

# GUIDE TO SERVICE STANDARDS 2009/2010

A guide to the service standards you can expect as a customer.

## This leaflet describes the service standards you can expect as a SWALEC customer.

**Our service standards** – we have two types of service standard:

**Guaranteed standards** are standards of service backed by a guarantee – you receive a penalty payment if a promise is not kept by SWALEC, your local electricity network operator or gas pipeline operator.

**Please note:** There are circumstances where the standards do not apply such as severe weather and difficulty in gaining access to properties. The standard on supply restoration in severe weather does not apply to the local authority areas of the Shetland Islands, the Orkney Islands, the Western Isles, the Highlands and Argyll and Bute. In general, the starting date for a standards matter will be the day you contact us, unless this is not a working day or is after 4pm on a working day.

**Overall standards** do not relate to individual guarantees of service. They are pre-determined levels of service that apply to all customers in general.

### Energy Supplier Guaranteed Standards

**Electricity payment method** If you ask us for a change in your payment arrangements and we cannot do this, we will write to you to explain why within 5 working days. Penalty payment: £20.

**Electricity charges** If you have a query about whether your bill is correct, we will reply within 5 working days and if a refund is due to you, we will send it within 5 working days of our initial reply. Penalty payment: £20.

**Meter dispute** (only applies to domestic customers) – If you tell us that you think your meter is faulty, we must give you a written explanation within 5 working days or offer an appointment to visit within 7 working days. Penalty payment: £20.

**Faulty prepayment meter** (only applies to domestic customers) – If your prepayment meter is not working in such a way that your supply is affected and you tell us between 7am and 7pm (electricity meters) or 8am and 8pm (gas meters) on working days, we will visit within 3 hours (electricity meters) or 4 hours (gas meters). If you tell us between 9am and 5pm at weekends or on bank holidays, we will visit within 4 hours. Penalty payment: £20.

**Appointments** – We will make and keep timed appointments, offering either morning or afternoon appointments or a fixed two-hour time band. Penalty payment: £20 (domestic customers only for gas).

### Overall Standards for Electricity and Gas Suppliers

Apply to Domestic Customers only	Performance 2008/2009	Target 2009/2010
Supplies reconnected within one working day after agreement to pay (electricity)	100%	100%
Supplies reconnected within one working day after agreement to pay (gas)	100%	100%
Meters moved within 15 working days (electricity)	100%	100%
Meters moved within 15 working days (gas)	99.3%	100%
Meters changed (if needed for service plan change) within 10 working days (electricity)	100%	100%
Meters changed (if needed for service plan change) within 10 working days (gas)	98.6%	100%
Faulty Prepayment Meters		
Attended within 3 hours Monday to Friday (electricity)	99.9%	98%
Attended within 4 hours Monday to Friday (gas)	98.3%	98%
Attended within 4 hours at weekends or bank holidays (electricity)	99.9%	95%
Attended within 4 hours at weekends or bank holidays (gas)	97%	95%

### Electricity Distribution Network Operator Guaranteed Standards

Your electricity distribution network operator will vary according to where you live. If you contact us with a distribution problem, we will be able to tell you who your local distributor is and whether you need to contact them.

#### Regulation 5 - Supply Restoration during Normal Weather

If your electricity supply fails during normal weather conditions because of a problem on your local distribution system your distributor will restore it within 18 hours of first becoming aware of the problem.

If they fail to do this and you make a valid claim within three months of the date the supply is restored, they will arrange for you to receive £50 if you are a domestic consumer or £100 if you are a business consumer. You will also receive a further £25 for each additional 12 hours you are without supply.

