



Utilities

# **Indigo Pipelines Limited**

## **Notice of Rights**

**Information on Customer Standards of Performance**

Effective 1 April 2021

SSE Enterprise Utilities is a trading name of SSE Utility Solutions Limited which is part of the SSE Group. The Registered Office of SSE Utility Solutions Limited is 1 Forbury Place, Forbury Road, Reading RG1 3JH. Registered in England & Wales No. 06894120. [www.sseenterprise.co.uk](http://www.sseenterprise.co.uk)

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## Introduction

Guaranteed Standards of Performance apply to all Gas Transporters (GTs), who own networks through which gas is supplied to customers. This statement describes the standards that are relevant to end customers who receive gas through Indigo Pipelines' gas networks. GTs are not responsible for meter reading or billing, as suppliers carry out this activity.

The operation of Indigo Pipelines' network assets has been contracted to SSE Enterprise Utilities, a trading name of SSE Utility Solutions Ltd, part of SSE plc. SSE is a major utility with many years of experience building and operating gas networks.

Industry regulator Ofgem (Office of Gas and Electricity Markets) sets Guaranteed Standards of Performance. If a GT fails to meet these standards, customers are entitled to receive a payment. Details of these standards and the relevant payments are set out below. Please note that there are circumstances where the standards do not apply, such as severe weather and difficulty in gaining access to properties.

The current set of standards came into effect on 1 April 2008.

## Guaranteed standards – general

**Supply restoration** – *only applies to domestic and small non-domestic customers* – If your gas supply fails due to a problem with the pipeline system, your GT will restore it within 24 hours. Penalty payment: £30 (domestic) £50 (small non-domestic) plus £30 (domestic) £50 (small non-domestic) for each complete succeeding 24-hour period that you are off supply (maximum payment £1000).

**Reinstatement of customers' premises** If your GT carries out work on pipes in your premises, your premises will be permanently reinstated within 5 working days of the completion of the engineering work. Penalty payment: £50 (domestic) £100 (non-domestic) for each period of 5 working days that reinstatement is not complete.

**Adequate heating and cooking facilities** If your gas supply is interrupted and you are a domestic customer who is disabled, chronically sick, or of pensionable age and you are registered on your supplier's Priority Services Register, your GT will offer temporary alternative heating and cooking facilities. These will be provided within 4 hours (or within 8 hours, if more than 250 customers are affected) excluding the hours from 8pm to 8am. Penalty payment: £24.

NOTE: this standard must be claimed within 3 months of failure.

**Planned Interruptions** If your GT intends to carry out planned maintenance or replacement work that necessitates a temporary interruption of your gas supply, you will be given written notice of the expected interruption date and the reason for the work at least 5 working days prior to the start of the interruption. Penalty £20 (domestic) £50 (non-domestic).

NOTE: this standard must be claimed within 3 months of failure.

**Responding to Complaints** If you make a verbal or written complaint to your GT regarding its transportation business, your GT will send you a substantive reply within 10 working days from receipt of your complaint. If your GT needs to make a site visit or make enquiries of a third party in order to respond to your complaint, they will send you an initial response explaining this within 10 working days from receipt of your complaint. This will be followed up by a substantive response within 20 working days from receipt of your complaint. Penalty payment: £20 plus a further £20 for each subsequent period of 5 working days until you receive a response (maximum payment £100).

### Penalty payments

Your GT has 20 working days to make payment to you for failing any of the guaranteed standards. For the general guaranteed standards described above, your GT can also send the payment to your supplier, who is obliged to send it on to you. If the GT fails to make the payment within the above timescales, you will be entitled to another penalty payment of £20.

Please note: Penalty payments received due to a guaranteed standard failure do not prejudice any other payment you may be entitled to because of a failure to meet the standards.

