



Indigo Pipelines Limited

Code of Practice

Effective 1 April 2023

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Introduction

Indigo Pipelines Limited does not sell gas but ensures it is transported to you in a safe and efficient manner. The companies that sell gas to you are called Gas Suppliers, and you should contact your Gas Supplier if you have any questions about buying gas, your gas bill, your meter, or meter reading. You can find your Supplier's contact details on your gas bill or statement.

Indigo Pipelines is committed to delivering the best possible service to our consumers. The operation of Indigo Pipelines' network assets has been contracted to SSE Energy Solutions, 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. This leaflet sets out when and how you might expect to be contacted by Indigo Pipelines or SSE Energy Solutions (acting on behalf of Indigo Pipelines) and how you can get in touch with us to enquire or complain about any service we provide. It also details the steps SSE Energy Solutions and Indigo Pipelines take to ensure that only properly trained, SSE Energy Solutions staff or approved contractors visit your home and the special services available for customers who are blind, partially sighted, deaf or hearing impaired.

**This leaflet can be obtained in Braille,
audio, or large print on request.**

Gas Emergencies

The free-phone national gas emergency service is run by Cadent (formerly known as National Grid Gas) on behalf of all gas transportation companies including Indigo Pipelines. This operates 365 days a year, 24 hours a day and calls are free of charge. If you can smell gas, call:

0800 111 999

All calls to this emergency number are recorded and may be monitored.

If you are deaf or hearing impaired and have a Minicom or Textphone you can use the following number to call the gas emergency service:

0800 371 787

The operator who takes your details will ask you if there are any special circumstances we need to know about when you call. It will assist us to help you if we know of any special needs such as visual or hearing impairment or difficulties with mobility. If English is not your first language don't worry, you can still call the gas emergency service on 0800 111 999 and they will find an interpreter who can translate for you.

Emergency Visits

SSE Energy Solutions (acting on behalf of Indigo Pipelines) may need to visit you to deal with a reported gas emergency. If called to your home, they will abide by this Code of Practice. If it is necessary, for safety reasons, for SSE Energy Solutions to disconnect the gas supply to your home and you fall into one of the following categories, we will seek to provide you with alternative temporary heating and cooking facilities. The categories are:

- You are disabled, chronically sick or of pensionable age
- You live with someone who is disabled, chronically sick, of pensionable age or a child under the age of 5
- You are in a vulnerable situation
- You are included on the Priority Service Register run by your gas Supplier

However, it is both Indigo Pipelines' and SSE Energy Solutions' policy to be sympathetic to the needs of other consumers as well as those covered by the categories above. We will always try to make sure that in exceptional circumstances, temporary heating and cooking needs are met, using local judgement on a case-by-case basis. When SSE Energy Solutions or our contractors call, please tell us if you have any special needs we should know about.

Working in the Highway

During the essential maintenance and repair of the gas distribution pipeline system to ensure continued safe operation, there may be some inconvenience caused. We will try to use the most up to date techniques to help keep disruption to a minimum.

You can expect:

- Not less than five days' notice of any mains or service planned replacement works in your road, to inform you that an interruption of your gas supply may occur because of planned activities
- All vehicles and plant will be parked safely avoiding obstruction to the road and driveways
- Where it is necessary to excavate across access roads and driveways, we will always speak to residents concerned before starting the work
- The site will be left in a safe and tidy condition at the end of each working day
- SSE Energy Solutions staff and its contractors acting on behalf of Indigo Pipelines will always act professionally and courteously

Entering your Home

Occasionally SSE Energy Solutions (acting on behalf of Indigo Pipelines) may need to visit your home to inspect or maintain gas equipment on your property, to deal with a reported gas emergency or to complete a visit requested by yourself. The visit will either be made by an SSE Energy Solutions employee or another contractor working on our behalf. SSE Energy Solutions has arrangements in place so that you can be sure that only properly trained, SSE Energy Solutions staff or contractors visit your home. If you wish to confirm the identity of the person visiting your property, you can telephone the number located on their ID card. This contact will confirm whether the person is an authorised representative working on SSE Energy Solutions' behalf.