#### Regulation 6 - Supply Restoration during Severe Weather

If your electricity supply fails because of a problem on the distribution system due to severe weather, it will be restored within the period prescribed by the Regulations dependent upon the scale of the event:-

##### Category of severe weather

##### Definition

##### Category 1 (medium events)

Lightning events – when a distributor experiences at least 8 times the normal amount of faults in 1 day – supplies will be restored within 24 hours

Non-lightning events – when a distributor experiences between 8 and 13 times the normal amount of faults in 1 day – supplies will be restored within 24 hours

##### Category 2 (large events)

Non-lightning events – when a distributor experiences at least 13 times the normal amount of faults in 1 day – supplies will be restored within 48 hours

##### Category 3 (very large events)

Any severe weather events where at least 35% of exposed customers are affected – supplies will be restored within a period as calculated using a formula based on the number of customers affected as set out in the Regulations

If the distributor fails and you make a valid claim within three months of the date the supply is restored, they will arrange for you to receive £25 (for both domestic and business consumers). You will also receive a further £25 for each additional 12 hours you are without supply. The maximum payment you will receive totals £200.

These payments will be made as soon as reasonably practicable.

#### Regulation 9 - Multiple Interruptions

If your electricity supply fails because of a problem on your local distribution system and you are without power for three hours or more, on four or more different occasions in any single year [12-month period] starting on 1 April, you are entitled to a £50 payment. You must make a valid claim for this payment within three months of the end of the year to which the claim applies. In order for your claim to be verified you will need to provide the address of the premises affected and the dates of the electricity supply failures. Incidents for which a payment has already been made cannot be included in your claim.

#### Regulation 10 - Distributor's Fuse

If you report information that leads your distributor to believe that the main fuse between the incoming supply cable and your meter has or might have failed, they will attend your premises within 3 hours on weekdays if you notify them between 7am and 7pm. At weekends and bank holidays they will attend within 4 hours if you contact them between 9am and 5pm. If you notify them outside of these times, your distributor will treat the call as if they had received it at the start of the next day. If the distributor fails they will arrange for you to receive a £20 payment.

#### Regulation 11 - Estimate of Charges for Connection

If you require a new or additional low voltage connection, or an alteration to your existing connection i.e. an increase in connection capacity or the repositioning of service equipment, your distributor will provide a written estimate within 5 working days if no extension/alteration to the system is required, or within 15 working days if an extension/alteration to the system is required. Where your distributor is willing to accept requests by telephone for estimates, such requests are covered by this Standard. If it takes longer your distributor will arrange for you to receive £40. (Please note the 15 day standard applies only to connections requested to developments of four properties or fewer.)

#### Regulation 12 - Notice of Planned Supply Interruption

If your distributor needs to switch off your power to work on the network they will give you at least 2 days notice. (They will always give as much notice of a planned interruption as possible, even if they know they've already failed the standard.) If they fail to give 2 days notice or switch your electricity off on a different day, then you can claim (within 1 month of the failure) £20 if you are a domestic consumer or £40 if you are a business consumer.

#### Regulation 13 - Voltage Complaints

If you report a problem with the voltage of the electricity to your premises your distributor will send you an explanation within 5 working days or offer to visit you to investigate within 7 working days. If they fail they will arrange for you to receive a £20 payment.

#### Regulation 17 - Appointments

Should your distributor need to visit you, or should you request a visit from them for any reason, you will be offered an appointment during the morning or afternoon or within a two-hour time band. If they fail to make or keep an appointment they will arrange for you to receive a £20 payment.

#### Regulation 19 - Notification of Payment under Guaranteed Standards

Your local distributor will notify you of any guaranteed standards that they have failed to meet (other than those for which you have to make a claim for payment). In any case, they will send your payment either directly to you within 10 working days of becoming aware of the failure except in the case of Regulation 6, Supply Restoration during Severe Weather, when they will issue payment as soon as is reasonably practicable. If they fail to notify you or fail to send a payment within the above timescales they will arrange for you to receive an additional £20.

