

Help and standards

The help you can expect from Sainsbury's Energy and the standards you can expect from the energy industry

Sainsbury's Energy

Working together with British Gas



This booklet gives you important information about:

- ✓ How we can help you with anything to do with your energy supply
- ✓ The gas and electricity supply service we bring to you
- ✓ Who your network operators are, what they do and how well they're doing it
- ✓ Where our gas and electricity comes from
- ✓ What to do if you want to make a complaint

It also provides you with our contact details if you need to get in touch.

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Ways we can help you

Our Priority Services Register

Our Priority Services Register is a free service that lets us know who needs extra help. If you're a Sainsbury's Energy customer of pensionable age, disabled, chronically sick, or on means tested benefits with children under 5, we want to make sure you're on our register. Call us on **0800 316 0316** to find out more. We can tell you if you're eligible for the register and let you know how to get on it.

The benefits of being on the register include

We may be able to carry out a free gas safety check

We'll look at your gas supply and appliances, and make sure they're safe to use. Remember you should still have your gas appliances serviced regularly to keep them safe.

You can receive a free gas safety check every year if you receive means tested benefits and you:

- ✓ Have a child under the age of 5 living in your home; or
- ✓ Everyone who lives in your home over the age of 18:
 - is of pensionable age;
 - is disabled; or
 - has a long term illness

If you live in rented accommodation, your landlord will need to arrange an annual gas safety check.

If you haven't had a free gas safety check in the last 12 months, call us on **0800 316 0316** (if you have a textphone, it's **18001 0800 072 8625**).

If you have trouble reading your meter

If you have a condition that makes it difficult to get to your meter, we might be able to move it somewhere better. Or if no one in your home is able to read your meter, we can send someone to read it for you every three months.

If you live alone

You might not feel comfortable answering the door to a stranger. Our password security system can help. All you have to do is choose a word you can easily remember, then let us know what it is by calling us on **0800 316 0316**. We'll then arrange for anyone visiting you to tell you this password when they arrive, and show you an identity card.

Remember that if someone turns up on your doorstep saying they're from British Gas, you can always call us to check that they are who they say they are.

Sending your bills to someone else

If you're going to be away from home for a while, we can send your bills to a neighbour, friend or relative. They'll need to agree to look after them for you.

If you need your bills in a different format

We can send them to you in large print, Braille or as an audio version. Or one of our team can phone you to give you the details – it's called our 'Talking Bill' service.

Other benefits of being on the register include priority notification if your supply is interrupted, specially designed appliance controls and adapters and priority attention for general enquiries.

Here are some of the other ways we can help

Energy Efficiency Advice

We can give you advice to help you make your home more energy efficient. We'll just need to ask you a few questions. Call **0800 316 0316** to find out more.

Are you getting all the benefits you deserve?

We can help you understand if you might qualify for benefits you don't get at the moment. If you're disabled, or care for someone who is, you can also call the Disability Living Allowance helpline on **0345 712 3456** (if you have a textphone, it's **0345 722 4433**).

Investigating a troublesome meter

If you think your gas or electricity meter's not working properly, give us a call. We'll let you know what the problem is within five working days, either by phone or letter. And if we need to come out and have a look at your meter, we'll be there within seven working days.

Our promise to you

We never knowingly disconnect any house where someone relies on electrical medical equipment like dialysis or a breathing support machine.

If we do need to stop your supply for any reason, we'll let you know in plenty of time. And if we need to temporarily stop your gas (for example to repair something), we will work with your network operator and sort out other arrangements for heating and cooking.

Discount scheme to help with your energy bills

The Warm Home Discount Scheme helps low-income and vulnerable households with energy costs. It is a programme run by the Government and energy suppliers to give customers a one-off payment towards their electricity bill. Customers that may be eligible include the elderly, and those living with long term illnesses. To find out more call **0800 316 0316**. If you have a textphone, call **18001 0800 072 8625**.

If you're having trouble paying your bills

Call our payment team on **0800 316 0316** (**18001 0800 072 8625** if you use a textphone).

We might be able to:

- ✓ Arrange for you to pay in instalments
- ✓ Change your tariff or how you pay, like Direct Debit
- ✓ Fit a pay as you go meter
- ✓ Take payments straight from your benefits under the government's Fuel Direct scheme
- ✓ Give you advice on how to use less energy
- ✓ Let you know how the British Gas Energy Trust or other organisations can help. There's more information about these on page 5 of this booklet.

