

Guaranteed Standards of Performance

What do we ensure for our customers?

At ENSTROGA we promise certain guaranteed standards of performance for our customers.

What can you expect from us?

Every customer is valuable to us, which is why we always strive for excellence in customer service. Sometimes, though, mistakes occur and when they do we apologise and try to fix them.

We promise to always go above and beyond when it comes to our customer service, but in some cases, where we might not be able to meet our promises depending on the circumstances, we will compensate you for your time and the inconvenience.

Here are the promises that ENSTROGA will always try to keep, and the details about in which circumstances you may be offered compensation.

Appointments

If there is an issue with your energy supply, you can request an appointment with us or, in some cases, we may ask to enter your premises for a check up. You can request an appointment by either contacting us by phone **01158572572** or via email to energy@enstroga.co.uk from 8am-6pm, Monday-Friday. We will arrange an appointment within a reasonable time, which may last, maximum, four (4) hours. We will keep an appointment unless we need to rearrange it or you tell us you want to cancel it. If we rearrange an appointment we will notify you in advance.

Faulty Meters (Not Prepayment)

If you think that your meter is not working correctly you should inform us, or if we think that may be the case from the information provided by you, we will do a first check on the meter within five (5) working days. We will take action within those five (5) working days and start resolving any issues, if there are any. If you would like us to also confirm in writing what we are doing to resolve the problem we can send it to you upon request.

Reconnection

If we need to disconnect you as a result of non-payment of your electricity bill, we will reconnect you within 24 hours if:

1. You paid us the money you owe us.
2. You paid any extra costs for disconnecting and reconnecting.
3. And, if requested, a security deposit.

If the payment occurs outside of working hours, the 24 hours start once the following period of working hours begins.

Payment

In case we fail to meet any of the above standards, we will make a £30 payment to you within ten (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 receive a payment from an electricity distributor or gas distributor on your behalf, we will pass it on to you within ten (10) working days. If we don't pass it on to you within those ten (10) working days we will make an additional £30 payment to you.

Exemptions

There are a few exemptions on the standards stated above, under which we will not make a compensation payment. These exemptions are:

1. In case of a disagreement between you and us about whether a standard has been met or not.
2. You notify us, you do not wish us to take any action, or further action.
3. We reasonably believe that the information given by you is frivolous or vexatious.
4. You have meddled with your meter, have tried 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.
5. If it was not reasonably practical to meet these Guaranteed Standards of Performance due to:
 - a. Severe weather.
 - b. The behaviour of a person not working directly for us.
 - c. Inability to access a relevant building or your residence.
 - d. The effect of an event covered by Part 2 of the Civil Contingencies Act, 2004.

Other circumstances beyond our control that affect us, as long as we took all reasonable steps to prevent them from occurring.