#### Making a Claim for Payment

Should you wish to make a claim under Regulation 5, 6, 9 or 12, please telephone your distributor for details of how to claim on the general enquiries number listed in the section on "Contacting your Electricity Distributor". If you make a claim outside the hours listed, your claim will be treated as if you had called on the next working day. If you have a dispute with your distributor about whether you should receive a payment which you cannot resolve with them, you may refer the case to the Office of Gas and Electricity Markets (Ofgem), the independent regulator for the electricity industry, to request a formal determination.

#### Contacting your Electricity Distributor

For further information about any of the guaranteed standards, or if you would like to enquire about a service provided by your distributor, please telephone them on the number below. If you are unsure of who your distributor is, please contact us.

Company	Area	Emergency/ Supply Loss (24 hour)	General Enquiries	To Claim Ring During These Hours	Website Address
Central Networks (East)	East Midlands	0800 056 8090	0800 096 3080	Mon-Fri 08.30 to 17.00	<a href="http://www.central-networks.co.uk">www.central-networks.co.uk</a>
Central Networks (West)	West Midlands	0800 328 1111	0800 096 3080	Mon-Fri 08.30 to 17.00	<a href="http://www.central-networks.co.uk">www.central-networks.co.uk</a>
EDF Energy Networks (EPN) plc	East Anglia	0800 738 8838	08456 014516	Mon-Fri 08.30 to 17.00	<a href="http://www.edfenergy.co.uk">www.edfenergy.co.uk</a>
EDF Energy Networks (LPN) plc	London	0800 028 0247	08456 014516	Mon-Fri 08.30 to 17.00	<a href="http://www.edfenergy.co.uk">www.edfenergy.co.uk</a>
EDF Energy Networks (SPN) plc	South East England	0800 783 8866	08456 014516	Mon-Fri 08.30 to 17.00	<a href="http://www.edfenergy.co.uk">www.edfenergy.co.uk</a>

CE Electric	North East England	0800 66 88 77	08450 70 71 72	Mon-Fri 08.30 to 16.40	www.ce-electricuk.com
CE Electric	Yorkshire & North Lincolnshire	0800 37 56 75	0845 60 24 454	Mon-Fri 08.30 to 16.40	www.ce-electricuk.com
SSE Power Distribution	North Scotland	0800 300 999	0845 300 2141	Mon-Fri 08.30 to 20.00	www.ssepd.co.uk
SSE Power Distribution	South England	08000 72 72 82	0845 744 4555	Mon-Fri 08.30 to 20.00	www.ssepd.co.uk
SP Energy Networks	Central & Southern Scotland	0845 272 7999	0845 273 4444	Mon-Fri 08.30 to 18.00	www.sppenergynetworks.co.uk
SP Energy Networks	Merseyside, Cheshire & North Wales	0845 272 2424	0845 273 4444	Mon-Fri 08.30 to 18.00	www.sppenergynetworks.co.uk
Electricity North West	North West England	0800 195 4141	0800 195 1452	Mon-Fri 08.30 to 16.30	www.enwitd.co.uk
WPD South Wales	South & West Wales	0800 052 0400	0845 601 3341	Mon-Fri 08.00 to 18.00	www.westernpower.co.uk
WPD South West	South West England	0800 36 59 00	0845 601 2989	Mon-Fri 08.00 to 18.00	www.westernpower.co.uk

### Codes of Practice

Electricity distributors have statements that describe services available to customers. These might include services for customers who are blind, deaf or hearing impaired, for customers who depend on electricity for health reasons and for customers who require a password during appointments for extra security. A copy is available from your distributor or to download from their website.

### Complaints

If you have a complaint about any aspect of your distributor's service please contact your distributor. You will find their complaints handling procedure on their website or you can ring the general enquiry line to request a copy. If they are unable to resolve the matter with you, you can refer it to the Energy Ombudsman. This is a free and independent dispute resolution service.

