mile Electricity (LME) is your electricity distribution company, Last Mile Asset Management (LMAM) are responsible for ensuring compliance with these requirements.

Ofgem, the industry regulator, sets the guaranteed standards. If we (the electricity distribution company) fail to meet these standards, you (being a domestic customer or non-domestic customer) are entitled to receive a payment. We can either make payments via your electricity supplier or directly to you.

In line with Section 39A (5) of the Electricity Act 1989 (as amended by the Utilities Act 2000), any guaranteed standard payments you receive will not prejudice your entitlement to any other remedy or action that may be due to you because of our failure to meet the relevant guaranteed standard.

Sometimes the guaranteed standards may not apply due to events beyond our control, such as the actions of third parties, being unable to gain access to premises or our own equipment, being unable to identify the customers affected by supply interruptions and, in some cases, severe weather. If any of these exemptions are invoked, we will need to demonstrate that we had taken all reasonable steps to prevent the exceptional circumstances occurring and to prevent failure of the relevant standard. If you are a supplied via a landlord's private cable or a private network (i.e. one that is not operated under an electricity distribution licence), these standards do not apply.

GUARANTEED STANDARDS

Regulation 5 - Supply Restoration during Normal Weather

If your electricity supply fails during normal weather conditions because of a problem on our distribution system, we will restore it within 12 hours of first becoming aware of the problem.

If we fail, we will arrange for you to receive £95 if you are a domestic customer or £190 if you are a non-domestic customer. You will also receive a further £45 for each additional 12-hour period that you are off supply.

Regulation 6 - Supply Restoration during Normal Weather – Incidents affecting 5,000 customers or more

If your electricity supply fails during normal weather conditions because of a single incident on our distribution system affecting 5,000 premises or more, we will restore it within 24 hours of first becoming aware of the problem.

If we fail, we will arrange for you to receive £95 if you are a domestic customer or £190 if you are a non-domestic customer. You will also receive a further payment of £45 for each additional 12-hour period that you are off supply up to a maximum of £390

Regulation 7 - Supply Restoration during Severe Weather

If your electricity supply fails because of a problem on our distribution system due to severe weather, we will restore it within the period prescribed by the Regulations dependent upon the scale of the event:

Category of Severe Weather	Definition
Category 1 (Medium events)	Lightning events - when a distributor experiences at least 8 times the normal amount of higher voltage faults in 1 day, supplies will be restored within 24 hours.
	Non-lightning events - when a distributor experience 8 or more but fewer than 13 times the normal amount of higher voltage faults in 1 day, supplies will be restored within 24 hours.
Category 2 (Large events)	Non-lightning events - when a distributor experiences at least 13 times the normal amount of faults in 1 day, supplies will be restored within 48 hours.

If we fail, we will arrange for you to receive £85 (for both domestic and non-domestic customers). You will also receive a further £45 for each additional 6-hour period that you are off supply. The maximum payment you will receive is £2165. These payments will be made as soon as reasonably practicable.

Regulation 8 – Rota Disconnections

On very rare occasions there may be supply shortages in your locality and your electricity supply may need to be interrupted on a rota basis in order to share the available load. We aim to minimise the amount of time that your supply would be affected in such cases. We will, at any rate, ensure that there is a total of no more than 24 hours without electricity during the period covered by a rota disconnection event. If you are without supply for a period before we commence rota disconnections, this would be covered by Regulations 5, 6 or 7 as appropriate.

If we fail, we will arrange for you to receive £95 if you are a domestic customer or £190 if you are a non-domestic customer.

Regulation 10 - Multiple Interruptions

If your electricity supply fails because of a problem on our distribution system and you are without power for three hours or more, on four or more different occasions in any single year (12-month period) starting on 1 April, you are entitled to a £95 payment. You must make a valid claim for this payment within three months of the end of the year to which the claim applies. For your claim to be verified you will need to provide the address of the premises affected and the dates and times of the electricity supply failures. Incidents for which a payment has already been made cannot be included in your claim.

