

Annex 1 - Summary of Proposed GSS

Proposed GSS	Responsible Party	Details	Proposed payment	
			Domestic Consumer	Non-Domestic Consumer
Distributor's Fuse	Distributor	Where the electricity distributor is informed (other than by post) by a customer during working hours that, or of circumstances suggesting that, the distributor's fuse has operated so as to disconnect the supply to the customer's premises. The electricity distributor must replace the faulty fuse within 3 hours on a working day or 4 hours on any other day.	£40	£40
Supply Restoration (in normal conditions)	Distributor	Where a customer experiences an interruption to supply that has been caused as a result of a failure of, fault in or damage to the supplier's distribution system. (i) If less than 5,000 customers are affected, the electricity distributor must restore supply within 18 hours. (ii) If more than 5,000 customers are affected, the electricity distributor must restore supply within 24 hours.	£95 + £45 for every subsequent 12 hour period in which supply is not restored.	£190 + £45 for every subsequent 12 hour period. Capped at £390 if >5,000 customers.
Supply Restoration (in severe weather conditions)	Distributor	To be determined by this consultation.	TBD	TBD
Provision of Supply	Supplier	Where a customer has requested the installation of a meter, and it is necessary for the electricity supplier to visit the customer's premises to install the appropriate meter and enable supply to be provided. Once all information and necessary payment has been provided by the customer, the electricity supplier must; (i) For domestic consumers, make an appointment to install a meter and turn on supply within 2 working days. (ii) For non-domestic consumers, make an appointment to install a meter	(i) £40 (iv) £50	(ii) £40 (iii) £40 (iv) £125

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		and turn on supply within 4 working days. (iii) For non-domestic consumers, make an appointment for the part of the day requested by the consumer. (iv) For all consumers, attend the appointment for the time or part of day that was agreed.		
Estimate of Charges	Supplier	Where a customer has requested an estimate of the costs associated with connection to the distribution system or the altering of the position of a meter. Once all information and necessary payment has been provided by the customer, the electricity supplier must provide a cost estimate for a new electricity supply within 7 working days (small jobs) or 15 working days (larger jobs).	£50	£50
Notice of Supply Interruption	Distributor	The electricity distributor must provide a minimum of 3 working days prior notice of a planned interruption to a customer's supply. The regulation also applies if the electricity distributor disconnects the supply on a day other than the day stated in the notice.	£40	£75
Voltage Complaint	Distributor	Where the electricity distributor is informed that a customer's supply is or has been given at a voltage outside the limits of the permitted variations, or an event has occurred that could have reasonably been caused by a voltage outside the permitted limits. The electricity distributor must; (i) Where a visit to the consumer's premises is required to investigate the issue, offer an appointment for this purpose within 7 working days of being notified, and; (ii) Attend the appointment made for this purpose during the specified time. (iii) Where a visit is not required, provide an explanation of the probable cause for the issue within 5 working days of being notified.	£40	£40

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Meter Disputes	Supplier	When the electricity supplier is informed by the customer that their meter has been operating outside of the margins of error, or a circumstance exists where the electricity supplier reasonably expects that the meter is operating outside of the margins of error. Once notified, the electricity supplier, must meet the following standards; (i) If a visit to the consumer's premises is required to investigate the meter problem, the electricity supplier must offer an appointment for this purpose within 7 working days, and; (ii) The electricity supplier must ensure it attends this appointment during the specified time. (iii) If a visit to the consumer premises is not required, the electricity supplier must offer an explanation of the probable reason for the meter issue within 5 working days.	£40	£40
	Distributor	Where the customer informs the electricity distributor of a meter issue as described above. The electricity distributor must report this meter problem to the electricity supplier within 1 working day.	£40	£40
Prepayment Meters	Supplier	When the electricity supplier is informed (during working hours) by the customer that their prepayment meter is not operating as to permit a supply to the customer's premises in the manner in which it is designed to do, or if circumstances exist suggesting that the prepayment meter is not operating. The electricity supplier must arrange for and ensure that an appropriate person attends the premises where the prepayment meter is installed in order to repair or replace the prepayment meter within 3 hours of being informed during a working day and 4 hours on any other day.	£40	£40
	Distributor	Where a customer informs their electricity distributor of an issue as described above, the electricity distributor must report this to the electricity supplier within 3 hours during a working day and 4 hours on any	£40	£40

