



***e.on***

# **Guaranteed Standards of Service**

**For Heat customers**

**We do what we say we will  
and we put things right**

# We're committed to giving you an excellent service

That's why we have Guaranteed Standards of Service for E.ON Heat customers.

If we fail to meet any of the standards we've set, we'll compensate you to say sorry. If we've not automatically compensated you, please get in touch to let us know.

Our Guaranteed Standards of Service are in line with the standards set by the independent Heat Trust.

The Heat Trust has been set up to protect the interests of district heating customers in the UK.

Find out more at [heattrust.org](https://heattrust.org)

It'll be up to you or your landlord to look after things like your controller, radiators, under-floor heating or hot water cylinders.

## Guarantee of Heat Supply

With E.ON Heat, servicing and maintenance\* is all taken care of and included in the price, including emergency helpline, 24/7, 365 days a year.

### Unplanned interruption

If the heat supply to your home is interrupted because of a failure at your local energy centre or district heating network, we'll guarantee to restore your supply within 24 hours of being notified.

If we fail to meet this standard we'll credit your E.ON Heat account with £30 for every full 24 hour period you're without heat, payments will be no more than £500 per incident.

### Planned interruption

We'll write to you to let you know when we carry out maintenance works on your district heating system. If the maintenance works involves interrupting your heat and hot water supply, we'll tell you at least five days in advance. We'll always aim to keep any interruption to a minimum.

However, where a planned interruption lasts longer than five days from the start time given in your letter, we'll credit your E.ON Heat account with £30 for each full 24 hour period you're without heat, payments will be no more than £500 per incident.

### Multiple interruptions

In the unlikely event you experience four or more interruptions lasting over 12 hours, in any 12 month period, we'll compensate you by crediting your E.ON Heat account with a one-off payment of £54. This is in addition to any payments made for multiple and unplanned interruptions.

### Fault and Emergency response times

If you report a fault relating to your district heating network or HIU during normal working hours, which means you're without heat, we'll guarantee to respond within 24 hours with the colder months (October to May), 48 hours within the warmer months (June to September) and within 12 hours for registered Vulnerable Heat customers. If you have an emergency such as a fault that could be a risk to your safety or your property, we'll send one of our engineers to help within 4 hours. This does not specify timing within which issues should be resolved.

Should we fail to meet this standard, we'll credit your E.ON Heat account with £30 as a one off payment per incident.

### Exceptional circumstances – times when our Guarantee of Heat Supply won't apply

Please note, our Guarantee of Heat Supply won't apply in the following exceptional circumstances:

- When there's an interruption to the main gas or electricity fuel supply at your local energy centre, used to generate heat and hot water for your district heating network and HIU, that's beyond our direct control. The guarantee will be suspended until the supply is restored.
- When the failure of your district heating network and HIU is the result of vandalism or the interference of a third party. The guarantee will be suspended until any damage or interference is resolved.
- When the failure of your district heating network is caused by an unforeseen event or circumstance beyond our reasonable control. The guarantee will be suspended until the event or circumstance is over.

### Refunds

If you request a refund and we agree there's one due on your E.ON Heat account, we'll credit your bank account within ten working days. If we fail to meet this deadline, we'll credit your E.ON Heat account with an additional £30.

### Extra help

We offer a range of special services for people who are of a pensionable age, have a disability, chronically sick, blind or deaf or have a child under 5. It's called the Priority Services Register. We can provide the following free services to people who need extra help:

- Protection from cold callers with a password protection and identity card scheme.
- Bills in talking Braille or large print if you're blind or sight impaired.
- Minicom or textphone facilities to get in touch with us easily.
- You'll get priority reconnection if your heat supply goes off and advance notice if we have to stop your supply.
- Alternative heating facilities if your heat supply is down.
- Arrangements can be made for your bills to be sent or copied to someone else, like a carer, who can help you read and check them.
- If you have a prepayment meter, we can arrange to move it so it's easier to reach.

We'll make a note of your circumstances and make sure we act in a suitable way when we get in touch with you. If you'd like your name added to our Priority Services Register please call us on **0345 302 4312**.

### Temporary heating facilities for vulnerable customers

If your heat supply is interrupted and you're on our Priority Services Register, we'll offer you temporary heating facilities within 12 hours, whether the interruption is planned or unplanned.

Should we fail to provide this service within the time we've stated, we'll credit your E.ON Heat account with a one-off payment of £30. This is on top of any other payments you're entitled to, as above.

### Heat Interface Unit (HIU)

Servicing, maintenance, repairs and replacements of your HIU are all included within your Energy Service Charge. We'll attempt to service your HIU a minimum of once every two years as recommended under our HIU manufacturers guidelines.

### Putting things right

Sometimes we get things wrong, but we're really passionate about putting things right. Please tell us if there's anything you're not happy with and we'll do all we can to help.

You're welcome to get in touch using any of the ways below:

Call **0345 302 4312**.

We're here from 9am to 5pm, Monday to Friday.

Calls from mobiles and landlines to 03 numbers are charged at your local rate, unless included in your call package when they're free.

Email **heat@eon-uk.com**

Write **E.ON Heat Customer Service Team, Newstead Court, Annesley, Nottingham, NG15 ODR**

Minicom **0800 056 6560** (textphone suitable for deaf customers)

Our customer care team are trained to put things right for you straight away. If they can't, they'll put you in touch with one of our dedicated resolution managers.

For full details of our complaints handling procedure please visit **heat.eonenergy.com**

### We're here to help

If you have any questions, you can call our dedicated customer service team on 0345 302 4312.

We're here from 9am to 5pm, Monday to Friday.

Don't forget you can call this number for help with an emergency 24/7, 365 days a year.

Or you can find out more and log on to your E.ON Heat account online at **heat.eonenergy.com**

## Independent help and support

The following organisations may be able to give you specialist, independent advice and information:

### National Debtline

Provides free, confidential, independent advice on how to deal with debt.

Call **0808 808 4000**

Visit **[nationaldebtline.co.uk](https://nationaldebtline.co.uk)**

### The Disabled Living Foundation

Provides impartial advice, information and training on daily living aids. The charity's Energy Assistance Package gives advice and support to help you maximise your income, cut your energy bills and make your home warmer and more comfortable.

Call **0845 130 9177**

Visit **[dlf.org.uk](https://dlf.org.uk)**

Citizens Advice Consumer Service

### Free, independent, confidential and impartial advice

**on consumer issues including energy.**

Call **03454 04 05 06**

Visit **[citizensadvice.org.uk](https://citizensadvice.org.uk)**

### Independent protection

Heat Trust is a major new initiative to protect the interests of Heat customers in the UK. Heat Trust sets common standards for quality and protection across district heating schemes.

We're registered with Heat Trust and our Guaranteed Standards of Service meet the standards they've set, giving you real peace of mind. Find out more at [heattrust.org](https://heattrust.org)