Regulation 11 - Distributor's Fuse

If you report information that leads us to believe that the main fuse between the incoming supply cable and your meter has, or might have, failed, we will attend your premises within 3 hours on weekdays if you notify us between 7am and 7pm. At weekends and on bank holidays we will attend within 4 hours if you contact us between 9am and 5pm. If you notify us outside these times, we will treat your call as if we had received it at the start of the next day.

If we fail, we will arrange for you to receive a £40 payment.

Regulation 12 - Notice of Planned Supply Interruption

If we need to switch off your power to carry out planned maintenance work on our network, we will give you at least 2 days' notice. This is normally a letter delivered to the address held on our records. We will always give as much notice of a planned interruption as possible, even if we know we've already failed the standard.

If we fail to give you 2 days' notice, or we switch your electricity off on a different day, then you can claim (within 1 month of the failure) £40 if you are a domestic customer or £75 if you are a non-domestic customer.

Exclusions

If we have provided you with estimated times when we plan to switch off your supply, and we switch you off at an earlier time on the same day or take longer than expected before we switch you back on, we have not failed the standard, even if the amount of time you are off supply exceeds 12 hours.

If we have to cancel the planned work, we will notify you of the rescheduled date. However, if we cancel at short notice and we do not notify you of the cancellation, we have not failed the standard.

Regulation 13 - Voltage Complaints

If you report a problem with the voltage of the electricity to your premises, we will send you an explanation within 5 working days or offer to visit you to investigate within 7 working days. (Should you call after 4pm on a working day, we will treat the enquiry as being received the following day).

If we fail, we will arrange for you to receive a £40 payment.

Regulation 17 – Appointments

Should we need to visit you, or should you request a visit from us for any reason, you will be offered an appointment during the morning or afternoon or within a two-hour time band. However, this standard does not apply to visits arising out of the application of the Electricity (Connection Standards of Performance) Regulations 2015.

If we fail to make or keep an appointment, we will arrange for you to receive a £40 payment.

Regulation 19 - Notification of Payment under Guaranteed Standards

We will notify you of any guaranteed standards that we have failed to meet (other than those for which you have to make a claim for payment). In any case, we will send you payment within 10 working days of becoming aware of the failure except in the case of Regulation 7, Supply Restoration during Severe Weather, when we will issue payment as soon as is reasonably practicable.

If we fail to make the required payment to you or your supplier within the above timescales, we will arrange for you to receive an additional £40.

Making a Claim for Payment

Should you wish to make a claim for payment, please email us at paymentclaims@lastmile-uk.com. If you make a claim outside of working hours (9-4pm Mon-Fri not including bank holidays), your claim will be treated as if you had claimed on the next working day.

If you disagree and cannot reach agreement with us about whether you should receive a payment, you may refer the case to the Office of Gas and Electricity Markets (Ofgem), the independent regulator for the electricity industry, to request a formal decision.

Contacting your Electricity Distributor

For further information about any of the guaranteed standards, or if you would like to enquire about a service provided by us, please telephone us on 03300 587 444. If you are unsure of who your distributor is, please visit www.energynetworks.org/customers/find-my-network-operator or refer to an electricity bill from your supplier.

Please note if you ring or email us outside normal working hours, we will treat this as having been received at the start of non-domestic on the next working day.

Complaints

If you have a complaint about any aspect of our service, you can find our Complaints Handling Procedure on our website: https://lastmile-uk.com/wp-content/uploads/2023/09/COM-EG-001G-Customer-Complaints-Process-Rev20230919.pdf. Alternatively, you can request a copy and speak with the Complaints Team via telephone on 0330 587 440 or email at complaints@lastmile-uk.com.

If we are unable to resolve the matter with you and you are a domestic or small non-domestic customer and you are making a complaint in that capacity in respect of services we have provided, you can refer it to the Ombudsman Services: Energy. This is a free and independent dispute-resolution service.

Ombudsman Services: Energy is able to offer free independent advice and will look at your complaint but will expect you to let us try to sort it out first. You can telephone the Ombudsman Services: Energy on 0330 440 1624. You can find further information on the Ombudsman Services' website: www.ombudsman-services.org/energy.