

Guaranteed Standards of performance

Citizen Energy is a brand owned and led by Southampton City Council in partnership with other local authorities who are working in partnership with Robin Hood Energy, a not-for-profit energy supply company. As an energy supplier, there are Guaranteed Standards that Robin Hood Energy have to adhere to when delivering your energy supply. These standards are set by the industry regulator Ofgem. They apply to our domestic and micro-business customers and entitle them to compensation if the standards are not met.

There are also Guaranteed Standards which apply to your electricity distribution company and gas transporter. These cover supply interruptions and maintenance work etc.

Making and keeping appointments

You may ask us, or we may need to, visit your home to resolve a problem related to your energy supply. We will arrange an appointment in a reasonable time. We will normally offer you a four hour slot, but at your request we can agree on a two hour slot. If we need to rearrange your appointment we will let you know in advance. We will keep our appointment unless we rearrange it or you tell us you want to cancel it.

Faulty credit meters (not prepayment)

You may tell us that you think your meter is not working correctly or we might think so from information you give us. We will do a first check on the meter within five working days. If there is a problem, in those five working days we will also take action to start resolving the problem. You can ask us to confirm in writing what we are doing to resolve the problem.

Faulty prepayment meters

You may tell us that you think your prepayment meter is not working correctly or we might think so from information you give us. If you have lost supply, we will start resolving the problem within three hours on a working day or four hours on any other day. This will involve visiting your home if needed. If you have not lost supply, we will also take action to start resolving the problem within three hours on a working day or four hours on any other day. We may not need to visit your home.

Reconnection

If you fail to pay us for your energy supply, we may have to disconnect your supply. We will reconnect you within 24 hours provided that you agree on a repayment plan with us or:

1. You pay us the money you owe us
2. You pay us the cost of disconnecting and reconnecting
3. You give us a security deposit if we request it

Payments

If we have not met any of these standards, we will make a £30 payment to you within 10 working days for each standard we have not met. If we don't do this on time, you will be entitled to a further £30. If we don't pass within 10 working days a payment that we have received for you from an electricity distribution company or gas transporter we will also make a £30 payment to you.

Exemptions

There are some exemptions to the Guaranteed Standards, under which we are not required to make a compensation payment. These are:

- We disagree over whether or not a standard was met. If that is the case, we will explain to you how you can raise a dispute with Ofgem.
- You told us that you did not want us to take any action.
- We reasonably consider the information given by you to be unreasonable or without sufficient grounds for a complaint.
- You have tampered with your meter, have attempted to restore the supply that we or the network companies disconnected when we had a right to do so, or have not paid the charges due as a result of that behaviour.
- It was not reasonably practical to meet these Guaranteed Standards because of:
 - Severe weather
 - The behaviour of a person not working directly for us
 - We are unable to access a relevant building
 - We would be in breach of any regulation
 - The effects of an event covered by Part 2 of the Civil Contingencies Act, 2004 (war, terrorism, threat to national security, etc.)
 - Other circumstances beyond our control, so long as we took all reasonable steps to prevent them from occurring and affecting us.

In these Guaranteed Standards, a working day means any day other than a Saturday, a Sunday, Christmas Day, Good Friday or a day that is a bank holiday. Working hours means between 8am and 8pm on a working day and between 9am and 5pm on any other day. Any contact outside these hours will count from the next day.

If you have any questions regarding the Guaranteed Standards and how these affect you as a CitizEn Energy customer, you can call us free on **0800 953 0165** or email our customer service team on **customer.service@citizenenergyuk.co.uk**