They are able to offer free independent advice and will look at your complaint, but will expect you to let your distributor try to sort it out first. You can telephone the Energy Ombudsman on 0845 055 0760. You can find further information on the Energy Ombudsman website [www.energy-ombudsman.org.uk](http://www.energy-ombudsman.org.uk)

## Gas Transporter Standards (GT)

On 1st April 2008 Ofgem introduced new and revised Standards of Performance. These were revised by Ofgem following feedback from gas consumers as part of a process called the Gas Distribution Price Control.

There are two forms of standards that now apply:

- Guaranteed Standards (GS) which, if the GT fails to meet, you are entitled to receive a payment; and
- Licence Standards (LS) which establish minimum service levels in key areas.

### Guaranteed Standards (GS)

Most guaranteed standards are paid automatically when the GT fails the standard. However, for some standards customers must make a claim from the GT using the contact details at the end of this document. The table below indicates which standards must be claimed by customers.

#### Non-Connections Guaranteed Standards

Guaranteed Standard	Compensation for Failure	
GS1. Supply restoration	If you are a domestic customer and your gas supply is interrupted as a result of a failure of, fault in or damage to your GT's pipeline system you will be reconnected within 24 hours.	If the GT fails you will receive a payment of £30 if you are a domestic customer, and £30 for each additional complete 24 hours you are without gas up to a maximum of £1,000. If you are a non-domestic customer, (and your annual gas consumption does not exceed 73,200kWh) the payment will be £50 for each additional complete 24 hours you are without gas up to a maximum of £10,000.
	Note for GS1: If you are a non-domestic customer and your annual gas consumption exceeds the 73,200kWh threshold, you are entitled to similar payments to GS1 but under alternative arrangements.	

GS2. Reinstatement of customer's premises	If the GT initiates work on your premises, your premises will be permanently reinstated within 5 working days of the completion of the engineering work.	If the GT fails you will receive a payment of £50 if you are a domestic customer, and £50 for each succeeding period of 5 working days thereafter. If you are a non-domestic customer the payment will be £100 for the failure and £100 for each succeeding period of 5 working days thereafter.
GS3. Heating and cooking facilities for priority domestic customers	If you are registered on your supplier's Priority Service Register and your gas supply is interrupted, you will be provided with alternative heating and cooking facilities within 4 hours, or if more than 250 customers are affected, within 8 hours. (8pm-8am excluded). NOTE – this standard must be claimed within 3 months of failure.	If the GT fails and you inform them of their failure within 3 months of the interruption you will receive a payment of £24.
GS13. Notification in advance of planned supply interruptions	When the GT carries out planned work to maintain the integrity of pipes, or to replace pipes and as part of this work they need to interrupt your gas supply, the GT will inform you of the date they expect to interrupt you and the reason why your supply needs to be interrupted, at least 5 working days before the interruption occurs. NOTE – this standard must be claimed within 3 months of failure.	If the GT fails and you inform them of their failure within 3 months of the interruption you will receive a payment of £20 if you are a domestic customer and £50 if you are a non-domestic customer.
GS14. Responding to complaints	If you complain to a GT in writing or over the telephone, the GT will respond substantively to your complaint within 10 working days of receiving your complaint. However if a visit to your premises or additional information from a 3rd party is required to enable resolution of the complaint, the GT will issue an initial written response within 10 working days of receiving your complaint to explain this situation and will then respond substantively within 20 working days from receipt of the complaint.	If the GT fails you will receive a payment of £20 and £20 for each succeeding period of 5 working days thereafter, up to a maximum of £100.

### Connections Guaranteed Standards

If you request a new connection or service alteration the following standards apply. In addition to these Guaranteed Standards, GTs are also required to meet a Licence Standard (under Standard Special Condition D10 of their Licence) to achieve the majority of these standards in 90% of cases.

