

# SSE Airtricity Gas Supply (NI) Limited

## Standards of Performance 2021

Standard Of Service		Actual	Performance Level Target
<b>Customer Contact</b>			
1	Telephone Answering We will endeavour to answer all calls promptly.	Our ability to answer calls promptly has been temporarily impacted in 2021 by the effects of Covid 19. We have engaged with the UR throughout 2021 in this regard.	
2	Customer correspondence Written correspondence will receive a reply within ten working days. Correspondence may be responded to by telephone unless you request a written response.	99%	97%
4	Customer complaints SSE Airtricity will publish a code of practice for the handling of customer complaints.	Compliant	
5	All complaints, whether made in person, by telephone, in writing, or otherwise will be recorded and classified.	Compliant	
6	Complaints will receive a full response to their complaint within 10 days, where applicable.	99%	97%
<b>Energy Care</b>			
12	Code of Practice SSE Airtricity will publish a code of practice describing the services the Licensee will make available for each of its domestic customers who are of pensionable age, disabled or chronically sick.	Compliant	
13	Energy Care Register SSE Airtricity will maintain and promote the Energy Care register for our customers who are of pensionable age, disabled or chronically sick.	Compliant	
14	Energy Care Scheme For those customers who are registered on the SSE Airtricity Energy Care Register, and who qualify for a safety inspection, SSE Airtricity will arrange to carry out the safety inspection of gas appliances and other fittings.	98%	90%

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Standard Of Service		Actual	Performance Level Target
<b>Energy Efficiency</b>			
16	<p>Reducing your bill</p> <p>SSE Airtricity has a duty to promote the efficient use of our product. We will do this by training relevant staff, by offering free energy efficiency advice to customers and promoting energy efficiency to customers and potential customers.</p>	Compliant	
17	<p>Code of Practice</p> <p>SSE Airtricity will publish a code of practice setting out the ways in which it will make available to consumers information and guidance on the efficient use of gas.</p>	Compliant	
<b>Prepayment Meters</b>			
18	<p>Code of Practice</p> <p>SSE Airtricity will publish a code of practice on the services the Licensee will make available for its domestic consumers who pay by prepayment meter.</p>	Compliant	
<b>Payment of bills</b>			
22	<p>Code of Practice</p> <p>SSE Airtricity will publish a code of practice which sets out the services the Licensee will make available to assist domestic consumers who through misfortune or inability to cope with credit terms, may have difficulty in paying their gas bills.</p>	Compliant	
<b>Meter Reading</b>			
23	<p>Statement of account</p> <p>SSE Airtricity will provide a statement of account at least once a year to each of its domestic customers.</p>	45%	100%
24	<p>Reading of meters</p> <p>SSE Airtricity will use all reasonable endeavours to take an actual meter reading in respect of each of its consumers on at least an annual basis.</p>	97%	95%

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