

Our Guaranteed Standards of Service

The amounts within this document apply from 1st April 2024 until 31st March 2025





Introduction

We know you need to be able to rely on us. That's why we guarantee minimum standards of service. Our standards are aligned with Heat Trust recommendations although, we think we can work harder for you so, in some cases, our promises exceed what the Heat Trust asks us to do.

If we don't meet the standards we've promised, let us know and we'll put things right. This booklet:

- ▶ explains the standards of service you can expect from us, whether you're a tenant, homeowner or business
- ▶ outlines the compensation you could receive if we don't meet expectations



We are a proud member of the Heat Trust; an industry body providing consumer protection for residential customers living on heat networks within the UK.

We will send a copy of these standards to all of our customers on request.

Our **guaranteed** service standards

▶ Making appointments

If we need to visit your home, we'll always get in touch to find a convenient time. We'll:

- ▶ let you know if we'll be there before or after 1pm
- ▶ give you at least 24hrs notice if we need to change the appointment
- ▶ give you £10 if we don't meet these standards (if you cancel or miss the appointment, you won't receive the payment)

▶ Your account

If you get in touch with a query about your account, we'll get back to you within 10 working days.

▶ Payment arrangements

If you ask us to change the way you pay your bills and we can't meet the request, we'll let you know within five days of receiving your letter or email.

▶ Complaints

If you're unhappy with our service, let us know and we'll get back to you within 10 working days. You can find more about our complaints process at www.metropolitan-uk.co.uk or by speaking to our contact centre.



If your heating isn't working

We'll let you know before we interrupt your heating or hot water for planned work

- ▶ We'll give you at least 48 hours' notice if we need to turn off your heat supply. We'll let you know when we expect to have everything up and running again and if we need to enter your home.
- ▶ We'll automatically credit your account with £10 if we don't let you know, or we don't restore your supply by the time we said we would.
- ▶ If a planned interruption to your heating lasts longer than five days, we'll credit your account with £45 for each full 24-hour period you're without heat (beginning on the sixth day), up to a total of £725.

How we'll pay

We'll make any payments due to you by adding a credit to your account. If we don't credit your account within 20 working days of the date your heating supply was interrupted, we'll usually make an additional payment of £10.

Sometimes we may not know that the heating in your home stopped working. If this happens, we won't credit you automatically and you'll need to let us know. You have three months from when the interruption happened to get in touch by calling 02920 100346 and make a claim.

We'll get things working again if the unexpected happens

- ▶ We promise to get things running again within 24 hours of you letting us know that your heating and/or hot water has unexpectedly stopped working
- ▶ If an unplanned interruption lasts longer than 24 hours, we'll credit your account with £45 for each full 24 hour period you're without heating, up to a total of £725.
- ▶ If your heating and/or hot water supply has been affected by 4 or more unplanned interruptions in a year which have lasted longer than 12 hours, we'll make a one off payment of £80 to you

We won't make payments if your heating has stopped working due to third party damage.

▶ If your heating isn't working

We'll keep you warm

If an interruption lasts longer than 12 hours, we'll make sure that our vulnerable customers have an alternative heat supply. Where we don't keep this promise, we'll make a one off payment of £35. Let us know if you or anyone in your home might need a little extra support.

We'll always try our best to let you know where supplies will be restricted, where you can obtain an alternative supply of heat if needed, and who you should contact for more information.

We'll respond quickly if you have a serious leak

- ▶ We'll be there within 4 hours of you letting us know you have a serious leak from the heat system in your home
- ▶ We promise to fix a serious leak within 24 hours of your call
- ▶ We'll make sure we fix any non-emergency leaks from the heat system within 5 working days

We'll be there if you spot a leak

- ▶ We'll visit within 7 days of you letting us know about any problems that don't stop your heating or hot water working
- ▶ We'll let you know how long we think it will take to fix the problem once we've had a look at the system



Please note: We may not make payments for supply interruption where:

- a) We have offered to visit your property to resolve a supply issue, but you have asked us to come at a time that means we can't fix the fault within the promised timescales; or*
- b) Your HIU hasn't been serviced within the last 24 months, even though we have asked you to make an appointment, and the interruption has been caused by a problem with the HIU.*



► Temperature and flow rate

Our heat hubs create low carbon heat that is delivered to you and your neighbours, as hot water, through a network of highly insulated pipes. The heat interface unit (HIU) transfers the heat from the network into your home.

The temperature of the hot water we deliver will be quality controlled to make sure that you get the heat you should. Our heat networks operate with flow temperatures in excess of 50°C. We'll operate the network to allow for a 30°C heat reduction in your home, with a maximum return flow temperature of 40°C.

For example, if your system is designed to accept hot water from the heat hub at 65°C, heat is taken out by your radiators or underfloor heating and the water is returned to the heat hub at 35°C. The 65°C delivery temperature is our quality

control point and, the 35°C return temperature, is your quality control point.

This is very similar to a domestic boiler system, where water is heated and then distributed around your home. Heat is taken out of the system as the water travels around your radiators and the water is then reheated in the boiler as part of a continuous process.

► Standards for cooling

If we also provide cooling to your address, and during the months of April to September there is an interruption to your cooling supply for greater than 24 hours, we will repay you any cooling standing charges that you would normally have paid to us.

▶ Direct debits and standing orders

If we make a mistake with your Direct Debit, credit or debit card or standing order payment, which causes you financial loss or bank charges, we'll refund the costs as long as you can provide proof. Once we've agreed that there has been an error, we'll aim to fix it within 10 working days.

▶ Court claims

If we make a mistake that causes a Court Claim to be wrongly issued against you for non-payment of charges, we'll pay you £100.

▶ Exceptions

We won't make a payment if we don't meet a Guaranteed Standard because of circumstances outside our reasonable control. For example, this may include exceptional weather conditions, strikes or the actions of third parties or an act of negligence by the customer.



Making **low carbon** heating easy and straightforward for all



Heating and hot water emergencies

Metropolitan: 02920 100346

Lines open 24 hours a day, 7 days a week