Guaranteed Standard	Standard Description	Compensation for Failure
GS4. Provision of standard quotations (up to 275kWh)	If you request a standard quotation from your GT for a new connection or an alteration to an existing connection up to and including a rate of flow of 275kWh, the GT will issue it within 6 working days.	If the GT fails you will receive a payment of £10 and an additional £10 for each succeeding working day up to the quotation sum or £250 whichever is lowest.
GS5. Provision of non standard quotations (up to 275kWh)	If you request a non-standard quotation from your GT for a new connection or an alteration to an existing connection up to and including a rate of flow of 275kWh, the GT will issue it within 11 working days.	If the GT fails you will receive a payment of £10 and an additional £10 for each succeeding working day up to the quotation sum or £250 whichever is lowest.
GS6. Provision of non standard quotations (greater than 275kWh)	If you request a non-standard quotation from your GT for a new connection or an alteration to an existing connection exceeding a rate of flow of 275kWh, the GT will issue it within 21 working days.	If the GT fails you will receive a payment of £20 and an additional £20 for each succeeding working day up to the quotation sum or £500 whichever is lowest.
	Note for GS4, GS5 & GS6: These standards do not apply where the information you provided to your GT was incorrect or incomplete or where consents are required from third parties.	
GS7. Accuracy of quotations	If the quotation is found to be inaccurate in accordance with the GT's published accuracy scheme, the GT will reissue you with a correct quotation and any overcharge paid will be refunded. You can contact your GT on the details provided for further information on their accuracy scheme.	If the quotation is found to be inaccurate in accordance with the GT's published accuracy scheme, the GT will reissue you with a correct quotation and any overcharge paid will be refunded. You can contact your GT on the details provided for further information on their accuracy scheme.
GS8. Responses to land enquiries	If you ask for a Land Enquiry from your GT in relation to a new connection or an alteration to an existing connection the GT will issue a response within 5 working days.	If the GT fails you will receive a payment of £40 and an additional £40 per working day thereafter up to a maximum of £250 for connections up to and including 275kWh and £500 for connections exceeding 275kWh.
GS9. Provision of commencement & substantial completion dates (up to 275kWh)	If the GT receives an accepted quotation for a new connection or an alteration to an existing connection up to and including a rate of flow of 275kWh, it will offer a planned date within 20 working days for commencement and substantial completion of this work.	If the GT fails you will receive a payment of £20 and an additional £20 per working day thereafter up to the quotation sum or £250 whichever is lowest.

GS10. Provision of commencement & substantial completion dates (greater than 275kWh)	If the GT receives an accepted quotation for a new connection or an alteration to an existing connection exceeding a rate of flow of 275kWh, it will offer a planned date within 20 working days for commencement and substantial completion of this work.	If the GT fails you will receive a payment of £40 and an additional £40 per working day thereafter up to the quotation sum or £500 whichever is lowest.
GS11. Substantial completion by agreed date	Where the GT has agreed a substantial completion date for a new connection or an alteration to an existing connection it will meet that date. However, this does not necessarily mean that gas will be available for use inside the premises as the fitting of a meter, which will enable the flow of gas, must be arranged by you and your chosen gas supplier.	If the GT fails, you will receive a payment related to the value of the contract and a payment for each working day thereafter up to a maximum level. Your contract will be allocated to one category of the table below and payments will be made in line with that category up to the relevant cap.

Contract Value	Payment	Cap
Up to & incl. £1k	£20	£200 or the contract sum
Up to & incl. £4k	Lesser of £100 or 2.5% of contract sum	25% of the contract sum
Up to & incl. £20k	£100	25% of the contract sum
Up to & incl. £50k	£100	£5k
Up to & incl. £100k	£150	£9k
Note for GS9, GS10 & GS11 these standards do not apply where you have specifically asked your GT to delay the work.		

## Payments

Standard Description	Compensation for failure
GS12 - Where a GT has failed any of the above Guaranteed Standards or the Connections Guaranteed Standards they will write to inform you (or your supplier) and make the payment within 20 working days of compensation becoming due.	If the GT fails you will receive a payment of £20 in addition to any payments made under the other Guaranteed Standards.
For failures under GS1, GS2, GS3 and GS12 payment(s) will be made either directly to you or via your gas supplier who is obliged to forward this payment to you. For failures under GS4-GS11 the payment(s) will be made directly to you.	