You can expect:

- SSE Energy Solutions will ensure staff and contractors are fit and proper persons to enter your home
- SSE Energy Solutions recruitment procedures involve appropriate background checks such as checking references
- SSE Energy Solutions staff and contractors will be appropriately qualified and fully trained for the purpose of the visit and will always be courteous in their dealings with you, without showing undue familiarity. They will give clear, accurate explanations using appropriate and sensitive language and will respect your property and premises
- All authorised SSE Energy Solutions employees and contractors will show you an identity card displaying the company name, their own name, and a colour photograph of the individual
- Where possible, all vehicles used for visits to your premises will carry the SSE Energy Solutions or contractor's logo
- Where possible, all SSE Energy Solutions employees and contractors will wear branded clothing indicating they are representing SSE Energy Solutions

- All SSE Energy Solutions employees and contractors will be able to tell you the national gas emergency telephone number
- SSE Energy Solutions will ensure that its employees and contractors are aware of the contents of this leaflet and comply with it

Priority Services Register and Use of Passwords

We are happy to provide extra help and advice to customers who need it. By registering on the Priority Service Register (PSR) through your gas Supplier, you will be entitled to free additional services and support, such as advance warning of planned gas supply interruptions. Please contact your Supplier for more information of the free support available to you.

You are eligible for PSR services if you:

- are of pensionable age
- live with children under the age of 5
- have a chronic illness
- have a disability
- need documents translated into a different language or format
- are blind/partially sighted, deaf/hard of hearing, have loss/impairment of smell
- have a mental health condition
- temporarily need extra support

Your Supplier will only collect personal data from you to be stored on the PSR where you have explicitly consented to this. The PSR is maintained by the Central Data Service Provider (Xoserve). Xoserve will transfer your personal data to SSE Energy Solutions (acting on our behalf), and SSE Energy Solutions will hold it on a secure database and only use it to fulfil its contract with us, to enable us to meet our statutory obligations as a gas Transporter.

Gas Suppliers also operate password schemes through the Priority Services Register. If you arrange an appointment with SSE Energy Solutions through your gas Supplier, the person visiting you will use the password that is recorded on the Register. If you are not on the Priority Services Register but would like to feel more secure, we can agree a one-time password with you when we schedule an appointment. We will quote this when we visit you, so you know the visitor is genuine.

Customer Enquiries and Complaints

If there is a problem with the service you have received from SSE Energy Solutions (acting on behalf of Indigo Pipelines), then please in the first instance speak with the SSE Energy Solutions representative on site or phone SSE Energy Solutions' Customer Service Centre on the number below. It will be helpful, when contacting us, if you can provide any information relating to your enquiry, such as reference numbers, so that we can deal with your issue efficiently.

If you contact us, your personal data will be processed by Indigo Pipelines Limited (or by SSE Energy Solutions 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 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://sseenergysolutions.co.uk/privacy-policy/>

If you are not satisfied with our Service

Indigo Pipelines and our sub-contractor, SSE Energy Solutions, are committed to offering the very best in customer service; however, we recognise that sometimes things can go wrong. We want to know when this happens so we can sort out any problems as quickly as possible. SSE Energy Solutions and Indigo Pipelines treat all complaints seriously and confidentially. Your complaint will be handled in a courteous, prompt, and straightforward manner.

Our Process:

Step 1 – when you contact us, our advisor will attempt to resolve the matter with you directly, however, if necessary, your complaint will be escalated to a manager or specialist team. We aim to fully resolve the issue within 10 working days of receiving your call, email or letter. Where required, SSE Energy Solutions will make a home visit to resolve your complaint or enquiry. If this is the case, we will agree a mutually convenient time with you.

Step 2 – If we have not been able to resolve your complaint fully within 10 working days, your complaint will be passed to a Senior Manager who will do everything possible to address your concerns and make sure you are happy with the resolution. We aim to agree a mutually satisfactory resolution within 10 working days of escalation from Step 1.

Step 3 – Following Step 2, if the complaint has not been resolved to your satisfaction, you can raise the matter further with SSE Energy Solutions' General Manager or the Managing Director of Indigo Pipelines, who will endeavour to reach a resolution within 10 working days:

You can contact the SSE Energy Solutions General Manager at:

The General Manager
SSE Energy Solutions
No.1 Forbury Place
Forbury Road
Reading
Berkshire
RG1 3JH

Tel: 0345 078 6739

Email: kevin.bennett@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

If at any stage of your complaint you would like to speak to someone face to face, then please contact us to arrange a suitable appointment.

Independent Review

We recognise that we may not always succeed in wholly resolving your complaint. Once our internal complaints process has been exhausted you can seek the assistance of the Ombudsman Service. The Ombudsman Service is free and independent and investigates complaints fairly by listening to both sides and looking at the facts. The Ombudsman Service then decide what action should be taken when you and SSE Energy Solutions or Indigo Pipelines can't agree.

The Ombudsman Service can be contacted on:

Ombudsman Service: Energy
PO Box 966,
Warrington,
WA4 9DF

Tel: 0330 440 1624

Email: enquiry@ombudsman-services.org

Website: www.ombudsman-services.org/energy

Other Sources of Help

Citizens Advice service provides free, confidential, and impartial advice on consumer issues.

