

Our Commitment to our customers

About Scotland Gas Networks

Scotland Gas Networks does not sell gas but ensures it is piped to you in a safe and efficient manner. Scotland Gas Networks is a gas transportation company and is responsible for managing a safe and efficient reliable system comprising 24,000km of pipeline, delivering gas for its customers.

The companies that do 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 telephone number on your gas bill or statement.

Scotland Gas Networks is committed to delivering the best possible service to its 1.7 million customers and the following sets out when and how you might expect to be contacted by Scotland Gas Networks and how you can get in touch with us to enquire or complain about any service we provide. It also details the steps Scotland Gas Networks takes to ensure that only properly trained Scotland Gas Networks' staff, or our approved contractors, visit your home and the special services available for customers who are blind, partially sighted, deaf or hearing impaired. The following information can be obtained in Braille, audio or large print on request. Assistance can also be provided where English is not the first language.

Gas emergencies

The freephone national gas emergency number operates 365 days a year, 24 hours a day and calls are free of charge. Scotland Gas Networks is responsible for attending reported gas emergencies inside and/or outside your premises in Scotland Gas Networks' area.

If you ever smell gas, call free on:

0800 111 999*

*All calls 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 or to enquire or complain about our service, free of charge.

The Minicom Textphone number is:

0800 372 787

The operator who takes your details will ask you if there are any special circumstances Scotland Gas Networks need to know about when they call such as visual or hearing impairment or difficulties with mobility. If English is not your first language don't worry you

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can still call the gas emergency number on 0800 111 999 and they will find an interpreter who can translate for you.

Scotland Gas Networks may need to visit you to deal with a reported gas emergency or planned maintenance work. If it is necessary for safety reasons to disconnect the gas supply to your home and you fall into one of the following three 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 anyone who is disabled or chronically sick, of pensionable age or a minor; and
- You are included on the Priority Service Register (PSR) run by your gas supplier.

However, it is Scotland Gas Networks' policy to be sympathetic to the needs of other customers as well as those covered by the three 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 we 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 our pipeline system, there may be some inconvenience caused. However 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 working days notice of any interruption to your gas supply;
- All vehicles and plant will be parked safely avoiding obstruction to the road and driveways etc;
- Where it is necessary to excavate across access roads and driveways we will always inform residents concerned before starting the work;
- The site will be left in a safe and tidy condition at the end of each working day; and
- Scotland Gas Networks' staff and contractors will act professionally and courteously at all times.

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Entering your premises

From time to time Scotland Gas Networks may need to visit your premises to inspect or maintain gas equipment on your property, to deal with a reported gas emergency or complete a visit required by yourself for work to be done. The visit will be made by a fully-trained Scotland Gas Networks' employee or contractor working on our behalf. All our representatives carry identification and will not be offended if you ask to see this.

When visiting you can expect:

- Scotland Gas Networks to ensure its staff and contractors are fit and proper persons to enter your premises;
- Scotland Gas Networks' recruitment procedures to involve appropriate background checks such as checking references;
- Scotland Gas Networks' staff and contractors will be appropriately qualified and fully trained for the purpose of the visit and will be courteous at all times in their dealings with you, without showing undue familiarity. They will give clear, accurate explanations and will respect your property and premises;
- All authorised Scotland Gas Networks' employees and contractors to show you an identity card displaying the company name, their own name, a reference number, and a colour photograph of the individual;
- Where possible, all vehicles used for visits to your premises will carry the Scotland Gas Networks' or contractor's logo;
- Where possible, all Scotland Gas Networks' employees and contractors will wear branded clothing indicating they are representing Scotland Gas Networks;
- All Scotland Gas Networks' employees and contractors will be able to tell you the national gas emergency telephone number; and
- Scotland Gas Networks to take all necessary steps to ensure that all ID cards are returned when an employee leaves the company or following the expiry date of the card.

Scotland Gas Networks will ensure that its employees and contractors are aware of the contents of this document.

Priority Service Register (PSR)

Your gas supplier has an obligation to maintain a register and to offer special help to customers who are of pensionable age, disabled (including customers who are blind or partially sighted, deaf or hard of hearing) or chronically sick. In addition to a number of other free benefits, by registering on the Priority Service Register through your gas supplier, you may be entitled to receive free gas safety inspections of appliances and pipework on your side of the gas meter.

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Gas suppliers also operate password schemes through the Priority Services Register. If you arrange an appointment with Scotland Gas Networks through your gas supplier, the person visiting you will use the password that is recorded on the Register. Please contact your gas supplier or energywatch if you would like to receive further information regarding the free services available to you. The contact details are located in the Independent Review section of this document.

Passwords

If you are not on the Priority Services Register, are of pensionable age, disabled or chronically sick or even if you would simply like to feel more secure, we can, free of charge, agree a password with you when we make an appointment. We will quote this when we visit so you will know the caller is genuine.

