



Our promise to you

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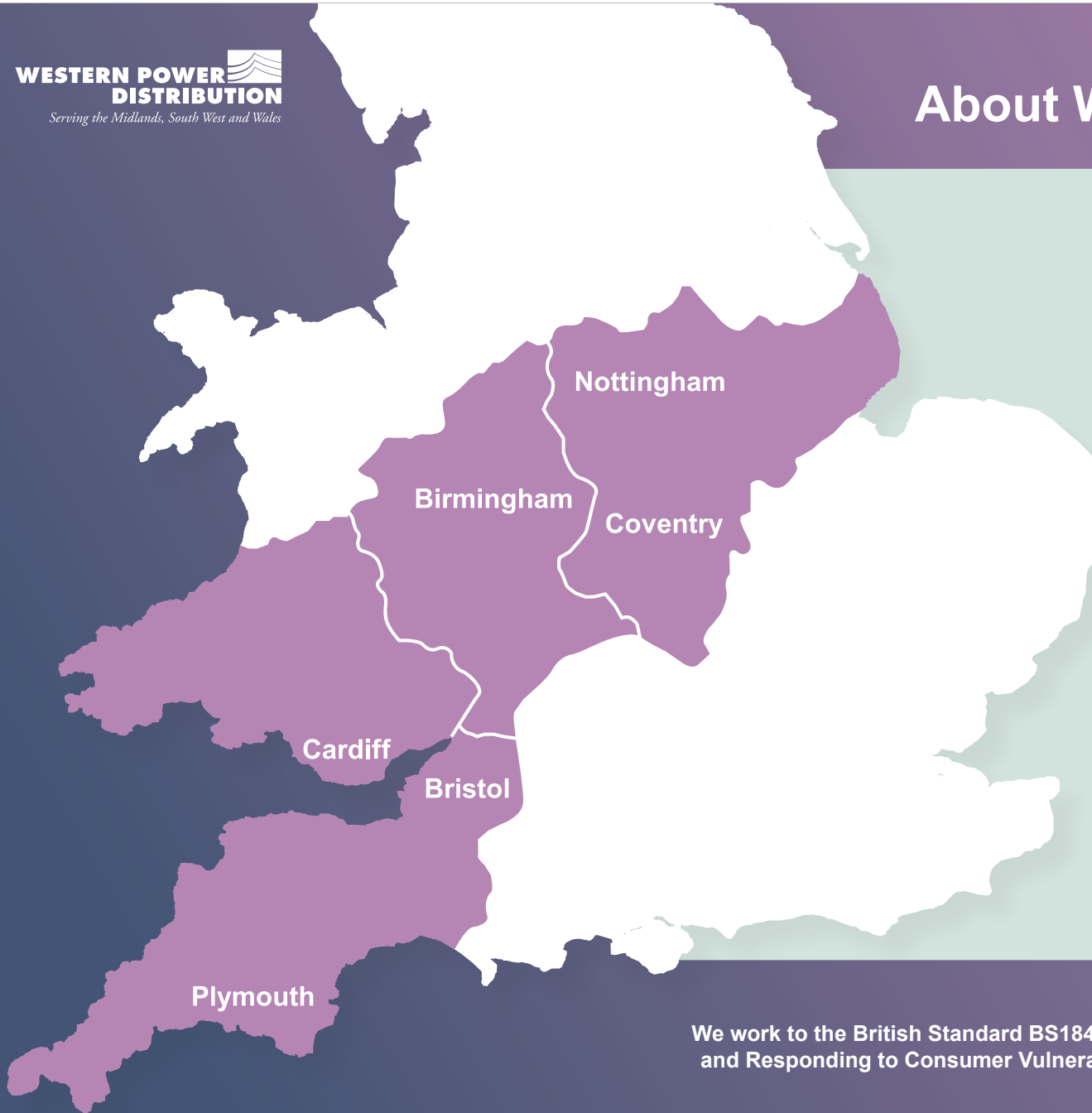
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About Western Power Distribution



Western Power Distribution (WPD) is the electricity distribution network operator for the Midlands, South West England and South Wales, serving 7.8 million customers.

Your supplier bills you for your electricity, and is responsible for your meter.

If you have an enquiry about your bill, your meter or the supplier's Priority Services, please contact your supplier. You can find their contact details on your electricity bill.