You might also want to get in touch with an independent agency like Citizens Advice at **adviceguide.org.uk** or StepChange Debt Charity at **stepchange.org** or by calling **0800 138 1111**.

Dual fuel discount

If we supply both gas and electricity to your home, we'll give you a dual fuel discount that will be taken off your bill.

How to get in touch with us

To talk to us about the ways we can help you, call **0800 316 0316**.

If you have a textphone, it's **18001 0800 072 8625**.

Schemes and organisations that can help with your energy bills

The Warm Home Discount Scheme

This scheme will give you a one-off payment towards your electricity bill. It's run by the government and energy suppliers. Eligibility includes elderly customers, low income households and those with long term illnesses. To find out more visit britishgas.co.uk/warmhomediscount or call **0800 072 8625**.

The British Gas Energy Trust

This is an independent charity that gives grants to help people pay their energy bills. The trust can also help with payments for things like appliances, boiler repairs or replacements, funeral expenses and other household debts. Go to britishgasenergytrust.org.uk for more information, or call the trust directly on **01733 421060**.

Shelter – our partner charity

Shelter's a charity which helps people struggling with bad housing or homelessness. They can give you free, confidential advice at shelter.org.uk/advice, or on **0808 800 4444**.

Home Heat Helpline

If you're worried about paying your heating bills, or need some advice on how to save energy, call the Home Heat Helpline on **0800 336 699** or visit homeheathelpline.org.uk. It's run by Energy UK and funded by British Gas and other energy suppliers.

Citizens Advice Bureau

You can get help or information about your energy supply from the Citizens Advice Bureau. From how to switch energy supplier, to advice on what to do if your power's just failed. Find them online at citizensadvice.org.uk/energy or call them on **03454 040506**.

StepChange Debt Charity

If you're struggling to pay for your energy, don't face it alone. StepChange Debt Charity offers advice you can trust in the way that feels most comfortable to you. You can seek advice at stepchange.org, or if you prefer, call them on **0800 138 1111**.

Helping you stay safe

Sometimes old gas boilers, appliances and damaged pipes can cause gas or carbon monoxide leaks. Here's some useful information for keeping your gas supply safe.

What is carbon monoxide?

It's a poisonous gas. When fuels like wood, oil or gas are burned without enough air around them, they make carbon monoxide. This could happen in a broken boiler or fireplace.

How to spot carbon monoxide

As it's odourless, tasteless and invisible, it's difficult to detect.

Here are some things you should look out for:

- ✓ Stains, soot marks or discolouration, on or around your gas boiler
- ✓ A lot of condensation and seeing or smelling smoke in the room the appliance is installed
- ✓ A pilot light that goes out a lot. Also, pilot lights should burn blue – if it is yellow or orange, carbon monoxide may be present.

Symptoms of carbon monoxide poisoning can be similar to flu and include headaches, dizziness, confusion and extreme tiredness, so if you or anyone in your home shows any symptoms, please see a doctor immediately.

Carbon monoxide detectors

They're easy to get and they set off an alarm if they detect a dangerous amount of carbon monoxide.

Before you buy one, make sure it complies with "BS EN 50291: 2001" and carries a British Standard or approved mark, such as a Kitemark, like these:



To find out more call **0800 294 4430** or visit **britishgas.co.uk/coalarm**

Stay safe with your gas supply

Remember to keep vents in doors, walls and windows clear, and make sure your chimney isn't blocked by birds' nests or other debris.

We can arrange for one of our experts to come out and do a gas safety check for you each year. If we find anything that concerns us, our expert will explain the problem and tell you exactly what to do. If you want a quote for the repairs, we can do that too.

If you'd like someone else to carry out the repairs, it's important they're properly qualified. Always make sure you find an engineer who is a registered member of Gas Safe.

If you qualify for the Priority Service Register you may be entitled to a free gas safety check, you can find out more on page 3 of this booklet.

If you're worried, call Gas Emergency Services

Their number's **0800 111 999** and they're open 24 hours a day. If you have a textphone, dial **18001 0800 317 787**.

The standards you can expect

Another year has passed and it's time for us to tell you how we've performed, and how the network operators have performed too

Sainsbury's Energy

Working together with British Gas



The service you can expect from British Gas – working with Sainsbury’s Energy

We keep our appointments – or we make it up to you

When we come out to work on your gas or electricity supply, you can decide whether we arrive in the morning or afternoon. We can even offer you a two-hour window, so it doesn’t take over your whole day.