Complaints and customer satisfaction

If there is a problem with the service you have received from Scotland Gas Networks, please in the first instance speak with the Scotland Gas Networks' representative on site. Alternatively, please telephone our Customer Service Centre on 0845 026 0015. It would be helpful when contacting us if you can provide any information relating to your enquiry, such as a reference number, so that we can deal with your issue more efficiently. If you are not satisfied with the way your enquiry or complaint was handled or with the outcome from our site representatives or the Customer Service Centre, please contact the Customer Services Manager, whose details are shown below.

Scotland Gas Networks uses the information gathered from enquiries and complaints to continually improve the services to our customers.

How to contact us

For complaints relating to Scotland Gas Networks contact:

Scotland Gas Networks plc
2nd Floor
Inveralmond House
200 Dunkeld Road
Perth
PH1 3AQ

Tel: 0845 026 0015 (local rate call)

Fax: 0845 026 0016

Email: customerservicescotland@scotiagasnetworks.co.uk

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If you are deaf or hearing impaired and have a Mimicom or Textphone you can use it to make an enquiry or complaint free of charge by calling 0800 372 787. The following information can be obtained in Braille, audio or large print on request. Assistance can also be provided where English is not the first language.

What we will do to put things right

Scotland Gas Networks treats all complaints seriously and confidentially. Your complaint will be handled in a courteous, prompt and straightforward manner. We will investigate your complaint fully, and provide a substantial response within 10 working days or 20 working days where a site visit or third party enquiries are required.

Where required to make a site visit in order to resolve your enquiry or complaint, we will agree a mutually convenient time with you.

What next if you're not satisfied?

If you cannot reach agreement with the Customer Service Centre then the matter can be escalated to the Customer Services Manager who has the authority to review your complaint and take an independent view. The Customer Services Manager will investigate your complaint fully, contact you within 10 working days and give you a substantive response within 20 days of receipt of your escalated concern. The contact details are:

The Customer Services Manager

Scotland Gas Networks plc

2nd Floor

Inveralmond House

200 Dunkeld Road

Perth

PH1 3AQ

Tel: 0845 026 0014

Email: DirectorOfCustService@scotiagasnetworks.co.uk

Independent review – energywatch

We recognise that we may not always succeed in wholly resolving your complaint. If you are not happy, you can, at any time, seek the assistance of energywatch, an independent consumer organisation created by Parliament to protect the interests of all domestic and commercial gas and electricity customers. energywatch will investigate your complaint but will expect you to have first approached Scotland Gas Networks for help in resolving any problems.

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In the unlikely event we cannot resolve your complaint, energywatch (the Gas and Electricity Consumer Council) offers free, independent help and advice. energywatch is the industry watchdog and you can contact them on

Consumer helpline : 0845 9060 708
Typetalk for hearing impaired consumers: 18001 0845 9060 708
Email: enquiries@energywatch.org.uk
Website: www.energywatch.org.uk

Standards of Service

Scotland Gas Networks operates within a regime of guaranteed standards of performance as detailed in the table below.

You will be eligible to receive compensation payments if Scotland Gas Networks does not meet these standards as defined above. In such cases, Scotland Gas Networks makes 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 our networks. On failure to achieve this, a fixed compensation payment will be paid to the customer affected. The same amount of compensation will be paid for each additional period of 24 hours until the customer's supply is restored. EXEMPTIONS FROM PAYMENT <ul style="list-style-type: none">▪ If the event was caused by an act or default of the customer.▪ Where more than 30,000 customers are interrupted.▪ If the event was caused by severe weather or other exceptional circumstances beyond the control of Scotland	£30 (domestic) £50 (small non-domestic) Cap per customer of £1,000
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		Gas Networks and all reasonable steps had been taken to prevent the circumstances from occurring and from causing the interruption.	
GS2	Reinstatement of customers' premises	<p>On completion of Scotland Gas Networks initiated work to re-lay service pipes on a customer's premises, the premises will be reinstated within five working days. If Scotland Gas Networks fails to achieve this, a fixed compensation payment will be made. The same amount of compensation will be paid for each additional period of five working days until the premises are reinstated.</p> <p>EXEMPTIONS FROM PAYMENT</p> <ul style="list-style-type: none"> ▪ If this work is initiated by the customer; ▪ If the customer's own actions (or a person under the customer's control) led to the work being required. 	£50 (domestic) £100 (non-domestic)
GS3	Provision of alternative heating and cooking facilities to priority domestic customers.	<p>If a priority customer's gas supply is discontinued because of a planned interruption, Scotland Gas Networks shall provide alternative heating and cooking facilities within four hours.</p> <p>If the supply to a priority customer's premises or gas fittings at those premises is discontinued because of any other event (e.g. a gas emergency or unplanned</p>	£24 if claimed by the customer within three months

