To obtain a copy of this leaflet in another language call us on: ☎ 0845 070 0203

दूसरी भाषा में इस पत्र की प्रतिलिपि प्राप्त करने के लिए इस नंबर पर कॉल करें: ☎ 0845 070 0203

ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿੱਚ ਇਸ ਕਿਤਾਬਚੇ ਦੀ ਕਾਪੀ ਲੈਣ ਲਈ ਸਾਨੂੰ ਇਸ ਨੰਬਰ ਉਤੇ ਫ਼ੋਨ ਕਰੋ: ☎ 0845 070 0203

کسی دوسری زبان میں اس کتابچے کی کاپی حاصل کرنے کے لئے ہمیں اس پر کال کریں: ☎ 0845 070 0203

આ પત્રિકાની અન્ય ભાષામાં નકલ મેળવવા અમારો સંપર્ક કરો: ☎ 0845 070 0203

অন্য ভাষায় এই তথ্যপুস্তিকার একটি প্রতিলিপি পেতে আমাদের ফোন করুন এই নম্বরে: ☎ 0845 070 0203

للحصول على هذه النشرة بلغة أخرى الرجاء الاتصال بنا على: ☎ 0845 070 0203

欲索取本册子的其他语言版本请致电： ☎ 0845 070 0203

Aby otrzymać egzemplarz tej broszury w innym języku zadzwoń pod: ☎ 0845 070 0203

Er mwyn cael copi o'r daflen hon mewn iaith arall ffoniwch ni ar: ☎ 0845 070 0203

National Grid
National Grid House
Warwick Technology Park
Gallows Hill
Warwick CV34 6DA

nationalgrid

Revised October 2008 SPN 206/Lrg

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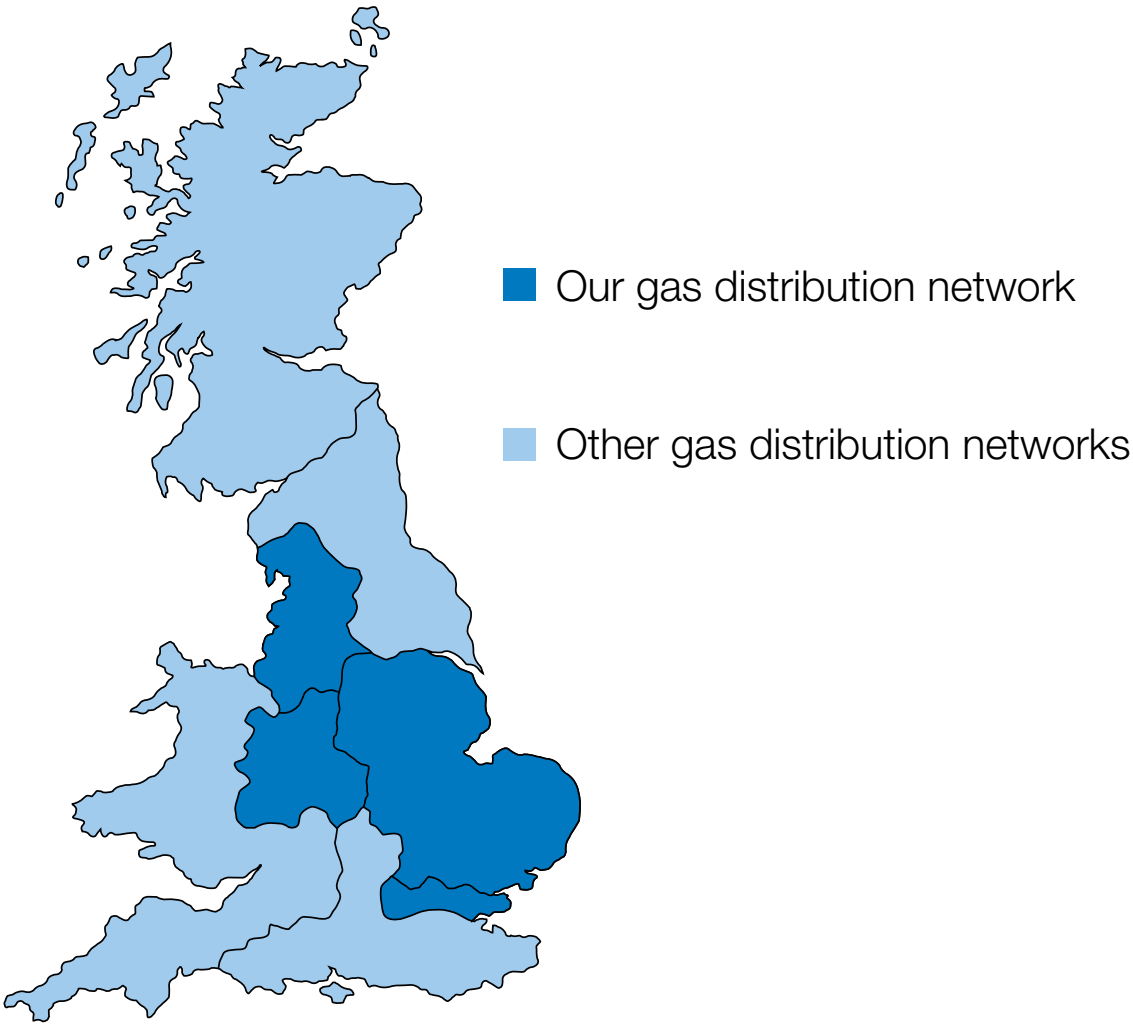
Our Code of Practice for gas customers

