

# Keeping you happy

## Our Complaints Handling Procedure

We are committed to delivering outstanding service to the communities we serve across Wales and the south west of England.

We know we don't get things right all the time, so we want to get things sorted and make you happy as soon as we possibly can.

Our Complaints Handling Procedure lets you know what you can expect if you are not satisfied with a service you have received from us.

Remember, we work on responding to and repairing gas leaks, our gas pipe upgrade programme, installing new gas connections to homes and businesses and maintaining the gas network.

For complaints or enquiries relating to your gas bill, please contact your gas supplier (that's the company you pay your bill to).

## Could we do better?

If there is a problem with the service you have received from us, do let us know. You can visit us in person at our head office, or get in touch by phone, email or letter. We'll be able to help more quickly if you can provide any information relating to your case, such as reference numbers. We treat all complaints seriously and confidentially, and we promise that we'll handle every issue in a prompt, polite and straightforward manner.

## How we'll put things right

### Stage 1: Review by our Customer Services Team

Within two days of receiving your complaint, we'll let you know that we've received it. We will then investigate your complaint thoroughly and give you a detailed response within 10 working days of receipt. If we're unable to give you a detailed response within this time, or we need to visit you to make things right, we will:

- Agree a convenient time for us to visit you
- Give you an initial written response within 10 working days of receipt. This initial response will give you details of who you can contact about your complaint and will also let you know when to expect a more detailed response
- Keep you informed of progress and if we need to take further action to put things right, we'll do our best to complete our work promptly
- Provide you with a detailed response within 20 working days of receipt.

### To put things right we can:

- Apologise where we have failed to give you a satisfactory level of service
- Give you a full explanation addressing the issues that you have raised
- Take appropriate action to put things right
- Compensate you, where applicable, under our Guaranteed Standards of Service as set out and monitored by our regulator, Ofgem
- Offer you a goodwill payment, if appropriate to the circumstances.

### Stage 2: Referral to a senior manager

If you're not happy with the way that our Customer Services Team has dealt with your complaint then you can request for the matter to be escalated to a senior manager.

They will investigate your situation and work with you to put things right.

### Stage 3: Final Review by our Executive Team

If you're still not fully satisfied after referring the matter to a senior manager, you can ask for your complaint to be raised for a formal review by at least one of our Directors.

### Stage 4: Energy Ombudsman

We'll do everything we can to solve your problem by working with you. But if you're still not happy with our actions after following Stages 1-3, if we issue you with a deadlock letter, or if your complaint remains unresolved after 8 weeks, you have the right to contact the Energy Ombudsman. This is a free and independent dispute resolution service. The Ombudsman will ask you for a full account of your dealings with us and they will also contact us to gain a factual understanding of the case from our perspective. The Ombudsman will make a final decision and let you know the outcome.

The Ombudsman may require us to provide any or all of the following:

- A service or some practical action that will benefit you
- An apology or an explanation
- A financial award

## How to get in touch

To make sure the most suitable person is handling your call, choose the most appropriate contact from the descriptions below.

If your call's about the installation, removal, exchange or maintenance of a National Grid Meter, please phone

**0845 606 6766**

If you're unhappy about any other element of our work please contact:

### Customer Services

Wales & West Utilities  
Wales & West House  
Spooner Close, Celtic Springs  
Coedkernew  
Newport, NP10 8FZ

**0800 294 6645**

[enquiries@wwutilities.co.uk](mailto:enquiries@wwutilities.co.uk)

If you are deaf or hearing impaired and have a Minicom or Textphone you can use it to call our Customer Services Team on

**0292 027 8707**

We use the information gathered from complaints to highlight the things we could do better and then take action to make improvements.

 [facebook.com/wwutilities](https://www.facebook.com/wwutilities)

 [wwutilities.co.uk](http://wwutilities.co.uk)

 [@WWUtilities](https://twitter.com/WWUtilities)

### Energy Supply Ombudsman

PO Box 966  
Warrington  
WA4 9DF  
**Telephone:** 0330 440 1624  
**Email:** [enquiry@energyombudsman.org](mailto:enquiry@energyombudsman.org)



# More help and advice

When it comes to staying safe and warm, there's plenty of help available. Here's a list of useful agencies.

## Gas Safe Register

Phone  
**0800 408 5500**

Website  
**gassaferegister.co.uk**

This is the official list of gas engineers who are registered to work safely and legally on boilers, cookers, fires and all other gas appliances.

## Energy Saving Trust

Phone  
**0300 123 1234**

Website  
**energysavingtrust.org.uk**

They can give independent, expert advice on saving energy in your home.

## Citizens Advice Bureau (CAB)

Phone  
Wales **03444 772 020**  
England **03444 111 444**

Website  
**citizensadvice.org.uk/energy**

CAB can give free, independent advice so that you know your rights as an energy consumer.

## Age UK/Age Cymru

Age UK Phone  
**0800 169 6565**  
Website  
**ageuk.com**

Age Cymru Phone  
**08000 223 444**  
Website  
**ageuk.org/cymru**

They give advice to older people on money, care, health, housing and more.

## Scope UK

Phone  
**0808 800 3333**

Website  
**scope.org.uk**

They work to make the world a better place for disabled people and their families.

## The Royal National Institute of Blind People (RNIB)

Phone  
**0303 123 9999**

Website  
**rnib.org.uk**

RNIB provide information, support and advice to people with sight loss.

## National Energy Action

Phone  
**0191 261 5677**

Website  
**nea.org.uk**

They aim for everyone to be able to afford to heat their home, and they campaign for greater investment in energy efficiency to help those who are most in need.