If we miss an appointment and we don’t let you know, we’ll pay you compensation to say we’re sorry. We’ll give you £20 for a missed gas visit or £22 for a missed electricity visit, unless it was because of something out of our control.

You’ll get the money within ten working days. If it doesn’t arrive in that time, we’ll pay you double.

What is a ‘working day’?

A working day is any day from Monday to Friday that doesn’t fall on a bank holiday.

How are we doing?

We work with the industry regulator, Ofgem to make sure we’re giving our customers what they need. Every year Ofgem sets us targets. This is how we’ve done.

Period Apr 13 to Mar 14	Our target	How we did	
		Gas	Electricity
Moving your meter If you want us to move your meter to a more convenient place, we’ll visit within 15 working days.	100%	99%	99%
Changing your meter Once we’ve agreed to give you a different meter, we’ll have it changed within ten working days.	100%	99%	99%
Fixing your pay as you go meter If your gas supply has stopped because your pay as you go meter is broken, we’ll be there to fix it within four hours. If your electricity supply has stopped because your electricity meter is broken, we’ll be there within three hours on a working day, or four on a non-working day.	98% (95%)	97% (97%)	96% (96%)
Reconnecting a supply When it’s disconnected for non payment. If you’ve been disconnected for not paying the charges due, we’ll reconnect you before midnight on the next working day after your reconnection is agreed. This is subject to you keeping to our terms.	100%	100%	100%

The figures shown in brackets within the table above relate to any day other than a ‘working day’. A ‘working day’ is any day, other than a Saturday, a Sunday, Christmas Day, Good Friday or a bank holiday within the meaning of the Banking and Financial Dealings Act, 1971.

Where our electricity comes from

We get our energy from a wide range of sources and we need to make it as reliable, sustainable and affordable as we can. The table below shows the mix of fuels of the electricity British Gas supplies. British Gas figures have been rounded up to the nearest whole per cent so may not equal 100%.

The fuel mix of the electricity we supply (Apr 2013 - Mar 2014)

Energy Source	British Gas	UK Average
Coal	22%	34%
Natural Gas	31%	25.6%
Nuclear	31%	21.8%
Renewable	15%	16.7%
Other Fuels	3%	2.1%
CO2 Emissions	339g/kWh	428 g/kWh
High Level radioactive waste	0.0024 g/kWh	0.0017 g/kWh

If you want to see more information about where our electricity comes from, check out sainsburysenergy.com/fuelmixchart

What your network operators do for you

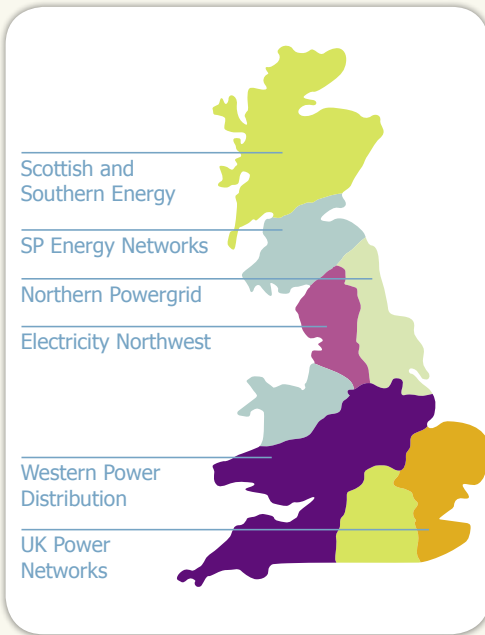
What is a network operator?

Your network operators are the companies who operate all the pipes and cables that transport your energy to you. You'd call them if you had a gas leak or a power cut.

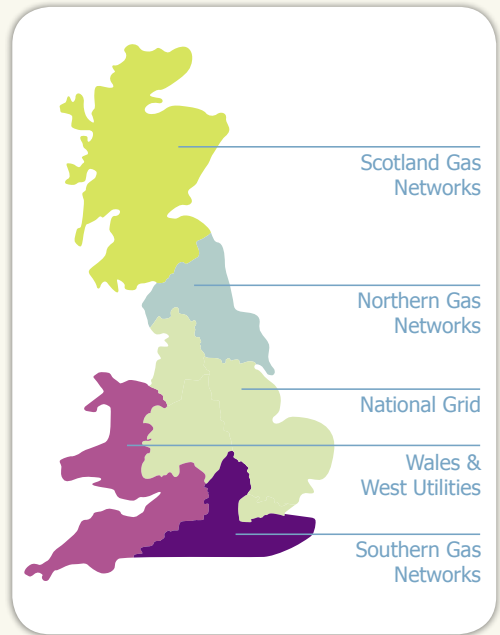
Like us, network operators have set targets for how well they perform. If they don't meet their targets, you can claim compensation.