## Guaranteed Standard Exclusions

Ofgem has agreed a set of circumstances for when the Guaranteed Standards may not apply; these are known as exclusions. They include events beyond the GT's control such as severe weather, industrial action, damage caused by customer, actions by third parties or not being able to gain access to premises as well as legislative constraints, labour disputes and reasons of safety. If any of these exclusions apply, the GT will need to demonstrate that all reasonable steps had been taken to meet the standard. Further information on exclusions is available on request.





## Licence Standards (LS)

GTs are required to meet Licence Standards on an annual basis. In addition to the 90% Licence Standards for connections work, GTs are also required to meet the Licence Standards set out in the table below:

Licence Condition	Definition	Annual Target
Standard Special Condition D10 – Quality of service standards Paragraph 2(f)- Responding to telephone calls	Telephone calls to the National Gas Emergency Service (which operates 24 hours a day), the general enquiry line and the meter point reference number helpline (during the hours which they operate) shall be answered within 30 seconds of the call being connected.	90%
Standard Special Condition D10 –Quality of service standards Paragraph 2(g)- Responding to telephone calls	Where a GT receives a report of a gas escape or other gas emergency, including a significant escape of carbon monoxide or other hazardous situations, it shall attend as quickly as possible within the following timescales: (a) All uncontrolled escapes/gas emergencies within 1 hour. (b) All controlled escapes/gas emergencies within 2 hours.	97% 97%

The performance actually achieved by each GT for the period 1st April 2008 to 31st March 2009 is shown in the table below:

Gas Transporter Owner	Network area owned by Gas Transporter	% Performance achieved against Licence Standards in 2008/09		
		2(f) Telephone Response Times	2(g) Response to Uncontrolled Escapes	2(g) Response to Controlled Escapes
nationalgrid	East of England	96.14%	97.20%	98.62%
	London	96.14%	97.70%	98.12%
	North West/West Midlands	96.14%	97.44%	98.50%
	West Midlands	96.14%	97.74%	98.73%

	Scotland	96.14%	98.75%	99.39%
	Southern	96.14%	98.43%	99.31%
	Wales & West	96.14%	97.97%	99.15%
	Northern	96.14%	96.67%	99.05%

### Other Services Provided for Gas Customers

Each GT provides various services for vulnerable customers, must comply with certain requirements when visiting customer premises and must have in place a procedure for dealing with any complaints made by customers. These services are described in a statement(s) produced by each company. These statements are available free of charge and can be downloaded from the GTs' websites. Contact details for each company are shown in the table below.

Standard Special Condition D10 – Quality of service standards Paragraph 2(f)- Responding to telephone calls	Telephone calls to the National Gas Emergency Service (which operates 24 hours a day), the general enquiry line and the meter point reference number helpline (during the hours which they operate) shall be answered within 30 seconds of the call being connected.
Standard Special Condition D10 – Quality of service standards Paragraph 2(g)- Responding to telephone calls	Where a GT receives a report of a gas escape or other gas emergency, including a significant escape of carbon monoxide or other hazardous situations, it shall attend as quickly as possible within the following timescales: [a] All uncontrolled escapes/gas emergencies within 1 hour. [b] All controlled escapes/gas emergencies within 2 hours.
Customer Support team, National Grid, Lakeside House, The Lakes, Northampton, NN4 7HD Tel: 0845 0700203 customersupport@uk.ngrid.com www.nationalgrid.com	Customer Service, Northern Gas Networks 1100 Century Way, Thorpe Park Business Park, Colton, Leeds, LS15 8TU Tel: 0191 501 4360 www.northerngas.co.uk
Scotland Gas Networks plc, 2nd Floor Inveralmond House, 200 Dunkeld Road, Perth, PH1 3AQ Tel: 0845 026 0015 email: customerserviceScotland@scotiagasnetworks.co.uk	Customer Services, Wales & West Utilities, Wales & West House, Spooner Close, Celtic Springs, Coedkernew, Newport, NP10 8FZ Tel: 0870 165 0597 email: enquiries@utilities.co.uk www.w utilities.co.uk
Southern Gas Networks plc, 2nd Floor Inveralmond House, 200 Dunkeld Road, Perth, PH1 3AQ Tel: 0845 026 0015 customerserviceSouthern@scotiagasnetworks.co.uk www.scotiagasnetworks.co.uk	