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		<p>interruption) where fewer than 250 customers are affected, Scotland Gas Networks shall provide alternative heating and cooking facilities within four hours of it becoming aware that the customer has been affected.</p> <p>Where 250 or more customers are affected, Scotland Gas Networks shall provide alternative heating and cooking facilities within eight hours of it becoming aware that the customer has been affected.</p> <p>The period from 8.00pm to 8.00am shall be ignored when calculating the period the supply of gas is discontinued for purposes of paying compensation.</p> <p>Should Scotland Gas Networks fail to satisfy this requirement compensation will be paid.</p> <p>EXEMPTIONS FROM PAYMENT</p> <ul style="list-style-type: none"> ▪ If the customer has declined the offer of alternative heating and cooking facilities. 	
GS4	Provision of standard connection quotations	<p>SGN Connections(?) shall provide a standard quotation for providing a new or altering an existing connection up to an including 275kWh per hour within six working days. Where SGN Connections fails to achieve this, a fixed payment shall be made in respect of the initial failure and each additional day during which the failure</p>	<p>£10</p> <p>Cap per customer is the lesser of £250 or the quotation sum</p>

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		<p>continues.</p> <p>Where a quotation is later found to be inaccurate it shall be treated as if it wasn't provided on time.</p>	
GS5	Provision of non-standard connection quotations < 275 kWh per hour	<p>SGN Connections shall provide a non-standard quotation for providing a new or altering an existing connection up to an including 275 kWh per hour within 11 working days. Where SGN Connections fails 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> <p>Where a quotation is later found to be inaccurate it shall be treated as if it wasn't provided on time.</p>	<p>£10</p> <p>Cap per customer is the lesser of £250 or the quotation sum</p>
GS6	Provision of non-standard connection quotations >275kWh per hour	<p>SGN Connections shall provide a non-standard quotation for providing a new or altering an existing connection greater than 275 kWh per hour within 21 working days. If SGN Connections fails 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> <p>Where a quotation is later found to be inaccurate it shall be treated as if it wasn't provided on time.</p>	<p>£20</p> <p>Cap per customer is the lesser of £500 or the quotation sum</p>
GS7	Accuracy of quotations	Where a customer challenges a quotation under SGN Connections' published accuracy scheme and the quotation is	N/A

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		found to be inaccurate SGN Connections shall refund any overcharge that has been made.	
GS8	Response to land enquiries	SGN Connections shall respond to a land enquiry in respect of a new connection or alteration of an existing connection within five working days. Where SGN Connections fails to achieve this, a fixed payment will be made in respect of the initial failure and each additional day during which the failure continues.	£40 Cap per customer is £250 for a new connection or altering an existing connection < 275 kWh per hour and £500 for > 275 kWh per hour
GS9	Offering a date for commencement and substantial completion of connection work <275 kWh per hour	Where a customer has accepted a quotation, SGN Connections shall offer a date for commencement of the work and substantial completion within 20 working days. Where SGN Connections fails to achieve this, a fixed payment will be made in respect of the initial failure and each additional day during which the failure continues.	£20 Cap per customer is the lesser of £250 or the contract sum
GS10	Offering a date for commencement and substantial completion of connection work >275 kWh per hour	Where a customer has accepted a quotation, SGN Connections shall offer a date for commencement of the work and substantial completion within 20 working days. Where SGN Connections fails to achieve this, a fixed payment will be made in respect of the initial failure and each additional day during which the failure continues.	£40 Cap per customer is the lesser of £500 or the contract sum
GS11	Completion of the work on the agreed date	Where SGN Connections fails to substantially complete a connection on the date agreed with the customer, a payment will be made in respect of the	

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		initial failure and each additional day during which the failure continues.	
GS12	Notifying customers and making payments owed under the standards	Scotland Gas Networks shall write to the relevant customer (or shipper) and make payment within 20 working days. Where Scotland Gas Networks fails to achieve this level of service, a fixed compensation payment will be made.	£20
GS13	Notifying customers at least five working days in advance of a planned interruption.	Scotland Gas Networks shall notify customers at least five working days in advance of a planned interruption to their gas supply. Where Scotland Gas Networks fails to achieve this level of service, a fixed compensation payment will be made.	£20 (domestic) £40 (non-domestic) if claimed by the customer within three months.
GS14	Responding substantially to a complaint.	<p>Scotland Gas Networks shall substantially respond to a complaint within 10 working days or 20 working days where a site visit or third party enquiries are required. However, if a substantive response is unable to be provided because a site visit is required, we will provide an initial response indicating this within 10 working days.</p> <p>Where Scotland Gas Networks fails to achieve this level of service, a fixed payment will be made in respect of the initial failure and each additional day during which the failure continues.</p>	£20 (capped at £100)