

Overall Standard Reference	STANDARD OF SERVICE	ACTUAL	PERFORMANCE LEVEL TARGET
CUSTOMER CONTACT			
	Telephone Answering We will endeavour to answer all calls promptly.	PEGL have maintained our call handling resource over the year with 95% of calls answered within 30 seconds.	
8	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.	100%	97%
	Consumer Information code PEGL will publish a code of practice to be known as the consumer information code	PEGL's Consumer Information Code is available on our website. https://phoenixenergyni.com/about-us/about-phoenix/consumer-information/codes-of-practice	
9	Customer Complaints PEGL will publish a code of practice for the handling of customer complaints.	PEGL's Complaints Handling Code of Practice is available on our website. https://phoenixenergyni.com/about-us/about-phoenix/consumer-information/codes-of-practice	
	All complaints, whether made in person, by telephone, in writing, or otherwise will be recorded and classified.	All customer contacts have been recorded and classified on our complaint management system.	
	Complainants will receive a full response to their complaint within 10 days, where applicable.	100%	97%
CONNECTION			
5	Moving of meter PEGL will reposition an ordinary meter within 15 working days of a quotation being accepted.	100%	100%
6	Change of meter PEGL will change the meter of a domestic customer within 10 working days of a referral by the Supply Company	100%	100%

RESPONDING TO GAS EMERGENCIES – GAS ESCAPES			
2	<p><i>Uncontrolled gas emergencies</i></p> <p>Uncontrolled gas escapes will be attended to within one hour of being notified to PEGL. An uncontrolled gas escape is where it cannot be ascertained that the gas escape is controlled, which is when the meter control valve has been turned off and this has stopped the gas escape.</p>	99%	97%
3	<p><i>Controlled gas emergencies</i></p> <p>Controlled gas escapes will be attended to within two hours of being notified to PEGL.</p>	100%	97%
ENERGY EFFICIENCY			
	<p><i>Reducing your bill</i></p> <p>PEGL 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>	<p>PEGL Energy Advisors visit c.80 households per week and carry out a home energy audit at each visit. These advisors have a City & Guilds qualification on 'energy efficiency in the home' and are well placed to offer householders advice on a range of energy efficiency measures. This advice will, where appropriate, include the introduction and referral to social scheme support to assist with the implementation of energy efficiency measures in the home.</p>	
PREPAYMENT METERS			
7	<p><i>Faulty Prepayment Meters</i></p> <p>PEGL will visit a faulty prepayment meter with 4 working hours of being notified.</p>	100%	97%
RESTORATION OF GAS SUPPLY			
1	<p><i>Supply Restoration</i></p> <p>Following the disconnection of a domestic customer's gas supply due to a fault in the network, the transportation business will restore, on the basis of reasonable practicality, the domestic customer's gas supply within twenty-four hours.</p>	100%	97%
4	<p><i>Reconnection after non payment</i></p> <p>Customers disconnected for non payment will be reconnected within 24 hours of referral by a gas supplier.</p>	100%	100%