Tel: 0808 223 1133 (England & Wales)

Tel: 0808 223 1144 (Welsh speaking advisors)

Tel: 0808 196 8660 (Scotland)

Website: www.citizensadvice.org.uk

The Office of Gas and Electricity Markets (Ofgem) regulates the Energy Industry and approves the dispute resolution service operated by The Energy Ombudsman. Ofgem can be contacted on:

The Office of Gas and Electricity Markets
9 Millbank,
London
SW1P 3GE

Tel: 020 7901 7295

Email: consumeraffairs@ofgem.gov.uk

Website: www.ofgem.gov.uk

Standards of Service

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.

Industry regulator Ofgem (Office of Gas and Electricity Markets) sets Guaranteed Standards of Performance. Indigo Pipelines and SSE Energy Solutions, as its authorised agent, operate in accordance with the Guaranteed Standards of Performance regime, as detailed in the table below. You will be eligible to receive compensation payments if Indigo Pipelines, or SSE Energy Solutions acting on behalf of Indigo Pipelines, do not meet these standards. In such cases, we will make compensation payments to you directly or via your gas Supplier.

GS1	Restoring customers' supplies after an unplanned interruption	Restore customers' supplies within 24 hours following unplanned interruptions on their networks. If failure to achieve this, a fixed compensation payment will be paid to the customer affected. Further compensation will be paid for each additional period of 24 hours until the customer's supply is restored. If the interruption originated on another network, the other Gas Transporter is required to make the payment either via Indigo Pipelines or to the customer directly.	£60 domestic £100 small non-domestic Cap per customer of £1,000
GS2	Reinstatement of customers' premises	On completion of Indigo Pipelines or SSE Energy Solutions (acting on behalf of Indigo Pipelines) initiated work to re-lay service pipes on a customer's premises, the premises will be reinstated within 5 working days, or 3 working days for Priority Services customers. If Indigo Pipelines or our contractor fails to achieve this, a fixed compensation payment will be made. Further compensation will be paid for each additional period of five working days until the premises are reinstated.	£100 domestic £200 non-domestic

GS3	Provision of alternative heating and cooking facilities	<p>For the types of interruptions specified below, where Indigo Pipelines or SSE Energy Solutions (acting on behalf of Indigo Pipelines) reasonably expects the gas supply to a priority customer's premises will be discontinued for longer than 24 hours, we shall provide alternative heating and cooking facilities within the timeframe specified below:</p> <table><tr><th>Interruption type</th><th>Timeframe</th></tr><tr><td>Planned interruption</td><td>4 hours</td></tr><tr><td>Unplanned interruption (less than 250 customers affected)</td><td>4 hours</td></tr><tr><td>Unplanned interruption (250 or more customers affected)</td><td>8 hours</td></tr></table> <p>If we fail to achieve this, a fixed compensation payment will be paid to the customer affected. Further compensation will be paid for each additional period of 24 hours until facilities are provided.</p>	Interruption type	Timeframe	Planned interruption	4 hours	Unplanned interruption (less than 250 customers affected)	4 hours	Unplanned interruption (250 or more customers affected)	8 hours	£50 Cap per customer of £500								
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GS4 GS5 & GS6	Provision of connection quotations	<p>For each of the connection types specified below, Indigo Pipelines or SSE Energy Solutions (acting on behalf of Indigo Pipelines) shall provide a quotation for providing a new or altering an existing connection within the specified timeframe. Where we fail to achieve this, a fixed payment shall be made in respect of the initial failure and each additional day during which the failure continues.</p> <table><tr><th>Quotation type</th><th>Time scale</th><th>Payment</th><th>Cap</th></tr><tr><td>Standard</td><td>4 working days</td><td>£20</td><td>Lesser of £500 or contract sum</td></tr><tr><td>Non std •275kWh</td><td>11 working days</td><td>£20</td><td>Lesser of £500 or contract sum</td></tr><tr><td>Non std >275kWh</td><td>21 working days</td><td>£40</td><td>Lesser of £1000 or contract sum</td></tr></table> <p>If a quotation is found to be inaccurate it shall be treated as if it was not provided on time</p>	Quotation type	Time scale	Payment	Cap	Standard	4 working days	£20	Lesser of £500 or contract sum	Non std •275kWh	11 working days	£20	Lesser of £500 or contract sum	Non std >275kWh	21 working days	£40	Lesser of £1000 or contract sum	See table
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GS7	Accuracy of quotations	Where a customer challenges a quotation under Indigo Pipelines' published accuracy scheme and the quotation is found to be inaccurate Indigo Pipelines shall refund any overcharge that has been made.	Refund overcharge									
GS8	Response to land enquiries	Indigo Pipelines or SSE Energy Solutions (acting on behalf of Indigo Pipelines) shall respond to a land enquiry in respect of a new connection or alteration of an existing connection within 5 working days. Where we fail to achieve this, a fixed payment will be made in respect of the initial failure and each additional day during which the failure continues.	£80 Cap per customer is £500 for ≤ 275 kWh per hour and £1000 for > 275 kWh per hour									
GS9 & GS10	Offering a date for commencement and substantial completion of connection work	<div>Where a customer has accepted a quotation, Indigo Pipelines or SSE Energy Solutions (acting on behalf of Indigo Pipelines) shall offer a date for commencement of the work and substantial completion within 20 working days from receipt of the acceptance. Where we fail to achieve this, a fixed payment will be made in respect of the initial failure and each additional day during which the failure continues.</div> <table><tr><th>Connection work</th><th>Payment</th><th>Cap</th></tr><tr><td>≤275kWh</td><td>£40</td><td>Lesser of £500 or contract sum</td></tr><tr><td>>275kWh</td><td>£80</td><td>Lesser of £1000 or contract sum</td></tr></table>	Connection work	Payment	Cap	≤275kWh	£40	Lesser of £500 or contract sum	>275kWh	£80	Lesser of £1000 or contract sum	See table
Connection work	Payment	Cap										
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>275kWh	£80	Lesser of £1000 or contract sum										

