Indigo Pipelines Limited

Code of Practice

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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. This leaflet sets out when and how you might expect to be contacted by 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 Indigo Pipelines take to ensure that only properly trained 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 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

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 Indigo Pipelines to disconnect the gas supply to your home and you fall into one of the following categories, we will 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

However, it is Indigo Pipelines' 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 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
- Indigo Pipelines staff and its contractors acting on behalf of Indigo Pipelines will always act professionally and courteously.

Entering your Home

Occasionally 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 Indigo Pipelines employee or another contractor working on our behalf. Indigo Pipelines has arrangements in place so that you can be sure that only properly trained 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 Indigo Pipelines' behalf.

You can expect:

- Indigo Pipelines will ensure staff and contractors are fit and proper persons to enter your home
- Indigo Pipelines recruitment procedures involve appropriate background checks such as checking references
- Indigo Pipelines 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 show respect to you and your property
- All authorized Indigo Pipelines 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 Indigo Pipelines or contractor's logo
- Where possible, all Indigo Pipelines employees and contractors will wear branded clothing indicating they are representing Indigo Pipelines
- All Indigo Pipelines employees and contractors will be able to tell you the national gas emergency telephone number

- Indigo Pipelines 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), you will be entitled to free additional support, such as advance warning of planned gas supply interruptions and temporary cooking and heating equipment during a gas outage. Please contact your Supplier for more information of the free support that they can offer 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

We will only collect personal data from you to be stored on the PSR where you have explicitly consented to this. We will hold it on a secure database and only use it to provide appropriate support to you during a planned or unplanned gas outage. We may share your details with our contractor working on site during the outage to enable them to provide you with support.

We also operate a password scheme. If you arrange an appointment with Indigo Pipelines, the person visiting you will use the password that is recorded on the Priority Service 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

- the Indigo Pipelines Limited privacy notice, which can be accessed at https://www.indigonetworks.co.uk/privacy-policy/

If you are not satisfied with our Service

Indigo are committed to offering the very best in customer service; however, we recognize that sometimes things can go wrong. We want to know when this happens so we can sort out any problems as quickly as possible. Indigo 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, Indigo Pipelines 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 the Chief Executive Officer of Indigo Pipelines, who will endeavour to reach a resolution within 10 working days.

You can contact the Chief Executive Officer at:



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 Indigo 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 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 do not meet these standards. In such cases, we will make compensation payments to you directly or via gas supplier.

<table>
<tr><td>GS1</td><td>Restoring customers' supplies after an unplanned interruption</td><td>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.</td><td>£75 domestic
£130 small non-domestic
Cap per customer of £1,000</td></tr>
<tr><td>GS2</td><td>Reinstatement of customers' premises</td><td>On completion 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.</td><td>£130 domestic
£260 non-domestic</td></tr>
<tr><td>GS3</td><td>Provision of alternative heating and cooking facilities</td><td>For the types of interruptions specified below, where 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:
<table>
<tr><td>Interruption Type</td><td>Timeframe</td></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>
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.</td><td>£60
Cap per customer of £640</td></tr>
</table>

<table>
<tr>
<td>GS4
GS5 &
GS6</td>
<td>Provision of connection quotations</td>
<td>For each of the connection types specified below, 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.
<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>£25</td><td>Lesser of £640 or contract sum</td></tr>
<tr><td>Non std ≤275kWh</td><td>11 working days</td><td>£25</td><td>Lesser of £640 or contract sum</td></tr>
<tr><td>Non std >275kWh</td><td>21 working days</td><td>£50</td><td>Lesser of £1275 or contract sum</td></tr>
</table>
If a quotation is found to be inaccurate it shall be treated as if it was not provided on time</td>
<td>See Table</td>
</tr>
<tr>
<td>GS7</td>
<td>Accuracy of quotations</td>
<td>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.</td>
<td>Refund overcharge</td>
</tr>
<tr>
<td>GS8</td>
<td>Response to land enquiries</td>
<td>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.</td>
<td>£105
Cap per customer is £640 for ≤ 275 kWh per hour and £1275 for > 275 kWh per hour</td>
</tr>
</table>

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<tr>
<td>GS9 & GS10</td>
<td>Offering a date for commencement and substantial completion of connection work</td>
<td>Where a customer has accepted a quotation, Indigo Pipelines shall offer a date for commencement of the work and substantial completion within 17 working days for connections 275kWh and under, and 20 working days for connections over 275kWh 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.
<table>
<tr><th>Connection work</th><th>Payment</th><th>Cap</th></tr>
<tr><td>≤275kWh</td><td>£50</td><td>Lesser of £640 or contract sum</td></tr>
<tr><td>>275kWh</td><td>£105</td><td>Lesser of £1275 or contract sum</td></tr>
</table>
</td>
<td>See Table</td>
</tr>
<tr>
<td>GS11</td>
<td>Completion of the work on the agreed date</td>
<td>Where 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.
<table>
<tr><th>Quotation amount</th><th>Payment</th><th>Cap</th></tr>
<tr><td>≤ £1,000</td><td>£50</td><td>Lesser of £510 or contract sum</td></tr>
<tr><td>>£1,000 - £4000</td><td>Lesser of £260 or 5% of contract sum</td><td>50% of contract sum</td></tr>
<tr><td>>£4000- £20,000</td><td>£260</td><td>50% of contract sum</td></tr>
<tr><td>>£20,000- £50,000</td><td>£260</td><td>£12,755</td></tr>
<tr><td>>£50,000 - £100,000</td><td>£380</td><td>£22,960</td></tr>
</table>
</td>
<td>See Table</td>
</tr>
</table>

GS12	Notifying customers and making payments owed under the standards	Indigo Pipelines shall make payment in respect of a failure to meet a standard to the customer within 10 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.	£50
GS13	Advance notice of planned interruptions	If 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 7 working days before the start of the interruption.	£50 domestic £130 non-domestic
GS14	Responding to complaints	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 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, 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. 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 workings day until the response is despatched.	£50 Cap per customer of £260