Crystal Mark 17073
Clarity approved by Plain English Campaign

nationalgrid

We own and operate the National Gas Transmission System throughout Great Britain and the distribution gas mains in the North West, the Midlands, East Anglia and North London.



About this Code of Practice

This leaflet sets out when and how we might contact you, and how you can get in touch with us to ask or complain about any service we provide. It also lists the steps we take to make sure that only our properly trained staff or contractors make visits to your home. It also lists the special services we provide for customers who are blind, partially sighted, deaf or have hearing difficulties.

You can also get this leaflet in the following formats.

- Hindi, Punjabi, Urdu, Gujarati, Bengali, Arabic, Mandarin Chinese, Polish and Welsh.
- Braille, CD, audio tape and large print.

If you want more copies of this leaflet, in English or in any of the languages or formats above, please contact:

Customer Support Team
National Grid
Distribution Support
Lakeside House
The Lakes
Northampton
NN4 7HD.

Phone: 0845 070 0203

Minicom for consumers with hearing difficulties:
0800 371 787

Our customers

The National Gas UK distribution business is responsible for looking after 82,000 miles of pipeline, and delivers gas to around 11 million domestic, industrial and commercial customers.

We do not sell gas but make sure it is piped to you in a safe and efficient way. The companies that do sell you gas are gas suppliers. You should contact your gas supplier if you have any questions about:

- buying gas;
- your gas bill;
- your meter reading; or
- problems with your meter.

You can find the phone number of your gas supplier on your gas bill or statement.

We provide the National Gas Emergency Service. This is open 365 days a year, 24 hours a day. Emergency calls are free of charge, although some mobile phone operators may charge you. Safety is our top priority and we are responsible for attending to all reported gas emergencies inside or outside the homes and businesses in our distribution area.

If you smell gas, phone the National Gas Emergency Service on 0800 111 999. This number is free although some mobile phone providers may charge you.

We record all calls to this emergency number, and we may monitor them to help train our staff. Remember, the National Gas Emergency Service is open all the time – every day of the year, 24 hours a day.

If you are deaf or have hearing difficulties and use typetalk you can use it to phone the National Gas Emergency Service or to ask or complain about our services.

Minicom number is 0800 371 787.

The operator who takes your details will ask you if there are any special circumstances we need to know about when we visit you. It will help us to help you if you tell us about any special needs you have, if, for example, you have mobility, sight or hearing difficulties.

If English is not your first language don't worry, you can still phone our gas emergency service on 0800 111 999 and we will find an interpreter who can translate for you.

If you want more information, please use the following numbers.

For general information, phone 0845 605 6677.

To find out your meter point reference number (MPRN), phone 0870 608 1524.

Dealing with gas emergencies

We may need to visit you if someone has reported a gas emergency to us. If we are called to your home, we will take the steps set out in this Code of Practice.

If you are on your gas supplier's priority service register (PSR) and we need to disconnect the gas supply to your home, we will provide you with alternative temporary heating and cooking facilities. You can find out more about the priority service register on page 10. If you are on the register, and we fail to provide you with temporary heating and cooking facilities while we cut your gas off, we will pay you compensation.

We will also try to be sympathetic to the needs of other customers. If we can, we will always try to make sure that you have temporary heating and cooking facilities.

When we visit, please tell us if you have any special needs we should know about, for example if:

- you are disabled, chronically (long-term) sick, or of pensionable age; or
- you live with anyone who is disabled, chronically sick, or of a pensionable age.

Road works

We will try to use the most up-to-date techniques to help keep disruption to a minimum when we are carrying out essential maintenance or repair. If we don't meet our Guaranteed Standards of Service while we are working around your home, we will pay you compensation. You can find out more about this on page 15-20.

We, and our contractors, will:

- give you at least five working days' notice of any mains or service replacement work in your road;
- park all vehicles and machinery safely, to avoid obstructing your road, driveway and so on;
- let you know before we start work if we have to excavate across access roads or driveways;
- leave the site in a safe and tidy condition at the end of each working day; and
- act professionally and politely at all times.