**The National Gas Emergency Service operates 365 days a year, 24 hours a day.**

**Smell Gas? Call free on 0800 111 999\* (MINICOM 0800 371787)**

\*All calls are recorded and may be monitored for training purposes

### Other Information

**We produce customer statements on the following topics:**

Paying your energy bill, energy efficiency, visiting your property, Careline, prepayment meters, gas safety and complaint handling.

If you would like copies you can go to our website <http://www.swalec.co.uk/regulatoryinformation> or you can write to:

**SWALEC, PO Box 7506, Perth PH1 3QR** and tell us which publication you would like to receive. Your electricity network operator or gas pipeline operator will also have codes of practice. Please contact them if you require a list of these publications.

**Priority Service Register** If you are over 60, chronically sick or disabled, we have a priority service register that gives you extra services for free. **Call 0800 622 838 for more information.**

**Consumer Direct** If you have any concerns about any of the standards mentioned in this leaflet please contact us. If you have a dispute with us or your network or gas pipeline operator that you feel cannot be resolved, you can contact Consumer Direct **but please contact us first on 0800 34 34 36.**

Consumer Direct is a government funded service offering, impartial, clear, and practical advice on consumer issues. Consumer Direct may also contact the company on your behalf if you have been unable to obtain a satisfactory answer. You can contact them on 0845 404 0506. [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)

If you have cause to complain to us, then we have a Complaint Handling Statement that explains the process for making a complaint. A copy of the statement can be found on our website or you can request one by contacting us.

## Any questions?

Electricity General Enquiries  
8am-8pm Mon-Fri, 8am-2pm Sat

→ Call 0845 052 52 52

Gas General Enquiries  
8am-8pm Mon-Fri, 8am-2pm Sat

→ Call 0800 052 0567

Electrical Emergencies  
→ please call the number on your bill

Gas Emergencies  
24 hours a day 7 days a week

→ Call 0800 111 999

Careline  
8am-8pm Mon-Fri, 8am-2pm Sat

→ Call 0800 622 838

## Scottish and Southern Energy Generation Mix

relates to electricity supplied in the period April 2008 to March 2009

Electricity supplied has been sourced from the following fuels:	Electricity supplied by Scottish and Southern Energy % of total	Average for GB (for comparison) % of total
Coal	22.3%	32.9%
Natural Gas	55.0%	43.3%
Nuclear	10.5%	15.3%
Renewable	9.7%	5.9%
Other	2.5%	2.5%
Total	100%	100%

SSE Radioactive waste calculations  
0.00104929g per kWh

Carbon SSE CO<sub>2</sub>  
413g/kWh

Environmental Impact: For information on the environmental impact of your electricity supply visit [www.scottish-southern.co.uk](http://www.scottish-southern.co.uk) or write to Scottish and Southern Energy, PO Box 7506, Perth PH1 3QR

Fuel Mix Disclosure Table for the year 1 April 2008-31March 2009. [www.fuelmix.co.uk](http://www.fuelmix.co.uk)

We may monitor your call to help improve our customer service.

SWALEC is a trading name of SSE Energy Supply Limited which is a member of the Scottish and Southern Energy Group. Registered Office: 55 Vastern Road, Reading RG1 8BU. Registered in England & Wales No. 3757502. [www.swalec.co.uk](http://www.swalec.co.uk)

BI010 SWA  
GS OCT 09