## Guaranteed standards for new connections and alterations

The start date for the standards below is the working day on which you make the request to your GT unless it is after 5pm. There is a cap on the amount your GT must pay for each single incident which is £250 (or contract sum, if lower) for small and medium supplies and £500 (or contract sum, if lower) for large supplies, except for the standard relating to completion dates which varies according to quoted cost. Details are shown in the table below. Small and medium gas supplies are those capable of delivering up to 275 kWh an hour. These standards do not apply to developments of at least 5 new-build premises or where there is no existing Indigo Pipelines network.

**Enquiries** If you ask about the feasibility of a new gas supply or alteration to an existing connection, approval of the design for a site connection or an estimate of a connection cost your GT will respond within 5 working days. Penalty payment: £40 plus £40 for every working day until your GT responds.

**Quotations** If you need a new gas supply or an alteration to your existing connection, your GT will provide a written quotation within 6 working days if a site visit is not needed, within 11 working days if a visit is necessary (small and medium supplies) and within 21 days for large gas supplies. Penalty payment: £10 (£20 for large supplies) plus £10 (£20 for large supplies) for every working day until the quotation is issued.

**Quotation accuracy** Quotations from your GT will be accurate to within 5% or £150 (£300 for large supplies) whichever is greater. If the accuracy is outside these limits, any excess charge you have paid will be refunded to you and you will receive a corrected quotation. Penalty payments will apply as outlined in the standard for quotations.

**Setting dates for connection work** If you accept a quotation for connection work, your GT will contact you to offer dates for the work to be started and completed within 20 working days. Penalty payment for small/medium supplies £20 (£40 for large supplies) plus £20 (£40 for large supplies) for every working day until you are offered dates for the connection work.

**Completion dates** Your GT will complete the connection work by the date agreed with you. Penalty payments depend on the quoted cost of the work as shown in the table below and are due for every working day until the connection work is substantially complete – up to the relevant cap.

| Contract value     | Penalty                                | Cap                          |
|--------------------|--|------------------------------|
| Up to £1,000       | £20                                    | £200 or quoted cost if lower |
| £1,001 - £4,000    | Lesser of £100 or 2.5% of contract sum | 25% of contract sum          |
| £4,001 - £20,000   | £100                                   | 25% of contract sum          |
| £20,001 - £50,000  | £100                                   | £5,000                       |
| £50,001 - £100,000 | £100                                   | £9,000                       |

## Contacting Us

If you contact us, your personal data will be processed by Indigo Pipelines Limited (or by SSE Enterprise on our behalf) to communicate with you and deal with your enquiry, to provide the requested services to you and as part of our efforts to monitor customer communications for quality and training purposes. As a data subject, you have a number of rights relating to your personal data. Full details are set out in:

(1) the Indigo Pipelines Limited privacy notice, which can be accessed at <https://www.indigonetworks.co.uk/privacy-policy/>; and

(2) the SSE Enterprise privacy notice, which can be accessed at <https://sseenterprise.co.uk/privacy-policy/>.

You can contact our contractor SSE Enterprise Utilities at:

SSE Enterprise Utilities  
No.1 Forbury Place  
Forbury Road  
Reading  
Berkshire  
RG1 3JH

Phone: 0345 078 6739

Email: [ssepl.supplypoint.enquiries@sse.com](mailto:ssepl.supplypoint.enquiries@sse.com)

You can contact the Managing Director of Indigo Pipelines at:

The Managing Director  
Indigo Pipelines Limited  
15 Diddenham Court  
Lambwood Hill  
Grazeley  
Reading  
RG7 1JQ

Tel: 07900 403231

Email: [andrew.blincow@indigopipelines.co.uk](mailto:andrew.blincow@indigopipelines.co.uk)

**If you have any concerns about any of the standards mentioned in this leaflet, please contact us.**

If you have a dispute that you feel cannot be resolved, you can contact the Energy Ombudsman but please contact us first. You can contact the Energy Ombudsman on 0330 440 1624. [www.energy-ombudsman.org.uk](http://www.energy-ombudsman.org.uk)

**Gas Emergencies: 0800 111 999**

**If you smell gas or are worried about gas safety call the National Gas Emergency Number on 0800 111 999 immediately.**

**Indigo Pipelines Limited**

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