Entering your home

Sometimes, we may need to visit your home to inspect or maintain gas equipment on your property, deal with a report of a gas emergency, or carry out work you have asked us to do. One of our employees, or a contractor working for us, will visit you.

We, and our contractors, will make sure that everyone who works for us will:

- go through our recruitment process, which will include appropriate background checks;
- have the right qualifications and be fully trained to carry out their work;
- be polite and friendly at all times in their dealings with you;
- give clear, accurate explanations using appropriate and sensitive language and will respect your home or premises;
- use vehicles which have our or the contractor's logo on, if possible;

- wear National Grid uniform with our logo on, if possible; and

- be able to explain how to contact the gas emergency service.

They will also show you an identity (ID) card that shows the company name, their own name, a reference number, and a colour photograph of themselves. On the card is a phone number to call if you want to confirm the identity of the caller. We make sure that our employees give back their ID cards when they stop working for us, or when the card expires.

If you would like more information about this, please phone us on 0845 605 6677.

We will make sure that our employees and contractors read the contents of this leaflet and keep to it at all times.

Priority service register (PSR)

Under the terms of their licence, your gas supplier must keep a register of, and offer special help to, its customers who are:

- of pensionable age;
- disabled (including customers who are blind or partially sighted, or deaf or have hearing difficulties); or
- chronically (long-term) sick.

If you register on the priority service register, you will receive a number of free benefits. You can register through your gas supplier. If all of the adults who live in your home register, you would be entitled to free safety inspections of all gas appliances and pipework in your home.

If you arrange an appointment with us through your gas supplier, the person who visits you will use the password that is recorded on the register. If you would like to find out more about the free services that are available, please contact your gas supplier.

Passwords

If you are blind or partially sighted but not on the priority service register and you would like to feel more secure, we can agree a password with you when we make an appointment. We will quote this when we visit you so you will know the caller is genuine.

Keeping appointments

If you ask us to do some work, we will arrange a morning or afternoon appointment with you. If we agree an appointment, we will do our best to keep to it, unless we agree an alternative date with you.

Customer satisfaction and complaints

If there is a problem with the service you have received from us, please contact us in writing, by e-mail or by phone. It will be helpful, when you contact us, if you can give us any information you have to do with your case (such as reference numbers) so that we can deal with your complaint more quickly.

We use the information we get from complaints to identify failures in our service, so we can make improvements.

How to contact us

Customer Support Team
National Grid
Lakeside House
The Lakes
Northampton
NN4 7HD.

Phone: 0845 070 0203

E-mail: customersupport@uk.ngrid.com

If you are deaf or have hearing difficulties, and use a minicom, you can use it to make a complaint using this number:
0800 371 787.

What we will do to put things right

We treat all complaints seriously and confidentially. We will handle your complaint in a polite, quick and straightforward way. We will investigate your complaint fully and give you a detailed response within 10 working days of receiving it.

If we can't investigate your complaint fully within this time, we will give you details of when you can expect a response and will keep you informed of our progress. If we need to take action to put things right, we will try to do this quickly.

If we don't meet our Guaranteed Standards of Service when we provide you with a service, we will pay you compensation. You can find out more about this on pages 14-19.

If we decide we need to visit you to respond to your complaint or enquiry, we will get in touch with you to arrange an appointment.

Independent review

We realise you may not always be happy with the way we deal with your complaint. If you are not happy, you can get in touch with Consumer Direct, an independent consumer organisation. They will be able to tell you what your rights are and what you can do to settle your complaint. They will expect you to use our complaints procedure first though. You can contact them in the following ways:

Consumer Direct
Consumer Helpline: 0845 040506
Typetalk for consumers with hearing difficulties: 08451 281384
Website: www.consumerdirect.gov.uk

The Energy Ombudsman

If we have taken longer than eight weeks to deal with your complaint, or we have written to tell you that we aren't able to resolve it, you can contact the Energy Ombudsman. They will study your complaint, make a final decision and let you know what they have decided.

The Ombudsman is not able to help you unless you have gone through our complaints procedure first. By law, we have to accept the decision of the Ombudsman.

You can contact the Ombudsman service in the following ways:

Energy Ombudsman

PO Box 966
Warrington
Cheshire
WA4 9DF

Phone: 08450550760
Email: enquiries@energy-ombudsman.org.uk
Typetalk for consumers with hearing difficulties:
08450 511513 or 01925 430886

Standards of Service

We have to meet a number of standards to do with our service. These are set by the Government. They include restoring your gas supply after an unplanned interruption and returning your home or premises to the condition we found them in, after any work we carry out.