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		other day.		
Meter Errors	Supplier	Where a customer is billed an incorrect amount by their electricity supplier as a result of the supplier calculating the amount billed by reference to an incorrect meter reading or incorrect meter calibration.	£40	£40
	Distributor	Where a customer informs their electricity distributor of an issue as described above, the electricity distributor must report this to the electricity supplier within 1 working day.	£40	£40
Charges and Payments	Supplier & Distributor	This regulation applies when: (i) A customer informs the electricity distributor or electricity supplier that they wish to change the method by which they make a payment. If it is unable to approve the customer's request, the electricity distributor or electricity supplier must provide a substantive response within 5 working days. (ii) A customer queries the correctness of their account. The electricity distributor or electricity supplier must provide a substantive response within 5 working days. (ii.i) If any payment is owed as a result of the customer's query, the electricity distributor or electricity supplier must pay the amount owed within 5 working days of issuing its substantive response. (iii) A customer queries if they are due a payment under the GSS Regulations. The electricity distributor or electricity supplier must provide a substantive response within 5 working days.	£40	£40
Appointments	Supplier & Distributor	Where the customer informs the electricity distributor or electricity supplier that the customer wishes the relevant company to visit the customer's premises, or the electricity distributor or electricity supplier informs the customer that the relevant company wishes to visit the customer's premises. The electricity distributor or electricity supplier must offer a timed	£40	£40

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		appointment for visits to the premises within a reasonable period and between 8.30am and 1pm, or 12 noon and 5pm. The electricity distributor or electricity supplier must also keep this appointment (subject to exemptions).		
Complaints	Supplier & Distributor	When a customer submits a verbal or written complaint to either the electricity distributor or electricity supplier. The relevant company should provide; (i) A substantive response within 10 working days. (ii) Where the relevant company is unable to provide a substantive response without visiting the customer's premises, it should provide an initial response explaining this within 10 working days. It should then provide a substantive response within 20 working days.	£40	£40
Multiple Disconnections	Distributor	Where a customer experiences 4 or more power cuts in one year (running from 1 April to 31 March), each lasting longer than 3 hours and the customer has submitted a claim before the end of the year.	£95	£95
Rota Disconnections	Distributor	Where supply to a customer's premises needs to be interrupted due to a shortage of electricity and the customer is disconnected for over 24 hours.	£95	£95
Notice of Rights	Supplier	The electricity supplier must prepare, and from time to time revise, a statement describing consumers rights and benefits regarding the GSS and OSP provisions, which are applicable to the electricity supplier, for circulation. Suppliers should: (i) Give a copy of the statement, and any revisions of the statement, to the Utility Regulator and to The Consumer Council before the statement is made available to the consumer; (ii) Make a copy available to each consumer by appropriate means; (iii) Make a copy available for inspection by any person at any premises which is occupied by the electricity supplier which is open to the public during normal business hours;	N/A	N/A

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		(iv) Make a copy available by appropriate means to any person who requests it; and (v) At least once in any period of 12 months, make available by appropriate means, to each consumer of the electricity supplier, the information in any statement which has been sent to the electricity supplier by the electricity distributor.		
	Distributor	The electricity distributor must prepare, and from time to time revise, a statement describing consumers rights and benefits regarding the GSS and OSP provisions, which are applicable to the electricity distributor, for circulation by the electricity supplier. The distributor should; (i) Give a copy of the statement, and of any revision to the Authority and to the Consumer Council before it is given to electricity suppliers; (ii) At least once in any period of 12 months send out to each supplier which supplies electricity to customers connected to the electricity distributor's system, a copy of the statement for the electricity supplier to make available by appropriate means to the supplier's customers; (iii) Make a copy of the statement available for inspection by any person at any premises occupied by the electricity distributor which is open to the public during normal business hours; and (iii) Make available by appropriate means a copy of the statement to any person who requests it.	N/A	N/A
Disputes	Supplier & Distributor	This regulation applies if a dispute is referred to the Utility Regulator for determination under Article 42(5) of the Electricity (Northern Ireland) Order 1992. The relevant company must furnish (either to the Utility Regulator or, if required, to the consumer committee) evidence to enable the dispute to be determined. If a payment is to be made by the company, due to an order made under Article 42(5) and the company fails to make the payment, the consumer	N/A	N/A

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		may off-set the payment against any charges owed to the company in relation to supply.		
Payments	Supplier & Distributor	Where the electricity distributor or electricity supplier is obliged to make a payment to a customer under any regulation for which a payment is available. The electricity distributor or electricity supplier must both notify the customer that a payment is due, and make the payment within 10 working days (subject to exceptions).	£40	£40
Timing of Notification	Supplier & Distributor	Where the electricity distributor or electricity supplier receives notification in regard to any of the following Regulations by the customer after 4pm on a working day or at any time on any other day, they shall be deemed to have been satisfied on the next following working day. (i) Providing a Supply; (ii) Estimate of charges; (iii) Voltage complaints; (iv) Meter disputes; (v) Metering errors (vi) Complaints; and (vii) Charges and payments.	N/A	N/A