This leaflet tells you about the range of different ways to get in touch with us if you are ever affected by a power cut. We also explain our free priority services for customers who may need extra support.

We work to the British Standard BS18477, Inclusive Service Provision - Requirements for Identifying and Responding to Consumer Vulnerability to ensure our services are accessible for all customers.

Standards of Performance

WPD aims to deliver a service that customers expect and deserve and this leaflet tells you about a range of customer service standards called the Guaranteed Standards of Performance (GSoP) set by the Office of Gas and Electricity Markets (Ofgem).

If we fail to meet our standards, we will pay you. There are a few cases when we will not pay you, such as:



If we are unable to gain access to premises or our own equipment.



If we are unable to identify who to make a payment to.



If an alternative action has been refused.



You are supplied via a landlord's private cable or a private network.



Loss of supply



NORMAL WEATHER



12 hours off supply

If your power supply fails during normal weather conditions because of a problem on our network, we must restore your supply within **12 hours** of our first becoming aware of the problem.



If we don't restore your power within **12 hours** we will pay you:

£150 for domestic customers or **£300** if you're a business customer.

For every additional **12 hours** you are without supply we will pay you **£70**.



5,000 plus customers – 24 hours

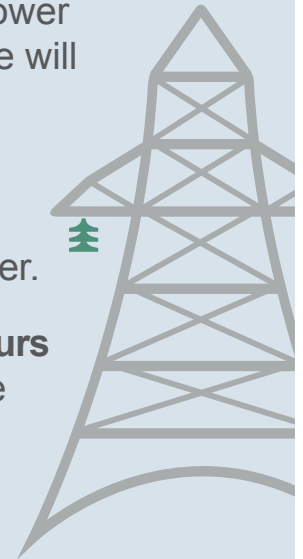
If your power supply fails when your house or premises are part of a large single incident affecting **5,000** customers or more we must restore your power supply within **24 hours**.



If we don't restore your power supply within **24 hours** we will pay you:

£150 for domestic customers or **£300** if you're a business customer.

For every additional **12 hours** you are without supply we will pay you **£70** up to a maximum of **£600**.





STORMS



Depending on the impact of the storm, if we don't restore your power within 24 or 48 hours, we will pay you **£75** for both domestic and business customers.

For every additional **12 hours** you are without supply we will pay you **£70** to a maximum of **£700**.



Multiple power interruptions

If your power supply fails because of a problem on our network and you are without power for:

3 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 **£150 payment**.

You must make a valid claim for this payment within three months of the end of the year to which the claim applies. If you think this applies to you, please make a claim by contacting our complaints team either by telephone: **0800 055 6833** or by email: **complaints@westernpower.co.uk**



Fuse failure

If you tell us 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.
- within **4 hours** on weekends and bank holidays 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 don't attend within these times we will pay you **£60**.

Loss of supply continued...



Planned interruption to your power supply

If we need to turn off your power supply to carry out planned work on our network we will give you at least 2 days' notice, in writing, of the date of any planned work interrupting your power supply.



If we fail to give you 2 days' notice then you can claim:

£60 for domestic customers or
£120 if you're a business customer.

If you think this applies to you, please make a claim by contacting our complaints team either by telephone:

0800 055 6833

or by email:

complaints@westernpower.co.uk



Rota disconnections

In the very unlikely event there is a power supply shortage in the area where you live or have premises we may need to interrupt your supply on a rota basis in order to share the power supply fairly between customers.



If you are without power for more than **24 hours** during this period we will pay you:

£150 for domestic customers or
£300 if you're a business customer.

Other services



Voltage Complaints

If you report a problem with the voltage of the power supply to your premises we will send you an explanation within:

- **5 working days** or
- offer to visit you to investigate within **7 working days**.

If we fail we will pay you **£60**.



Appointments

If we need to visit you, or if 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**.

This standard does not apply to visits relating to New Connections.

If we fail to make or keep an appointment we will pay you **£60**.



For full terms and conditions please see our Notice of Rights:

<https://www.westernpower.co.uk/NoticeOfRights>

This document fulfils the requirements of Distribution Licence Conditions 8, 9, and 10 to publish a Statement on the Safety and Security of Supplies Emergency Service and a Code of Practice on Priority Services.

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