If we don't meet these standards, you may be able to claim compensation. In these cases, we will pay compensation to you direct or through your gas supplier. You can find a summary of these standards in the table on the next page.

You can find more details of our Standards of Service on our website: **www.nationalgrid.com**

Or, phone us on 0845 070 0203 for a copy of our booklet.

Guaranteed Standard	Description	Compensation you would receive if we don't meet this standard
Restoring a gas supply after an unplanned interruption	If you are a domestic or a non-domestic customer (this depends on how much gas you use each year, rather than whether you run a business from your property), we will reconnect you within 24 hours.	We will pay £30 for domestic customers, £50 for non-domestic customers. For each full day after this, £30 for domestic customers, £50 for non-domestic customers, up to £1,000 for each customer.

Guaranteed Standard	Description	Compensation you would receive if we don't meet this standard
Repairing excavations on your premises	We will repair excavations on your property or premises within 5 days after finishing repair work we have started.	We will pay £50 for domestic customers, £100 for non-domestic customers. For every 5 working days after this: £50 domestic; £100 non-domestic.
Domestic customers on the Priority Services Register	If the gas supply is interrupted, we will provide alternative heating and cooking facilities within 4 hours, or if more than 250 customers are affected, within 8 hours.	We will pay £24. We will pay this if you send us a valid claim up to 3 months after the event.
Connecting a new gas supply and altering the position of a gas pipe.	We will provide a quotation for a new standard connection, or alteration to a standard connection up to 275kWh within 6 working days.	We will pay you £10 (and an extra £10 for each working day after this) up to the amount the quotation was for, or £250, whichever is the lowest.

Guaranteed Standard	Description	Compensation you would receive if we don't meet this standard
Connecting a new gas supply and altering the position of a gas pipe.	We will provide a quotation for a new non-standard connection or alteration to an existing non-standard connection up to 275kWh within 11 working days.	We will pay £10 (and an extra £10 for each working day after this) up to the amount the quotation was for or £250, whichever is the lowest.
	We will provide a new connection or alteration to an existing connection over 275kWh within 21 days.	We will pay £20 (and an extra £20 for each subsequent working day after this) up to the amount the quotation was for or £500, whichever is the lowest.
	If you or we find a quotation is inaccurate, we will give you a correct quotation and will refund any overcharge you have paid.	If the quotation is inaccurate, you will be able to claim compensation under the rules for quotations above until an accurate quotation is issued.

Guaranteed Standard	Description	Compensation you would receive if we don't meet this standard
Connecting a new gas supply and altering the position of a gas pipe.	We will respond to a land enquiry within 5 working days for a new connection or alteration to an existing connection.	We will pay you £40 (and an extra £40 for each working day after this) up to a maximum of £250 for domestic and £500 for non domestic customers.
	After we have received your acceptance of a quotation, we will offer you, within 20 working days, a date we will begin and finish work on the connection (for a connection over 275kWh)	We will pay you £20 (and an extra £20 for each working day after this) up to the amount the quotation was for, or £250, whichever is lowest.
	After we have received your acceptance of a quotation, we will offer you a date we will begin work on the connection, and finishing the work (for a connection over 275kWh) within 20 working days.	We will pay you £40 (and an extra £40 for each working day after this) up to the amount the quotation was for, or £500, whichever is the lowest.

Guaranteed Standard	Description	Compensation you would receive if we don't meet this standard
Connecting a new gas supply and altering the position of a gas pipe.	We will finish work on a connection or alteration to an existing connection on the date we agree with you.	See the conditions below.
	Contract value up to and including £1,000	We will pay you £20 and an extra £20 for each day up to the amount the quote was for, or £200, whichever is the lowest.
	Contract value between £1,001 and £4,000	We will pay you £100 or 2.5% of the amount the quotation was for, whichever is the lowest. We will then pay you this amount each day, up to 25% of the value of the quotation.
	Contract value between £4,001 and £20,000	We will pay you £100 and an extra £100 for each day up to 25% of the contract sum.
	Contract value between £20,001 and £50,000	We will pay you £100 and an extra £100 for each day up to £5,000.
	Contract value between £50,001 and £100,000	We will pay you £150 and an extra £150 for each day up to £9,000.

Guaranteed Standard	Description	Compensation you would receive if we don't meet this standard
Compensation payments	We will pay any compensation to you or your gas supplier within 20 working days.	£20
Advising you about work we will carry out	We will let you know about any planned work at least 5 working days before it starts.	We will pay £20 for domestic customers and £50 for business customers. We will pay this if you send us a valid claim up to 3 months after the event.
Handling your complaint	We will respond to your complaint within 10 working days. If we need to get information from outside our business, or to visit you at your property or premises, we will give you a first response within 10 days, and a full response within 20 days.	We will pay £20 and an extra £20 for every 5 working days after this, up to £100.