Have a look at the map to see who your network operators are.

Electricity Network Operators



Gas Network Operators



What your gas network operator does for you

They give you quotes for setting up new gas connections

Your network operator will usually give you a quote within six working days.

It'll take 11 days if the connection you need is one they call 'non-standard' - if it's for a business address or somewhere high up in a tall building. If the connection is non-standard and uses more than 275 kilowatts per hour (kWh), it will take 21 working days. (A standard household meter wouldn't use any more than 64 kWh.)

They set up your new gas connections for you

Every time your network operator gives you a quote for a new gas supply, they'll suggest a date within 20 working days to visit you.

They answer your questions about how the gas network affects your land

You might need the information if you want to build an extension to your home – so you don't hit a gas pipe when you start digging. Network operators call this a 'land enquiry' and they'll answer you within five working days.

They let you know before they turn off your gas for planned maintenance

If your network operator needs to cut off your gas supply while they carry out planned work on the pipes in your area, they'll let you know at least five days beforehand. They'll tell you all about what they're doing and how long it'll take.

They reconnect your gas if it's disconnected unexpectedly

If your gas supply is cut off and it's not part of any planned maintenance work, your network operator will reconnect it within 24 hours.

They respond more quickly if you need extra help.

If you're on our Priority Services Register and your gas supply gets stopped for any reason, your network operator will make you a priority. They'll make sure you have something to cook with and some kind of heating within four hours.

But it might take longer if they need to help more than 250 customers at the same time. If that happens, they might need a full working day. That's eight hours, between 8am and 8pm.

They get your gas supply back after working on your pipes

After relaying or replacing your gas pipes, your network operator will have your gas supply working normally again within five working days. They'll also make sure your home or property is put back to normal, if they need to – for example if they have to pull up floorboards to get to pipes.

They reply quickly when you make a complaint

If you make a complaint to your network operator in writing or by phone, they'll get back to you within ten working days of getting it.

They might need to send someone out to you or gather some extra information. If so, they'll tell you about it within ten working days, then they'll get a final reply to you within 20 days of first getting your complaint.

If your gas network operator doesn't meet these targets

Contact them and they'll pay you compensation. Look for their phone number on the back of your bill.

If they're late replying to your land enquiry

Connections of 275 kWh or more: £40 for each working day, up to a maximum of £500.

Connections of 275 kWh or less: £40 for each working day, up to a maximum of £250.

If your quote for a new gas connection is late

Connections of 275 kWh or more: £20 for each working day it's late, up to a maximum of £500.

Connections of 275 kWh or less: £10 for each working day it's late, up to a maximum of £250.

If they take longer than 20 working days to tell you when they can connect your gas

The amount of compensation you get will depend on how big the original quote was.

If they turn off your gas supply for planned maintenance without telling you

At your home: £20.

At a non-domestic property: £50.

If this happens, you'll need to report it to them within three months.

If they don't reconnect your gas within 24 hours after an unexpected disconnection

Your home: £30 for every full 24 hours you're disconnected.

A non-domestic property that uses 73,200 kWh or less per year: £50 for every full 24 hours you're disconnected, up to a maximum of £1,000.

A non-domestic property that uses 73,200 kWh or more per year: Your network operator will find a different way to compensate you.

As a guide, Ofgem say a typical home uses an average of 16,500 kWh of gas per year.

They won't pay compensation if the unexpected disconnection was caused by third party damage.

If you need extra help and they don't reconnect you quickly

If you're on our Priority Services Register and your network operator doesn't reconnect your gas supply as quickly as they should, they'll pay you £24. You'll need to claim it within three months.

If they leave you without your gas supply for more than five working days after replacing or relaying your pipes

For every five working days you're without your gas supply: £50 if it's for your home. £100 if it's a non-domestic property.

If your compensation payment is late

They'll get it to you within 20 working days. If it's late, they'll add an extra £20.

