



March 2016

Version 1.0

Supplier Guaranteed Standards of Performance (GSoP) for Micro Businesses

The Industrial and Commercial Shippers and Suppliers (ICoSS) group is the trade body representing non-domestic industrial and commercial (I&C) suppliers in the GB energy market. Members collectively supply three-quarters of the gas needs of the non-domestic sector as well as half of the electricity provided by non-domestic independent suppliers¹.

Outline

On 1st January 2016, Ofgem introduced some new obligations on electricity and gas suppliers, known as Supplier Guaranteed Standards of Performance (GSoP). This document is written on behalf of the I&C only Shipper & Suppliers trade association (ICoSS) members and outlines what micro-business customers can expect from their energy supplier in relation to these Standards.

Making of Appointments

These Standards apply if you or your energy supplier arranges an appointment to visit to your premises which requires access to the premises or for which it would be reasonable to expect the customer to be present e.g. visiting site to replace a meter.

Your supplier must offer you an appointment within a specified period of time which is:

- During the energy suppliers normal working hours
- A standard 4 hour appointment window for commencing the appointment
- Not unreasonably withhold appointment windows of not less than 2 hours
- Within a reasonable time from the request being made

If you ask for a more specific appointment time, your supplier must look to accommodate this but is not obliged to meet your request.

Keeping of Appointments

Your energy supplier should keep to any appointment agreed with you.



If your supplier makes an appointment with you, it must not rearrange that appointment less than 1 working day prior to the appointment unless you have given your consent to the short notice change.

Your supplier should ensure that whoever visits your property has the relevant skills and equipment to fulfil the appointment as the supplier reasonably understands it.

Failure to meet the Guaranteed Standards of Performance

If your energy supplier fails to meet any of its obligations under the GSoP, it must within 10 working days make a payment to you of £30². If the energy supplier fails to make this payment within the timescale, it must make an additional payment of £30.

Such a payment may be made via a credit to your electricity or gas account, however, if you ask your energy supplier to pay via a certain method it will endeavour to meet your request.

Questions about Supplier Guaranteed Standards of Performance

If you have any questions about the GSoP, we recommend contacting your energy supplier in the first instance. Alternatively, you can find more information by contacting the Citizens Advice consumer service on 03454 04 05 06, via their website <https://www.citizensadvice.org.uk/> or in writing:

Citizens Advice consumer service
Post Point 24

² Under the legislation an Energy Supplier is deemed to have not failed in its obligations in the following events:

- There is a genuine dispute between the supplier and the customer regarding the circumstances of the payment
- The customer notifies the supplier that the customer does not wish the supplier to take any action, or any further action, in relation to the appointment prior to the appointment date.
- The supplier reasonably considers that the request to attend the site by the customer is frivolous or vexatious.
- Where the appointment relates to theft or disconnection for outstanding debt.
- The supplier cannot access the premises to complete the appointment.
- In the event of severe weather or civil emergency. In these events, suppliers will attempt to inform you of their failure to attend.
- An act by an individual who is not a company employee or agent or acting for an agent of supplier prevents the appointment from being met; any payment would breach an enactment; and any other exceptional event outside of the supplier's control, where the supplier has steps to prevent these events from preventing the keeping of the appointment. In these events, suppliers will attempt to inform you of their failure to attend.

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