GS11	Completion of the work on the agreed date	<p>Where Indigo Pipelines or SSE Energy Solutions (acting on behalf of Indigo Pipelines) fails to substantially complete a connection on the date agreed with the customer, a payment will be made in respect of the initial failure and each additional day during which the failure continues.</p> <table><tr><th>Quotation amount</th><th>Payment</th><th>Cap</th></tr><tr><td>≤ £1,000</td><td>£40</td><td>Lesser of £400 or contract sum</td></tr><tr><td>>£1,000 - £4000</td><td>Lesser of £200 or 5% of contract sum</td><td>50% of contract sum</td></tr><tr><td>>£4,000 - £20,000</td><td>£200</td><td>50% of contract sum</td></tr><tr><td>>£20,000- £50,000</td><td>£200</td><td>£10,000</td></tr><tr><td>>£50,000 - £100,000</td><td>£300</td><td>£18,000</td></tr></table>	Quotation amount	Payment	Cap	≤ £1,000	£40	Lesser of £400 or contract sum	>£1,000 - £4000	Lesser of £200 or 5% of contract sum	50% of contract sum	>£4,000 - £20,000	£200	50% of contract sum	>£20,000- £50,000	£200	£10,000	>£50,000 - £100,000	£300	£18,000	See table
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>£50,000 - £100,000	£300	£18,000																			
GS12	Notifying customers and making payments owed under the standards	Indigo Pipelines or SSE Energy Solutions (acting on behalf of Indigo Pipelines) shall make payment in respect of a failure to meet a standard to the customer within 20 working days. Where we fail to achieve this level of service, a fixed compensation payment will be made. Where an interruption affects customers whose premises are connected to another network (and invokes a compensation payment under GS1), the Gas Transporter that caused the interruption needs to pay the Gas Transporter to whose pipe-line system the customer is connected (or to the customer directly) within 10 working days. Where relevant, the Gas Transporter to whose network the customer is connected then needs to pay the customer within five working days.	£40																		
GS13	Advance notice of planned interruptions	If Indigo Pipelines or SSE Energy Solutions (acting on behalf of Indigo Pipelines) proposes to carry out maintenance or replacement work which will require it to discontinue the conveyance of gas to customers, we shall issue a written notification stating the need for the interruption, stating the day the interruption is expected to start, not less than 5 working days before the start of the interruption.	£40 domestic £100 non-domestic																		

GS14	Responding to complaints	<p>Where Indigo Pipelines receives a verbal or written complaint relating to its transportation business to which it would reasonably expect the customer would anticipate a response, Indigo Pipelines or SSE Energy Solutions (acting on behalf of Indigo Pipelines) shall despatch a substantive response to the customer within 10 working days from the date of the receipt. In the case of a complaint which requires a visit to the premises or the making of enquiries of persons who are not employees of Indigo Pipelines or SSE Energy Solutions, we shall despatch an initial response to the customer within 10 working days explaining why a substantive response cannot be despatched immediately, including the name, telephone number and address of an employee who the customer can contact about the complaint.</p> <p>Indigo Pipelines or SSE Energy Solutions (acting on behalf of Indigo Pipelines) shall subsequently follow the initial response with a substantive response within the 20 working days. If we fail to achieve this, we will make a fixed compensation payment to the customer. Further compensation will be paid for each additional period of five working days until the response is despatched.</p>	£40 Cap per customer of £200
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