If they take too long to answer your complaint

For not getting back to you within ten working days: £20.

Then, for every full period of five days afterwards: £20 up to a maximum of £100.

How is your gas network operator doing?

Your gas network operator has targets for how quickly they answer phone calls and respond to emergencies.

They answer phone calls within 30 seconds

The phone lines they operate are their 24-hour National Gas Emergency Service line, their general enquiries line and their meter point reference number helpline.

Their target is 90%.

They respond to uncontrolled gas emergencies within an hour

It covers all kinds of gas leaks, including carbon monoxide and other hazardous situations.

If it's a 'controlled' gas leak, then they'll take two hours.

Their target for both is 97%.

Gas Transporter Owner	Network area owned by Gas Transporter	% Performance achieved against Licence Standards in 2013/14		
		2 (f) Telephone response times	2(g) Response to uncontrolled escapes	2(g) Response to controlled escapes
National Grid	East of England	93.87%	97.91%	98.99%
	London	93.87%	97.72%	98.53%
	North West	93.87%	98.52%	99.23%
	West Midlands	93.87%	97.91%	98.83%
Scotland Gas Networks	Scotland	93.87%	99.00%	99.80%
Southern Gas Networks	Southern	93.87%	98.50%	99.50%
Wales & West Utilities	Wales & West	93.87%	98.33%	99.49%
Northern Gas Networks	Northern	93.87%	99.85%	99.97%

What your electricity network operator does for you

They replace your mains fuse if it blows

When you report it to your network operator, they come out to fix it within three hours on a working day, or four hours on any other day.

They get your electricity back after a power cut

In normal weather, where fewer than 5,000 addresses have lost power, your network operator gets your electricity back on within 18 hours. Where more than 5,000 have lost power, it's within 24 hours.

In bad weather, getting your power back might take longer.

Category one (medium events)

When the weather causes at least eight times the normal number of power cuts (lightning strikes can do this), your network operator will have your power back on within 24 hours.

Category two (large events)

When the weather causes at least 13 times the normal number of power cuts, your network operator will have your power back on within 48 hours.

Category three (very large events)

When extreme weather cuts the power to at least 35% of homes in that area, it can take longer to get your power back – depending on the number of homes affected.

They keep you informed when they have power shortages

It's rare, but sometimes your network operator needs to shut off your electricity because there just isn't enough to go around. If it happens, they'll do their best to get you back up and running as soon as possible – certainly within 24 hours.

They let you know when they cut off your electricity for maintenance

If they're doing planned work in your area, your network operator will give you at least two days' notice before they turn off your electricity.

They tell you about changes to your electricity supply

If you think the amount of electricity coming into your property (your 'supply voltage') has changed, you can ask your network operator and they'll let you know within five working days. If they need to come out to you, they'll be there within seven working days. You can narrow down their arrival time to within two hours, morning or afternoon.

They give you a rough idea of new connection costs

When you need a new electricity connection your network operator will estimate the cost. Once you've given them the information they need and paid them, they'll reply within ten working days – or within 20 working days if your connection is bigger than a one megavolt amp, as it's forty times higher than in most homes.

If your electricity network operator doesn't meet these targets

If your electricity network operator doesn't get these things done in the times we've listed here, they'll pay you compensation. Look for their phone number on the back of your bill and give them a call. Here are the amounts you can claim.

If they take too long to replace your mains fuse

They'll pay you £22.

If they don't get your electricity back quickly after a power cut

During normal weather:

£54 if it's your home that's without power.

£108 if it's a non domestic property.

You can claim an extra £27 for every extra twelve hours that pass until it's fixed.

If the power cut affected more than 5,000 properties, or if it was caused by bad weather, the most you can claim back for late reconnection is £216.

If they take too long to get your electricity back after a power shortage

They'll pay you £54 if it's for your home, and £108 if it's for any non-domestic property.

If they don't give you enough notice before shutting off your power for maintenance

They'll pay you £22 if it's your home that's without power, or £44 if it's any other non-domestic property.

You can claim for the same amounts if they cut off your power on a different day from the one they told you.

If they miss your appointment to look at your supply voltage

They'll pay you £22.

If you get four separate power cuts in a year

They'll pay you £54.

To qualify, a power cut has to last three hours or more. The start of each one year period is 1st April and the end of the year is the following 31st March.

If they don't get your connection estimates to you on time

They'll pay you £50.