## Action on Hearing Loss

Textphone **0808 808 0123**

Text **07800 000360**

Website  
**actiononhearingloss.org.uk**

They are experts in providing support for people with hearing loss and tinnitus.



# Our Service Standards

All our activities are covered by a range of standards of service. These standards cover things like restoring supplies and connections. You may be eligible to receive compensation payments if we fail to meet some of these standards. If this is the case, we'll make compensation payments to you directly or via your gas supplier.

You can find complete descriptions of each standard in the Notice of Rights on our website at: [www.wvutilities.co.uk/about-us/our-company/publications](http://www.wvutilities.co.uk/about-us/our-company/publications)



Standard	What the Standard requires	Compensation if we miss the standard
<b>GS1</b>	Restoring a gas supply after an unplanned interruption	If you are a domestic or a small non-domestic customer and your gas supply is interrupted, we will reconnect you within 24 hours.
<b>GS2</b>	Reinstatement of customers premises	Once we've completed any initiated work on your premises, the premises will be reinstated within 5 working days, or 3 working days if you are on the Priority Service Register.
<b>GS3</b>	Domestic customers on the Priority Services Register (PSR)	If your gas supply is interrupted we will provide alternative heating and cooking facilities within 4 hours, or within 8 hours if 250 or more premises are affected. Where an unplanned interruption to gas supplies affects 250 or more customers and lasts longer than 48 hours we will offer a hot meal to priority service registered customers every 24 hours. We will also offer access to hot water to those customers who are medically dependent on water.
<b>GS13</b>	Prior notice of planned interruptions to gas supply	We'll give you at least 7 working days' notice before any planned interruption to your gas supply.
<b>GS14</b>	Responding to complaints	Once we have received your complaint, we'll issue a detailed response within 5 working days. Where a site visit or third party enquiries are required, we will give you a first response within 5 working days and a full response within 10 working days.

Standard	What the Standard requires	Compensation if we miss the standard
<b>Connecting a new gas supply or isolating an old one. Or altering the position of a gas pipe.</b>		
<b>GS4</b>	Provision of standard quotations up to 275kWh	If you request a standard quotation for a new connection or an alteration to an existing connection up to and including a flow rate of 275kwh per hour, or a disconnection up to 2 bar gauge, with no site visit, we will issue the quotation within 4 working days.
<b>GS5</b>	Provision of non-standard quotations up to 275kWh	If you request a non-standard quotation for a new connection or an alteration to an existing connection up to and including a flow rate of 275kwh per hour and other disconnections up to 2 bar gauge, we will issue the quotation within 11 working days.
<b>GS6</b>	Provision of non standard quotations over 275kWh	If you request a non-standard quotation for a new connection or an alteration to an existing connection up to and including a rate of flow of over 275kWh per hour or a diversion involving a single main not exceeding 75mbar of pressure and pipes less than 180mm in diameter, or other disconnections up to 2 bar gauge, we will issue the quotation within 21 working days.
<b>GS7</b>	Accuracy of quotations	If we fail to provide an accurate quotation.
<b>GS8</b>	Responses to Land Enquiries	We will respond to land enquiries for a new connection, the alteration of an existing connection, a disconnection or a diversion within 5 working days.
<b>GS9</b>	Provision of commencement and substantial completion dates up to 275kWh	Within 17 days of you accepting our quotation, we'll specify the dates for starting and completing the work for connections and service alterations up to and including 275kWh.
<b>GS10</b>	Provision of commencement and substantial completion dates over 275kWh	Within 20 days of you accepting our quotation, we'll specify the dates for starting and completing the installation and commission or your supply, for connections over 275kWh.
<b>GS11</b>	Substantial completion by agreed date	Where we have provided a date for installation and commission of a new connection or an alteration to an existing connection with contract sum of:- <b>i)</b> up to and including £1000 <b>ii)</b> over £1000 to £4000 <b>iii)</b> over £4000 to £20000 <b>iv)</b> over £20000 to £50000 <b>v)</b> over £50000 to £100000
<b>GS12</b>	Notification and Payments	Where we have failed any of the above Standards we will write to you and make the payment within 10 working days of the compensation becoming due.

We will pay £25, plus an extra £25 for each working day after this until the quotation is received up to the quotation sum or £595, whichever is the lowest.

We will pay £25, plus an extra £25 for each working day after this until the quotation is received up to the quotation sum or £595, whichever is the lowest.

We will pay £50, plus an extra £50 for each working day after this up to the quotation sum or £1,190, whichever is the lowest.

We will refund you any overcharge.

We will pay £95 plus the same amount every working day until a response is received up to the maximum of £595 for connections up to and including 275kWh or a disconnection up to 2 bar gauge with no site visit required. We will pay £1,190 per customer for connections exceeding 275kWh per hour or other disconnections or a diversion.

We will pay £50 plus the same amount for each working day after until you receive this information, up to the quotation sum or £595, whichever is the lowest.

We will pay £95 plus the same amount for each working day after until you receive this information, up to the quotation sum or £1,190, whichever is the lowest.

We will pay you:

- i)** £50 (capped at the lesser of £475 or the contract sum)
- ii)** Lesser of £240 or 5% of the contract sum (capped at 50% of contract sum)
- iii)** £240 (capped at 50% of the contract sum)
- iv)** £240 (capped at £11,895)
- v)** £355 (capped at £21,410)

We will pay £50 in addition to any payments made under the other Guaranteed Standards.