

Electricity guaranteed standards relating to power cuts

We understand how power cuts can affect your daily life. We always aim to respond as quickly as possible to fix the fault and get the power back on.



We want to give you a safe and reliable supply but sometimes things can go wrong. For example, contractors working on other services damage our underground cables or severe weather conditions cause damage to our overhead lines.

Our industry regulator, Ofgem, sets the Guaranteed Standards that apply to individual customers and involve penalty payments if we do not meet set guidelines.

Certain circumstances may mean the Standards do not apply. For some of these Ofgem has agreed alternative arrangements, such as storm payments. Conditions apply to most Standards.

Over the page you will find a list of Guaranteed Standards that relate to your electricity service. If you believe we have failed a Standard, please tell us so we can investigate. We'll tell you the outcome within ten working days.

How to get in touch with us
You can contact our Customer Care team at:

Tel: 0800 028 4587

Email:
care@ukpowernetworks.co.uk

Write to:
Customer Care,
UK Power Networks, Fore Hamlet,
Ipswich, Suffolk IP3 8AA

EGS 1 – Main fuse failure (Regulation 11)

If the main fuse between our supply cable and your meter fails, we will visit within three hours on weekdays if you call us between 7am and 7pm. On weekends and Bank Holidays we will visit within four hours if you call us between 9am and 5pm. If you call us outside these times, we will treat your call as if we had received it at the start of the next working day. If we do not meet the Standard, we will arrange for you to receive £30.

EGS 2 – Supply restoration during normal weather (Regulation 5)

If your electricity supply fails during normal weather conditions because of a problem on our distribution system, we will work hard to get the power back on as quickly as possible. However, if it takes us more than 12-hours from the time we are made aware of the loss of supply, we will pay you £75 if you are a domestic customer and £150 if you are a business customer. We will pay another £35 for each additional 12-hours you are without supply.

EGS 2a – Multiple interruptions (Regulation 10)

If you have had four or more power cuts in a year, each longer than three hours, we will pay you £75. The payment is the same whether you are a domestic or a business customer. You must claim the payment within three months of the end of the year, which runs from 1 April to 31 March.

When making a claim you will need to provide the dates of the electricity supply failure. (You cannot include in your claim any incident the address of the property affected and where we have already paid you, or any power cut that we told you about in advance).

EGS 2b – Supply restoration: during normal conditions - 5,000 or more premises interrupted (Regulation 6)

If we have a single failure, fault or damage on premises, we will work hard to restore power our distribution system affecting 5,000 or more as quickly as possible. However, if it takes us more than 24-hours, we will pay you £75 if you are a domestic customer and £150 if you are a business customer. We will pay another £35 for each additional 12-hours you are without supply.

The Standard requires you to make a valid claim within three months of the date the supply is restored.

EGS 2c – Supply restoration: rota disconnection (Regulation 8)

This Standard applies when supply to the customers premises is interrupted as a result of a rota disconnection on our network. If we do not restore your supply within 24-hours, we will pay domestic customers £75 and non-domestic customers £150.

The Standard requires you to make a valid claim within three months of the date the supply is restored.

EGS 4 – Notice of planned supply interruptions (Regulation 12)

If we need to switch off your power to work on our, network we will give you at least two days notice. If we need to switch off an Independent Distribution Network Operator (IDNO), we will give at least five days notice. In both cases, notice does not apply if work is for emergency repairs.

If we don't give you the required notice, or we switch your electricity off on a different day, then you can claim (within one month of the failure) £30 if you are a domestic customer and £60 if you are a business customer.

EGS 5 – Supply voltage (Regulation 13)

If you inform us that the electricity to your property is outside the permitted voltage range, we will contact you and arrange a visit to your property within seven working days, or, if a visit is not necessary, we will provide a written response within five working days. If we fail these timescales we will arrange for you to receive £30.

EGS 8 – Appointments (Regulation 17)

If we need to come to your property, or you ask us to visit, we will agree a date and time with you. We will offer to visit on weekdays either in the morning between 7am and 1pm or in the afternoon between midday and 7pm, or within a two-hour period of your choice. If we fail to make or keep an appointment, we will arrange for you to receive £30.

EGS 8 does not apply to visits that are the subject of new connection work.

EGS 9 – Notification of payment under guaranteed standards (Regulation 21)

We will notify you, or your supplier, of any Guaranteed Standards we fail to meet (other than those for which you have to make a claim). In any case, we will send your payment directly to you within ten working days of becoming aware of the failure except in the case of EGS 11 (Regulation 7).

If we fail to notify you, or your supplier, or fail to send a payment within the relevant time scale, we will arrange for you to receive an additional £30.

EGS 11 – Severe weather (Regulation 7)

If your electricity supply fails because of a problem on our distribution system due to severe weather, we will restore it within the period prescribed by the Electricity (Standards of Performance) Regulations 2005, dependent upon the scale of the event.

Category 1 (medium events)

Lightning events – when we experience at least eight times the normal amount of faults in one day – supplies will be restored within 24-hours.

Non-lightning events – when we experience between eight and thirteen times the normal amount of faults in one day – supplies will be restored within 24-hours.

Category 2 (large events)

Non-lightning events – when we experience at least thirteen times the normal amount of faults in one day – supplies will be restored within 48-hours.

Category 3 (very large events)

During any severe weather events supplies will be restored within a period as calculated using a formula based on the number of customers affected, as set out in the Electricity (Standards of Performance) Regulations 2015.

If we fail and you make a valid claim within three months of the date the supply is restored, we will arrange for you to receive £70 (for both domestic and business customers). You will also receive a further £70 for each additional 12-hours you are without supply. The maximum payment you will receive totals £700. These payments will be made as soon as reasonably possible.