If your compensation payment is late

If you've claimed compensation and your electricity network operator has agreed to pay it, they'll get it to you within ten working days.

If it's late, they'll add an extra £22 to it.

What your electricity network provider does for bigger jobs

Low voltage projects

A 'low voltage project' is when your network operator comes out to make new connections or changes to the power grid. It might be getting an electricity supply to your new garage, connecting some new homes to the grid or powering up a newly built workshop.

The amount of time it takes will depend on the size of the job. The table below shows long it should take to get a quote for a job and the amount of compensation they'll pay if it takes longer.

Type of connection	Timescales		Compensation	
	Demand	Generation	Inaccurate or incomplete quotes	Late payment per working day
Single domestic Low Voltage service demand connection, or alteration including moving a meter	5 Working days	–	250	£10
Small Low Voltage demand project Domestic developments of less than five houses or single non- domestic connections with whole current metering	15 Working days	–	£500	£10
Other Low Voltage connections with Low Voltage works	25 Working days	45 Working days	–	£50

Here are some other things your network provider will do for low voltage projects.

Your quotes should be accurate

You can challenge any quote you get for a low voltage project. You can do it through your network operator's website.

If it turns out that your quote was wrong, they'll correct it, pay you back the extra money and give you compensation too (the amounts are on the chart above). This works both ways though – if your quote was too low, you'll have to pay the extra.

They should get the job done on time

Once you've accepted your quote and paid the fee, your network operator will be in touch within seven working days to set a date for the work.

You can change the date later on if you need to. Your network operator can change it too, but only for something out of their control, like a thunderstorm.

There are some times when they can't set an exact date – like if they need to get consent from other people before they start.

If your electricity network operator falls behind with a low voltage project

Here are the compensation amounts for single and small projects, after the work has started.

If they're late getting in touch to set a date for the work

They'll pay you £10 for each working day until they get in touch.

This goes for every job except moving a meter.

If they take longer than they said to finish the job

They'll pay you £25 for each working day until the job's finished.

If they're late paying the money they owe you

Your network operator could pay money they owe you by cheque or bank transfer, or they might lower your bill for the job by that amount.

Once they agree to pay you the money, if they don't do it within ten working days they'll add £50 to it.

Need more information?

To talk to us about anything in this leaflet, call **0800 316 0316**. We're here from Monday to Friday, 8am to 8pm. We're here on Saturday too, from 8am to 6pm.



If you have a textphone, it's **18001 0800 072 8625**.

For any other questions, use one of the numbers below.

Get the information you need, the way you need it



We can send you your letters and bills in large print, Braille or as an audio version. Or one of our team can call you to go through your latest bill with our "Talking Bill" service. Call us on **0800 072 8625** to find out more.

If it's an emergency

- ✓ For gas leaks: **0800 111 999**
(textphone: **18001 0800 371 787**)

- ✓ For power cuts: call your local electricity network operator. You'll find their number in the phone book or on your electricity bill.

Useful leaflets

Some of our leaflets include:

- ✓ Lots of ways to pay
- ✓ Bright ideas – helping you save energy and money
- ✓ High standards – what you can expect from our sales team
- ✓ We're listening – which explains how we handle complaints
- ✓ Codes of practice – the rules we follow to make sure we're being fair and responsible.

To get copies of any of these, give us a call on **0800 316 0316**, or visit **britishgas.co.uk/info**

What to do if you're unhappy about something

When things go wrong we want to know about it. Let us know why you're unhappy and we'll get it fixed, you can also ask for a copy of our complaints handling procedure which we'll send you free of charge.

You can call us on **0800 316 0316**.

You can go online, at **sainsburysenergy.com/complaints**

Or you can write to us, at:

**Complaints Management Team
PO Box 226
Rotherham
S98 1PB**

If you want to complain about your network operator

You can find their phone number at the top of your bill.

If you want advice from someone independent

You can call the Citizens Advice consumer service. They'll give you free confidential, impartial advice.

Their number's **03454 040506**.

Or their website is **citizensadvice.org.uk/energy**

Phone lines are open 8am-8pm Monday to Friday and 8am-6pm Saturdays. Closed bank holidays. Calls are free from a BT Calling Plan. Mobile and other providers' charges may vary. If you're hard of hearing or speech impaired and use a textphone, please call 18001 0800 072 8626. Your call may be recorded and/or monitored for quality assurance and compliance purposes.