

## NIE SERVICE STANDARDS

Whether you require a connection to a new home or business, have experienced a fault or had problems with any aspect of your electricity supply, Northern Ireland Electricity has agreed standards with OFREG to address the problems as quickly and efficiently as possible. To help us to help you, contact us initially on one of the following numbers:

For new supply, alterations to lines and equipment, faults and disruptions to supply:

**08457 643 643**

For moving house, billing or payment enquiries:

**08457 455 455**

### **1 Supply Restoration**

Reconnect 87% of customers within 3 hours after a fault on our distribution system, and 100% within 24 hours.

### **2 Voltage Complaints**

Correct voltage problems outside the stated limits within 6 months for all cases (subject to landowner's permission etc).

### **3 Provision of New Supplies of Electricity**

Complete 100% of all new low voltage supply jobs for domestic customers within 30 working days of quotation being accepted and within 40 working days for non-domestic customers.

### **4 Reconnection After Non Payment**

Reconnect 100% of customers disconnected for non-payment within 24 hours after all overdue payments have been made.

### **5 Re-siting Meters**

Reposition 100% of ordinary meters within 15 working days of our quotation being accepted.

### **6 Change of Meter on Change of Tariff**

Change 100% of domestic meters within 10 working days of customer requests to change electricity tariff.

### **7 Meter Reading**

Get an actual meter reading for 99.5% of all customers once every year.

### **8 Responding to Letters from Customers**

Respond to 100% of customer letters within 10 working days.

This information is for general guidance only and as such is not intended to be an authoritative interpretation of, or a substitute in any way for, the Electricity (standards of performance) Regulations (Northern Ireland) 1999 or the Determination of Overall Standards of Performance made by the Director General of Electricity Supply for Northern Ireland.

**NIE also operates to a range of statutory standards. If we fail to meet these standards you will be due a payment from NIE. These are our commitments to you, the payments due and the action you need to take.**

## OUR GUARANTEED STANDARDS AT A GLANCE

Guaranteed standard	Timescale	Payment Due on Default	Action
1. Replacing your main fuse	3 hours during a working day 4 hours on any other day	£25	no action - payment is automatic
2. Restoring your electricity following a fault	24 hours	£50 (domestic) £125 (non-domestic) (extra £25 for every 12 hours your electricity stays off after first 24 hours)	you must make your claim within 1 month of electricity being restored
3. Installing a meter and turning on your supply Keeping an agreed appointment	2 working days (domestic) 4 working days (non-domestic)	£25 £50 (domestic) £125 (non-domestic)	no action - payment is automatic no action - payment is automatic
4. Providing you with a cost estimate for a new electricity supply	7 working days (small jobs) 15 working days (larger jobs)	£50	no action - payment is automatic
5. Notifying you of a planned interruption in your electricity supply	3 days	£25 (domestic) £50 (non-domestic)	you must make your claim within 1 month of the date of interruption
6. Dealing with a complaint about your electricity voltage	7 working days to make an appointment 5 working days to offer an explanation if a visit is not required	£25 £25 (appointment not kept)	no action - payment is automatic
7. Meter accuracy queries	7 working days to make an appointment 5 working days to offer an explanation if a visit is not required	£25 £25 (appointment not kept)	no action - payment is automatic
8. Queries about your bill and standard payments	5 working days 5 working days to make a refund if this is due	£25	no action - payment is automatic
9. Keeping an appointment	AM (8.30am - 1.00pm) or PM (12 noon - 5.00pm)	£25	no action - payment is automatic
10. Making standard payments	10 working days	£25	no action - payment is automatic
11. Dealing with a problem with your pre-payment	3 hours during a working day 4 hours on any other day	£25	no action - payment is automatic

**While we do our utmost to meet or exceed these standards, some situations are outside our control and therefore these standards will not apply. Examples of such circumstances include severe weather, industrial action, civil unrest, actions or defaults by others and the inability to gain access to premises.**

**Issued by Northern Ireland Electricity, 120 Malone Road, Belfast, BT9 5HT A member of the Viridian Group PLC**