



Utilities

Indigo Pipelines Limited

Code of Practice

Effective 1st April 2017

SSE Enterprise Utilities is a trading name of SSE Utility Solutions Limited which is part of the SSE Group. The Registered Office of SSE Utility Solutions Limited is 55 Vastern Road Reading Berkshire RG1 8BU. Registered In England & Wales No. 06894120. www.sseenterprise.co.uk

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Introduction

Indigo Pipelines Limited (Indigo Pipelines) does not sell gas but ensures it is transported to you in a safe and efficient manner. The companies that do sell gas to you are called Gas Suppliers, and you should contact your Gas Supplier if you have any questions about buying gas, your gas bill, your meter or meter reading. You can find your Supplier's telephone number on your gas bill or statement.

Indigo Pipelines is committed to delivering the best possible service to its consumers. The operation of Indigo Pipelines' network assets has been contracted to SSE Enterprise Utilities a trading name of SSE Utility Solutions Ltd, part of SSE plc. SSE is a major utility with many years of experience building and operating public gas networks. This leaflet sets out when and how you might expect to be contacted by Indigo Pipelines or SSE Enterprise Utilities (acting on behalf of Indigo Pipelines) and how you can get in touch with us to enquire or complain about any service we provide. It also details the steps SSE Enterprise Utilities and Indigo Pipelines take to ensure that only properly trained, SSE Enterprise Utilities staff or approved contractors visit your home and the special services available for customers who are blind, partially sighted, deaf or hearing impaired.

**This leaflet can be obtained in Braille,
audio or large print on request.**

Gas Emergencies

The free phone national gas emergency service is run by National Grid Gas on behalf of all gas transportation companies including Indigo Pipelines. This operates 365 days a year, 24 hours a day and calls are free of charge. Indigo Pipelines service provider, SSE Enterprise Utilities, is responsible for ensuring that a qualified engineer attends reported gas emergencies inside and / or outside your home and business in Indigo Pipelines areas. If you ever smell gas, call free on:

0800 111 999

All calls to this emergency number are recorded and may be monitored.

If you are deaf or hearing impaired and have a Minicom or Textphone you can use the following number to call the gas emergency service:

0800 371 787

The operator who takes your details will ask you if there are any special circumstances SSE Enterprise Utilities need to know about when they call on Indigo Pipelines behalf. It will assist us to help you if we know of any special needs such as visual or hearing impairment or difficulties with mobility. If English is not your first language don't worry, you can still call the gas emergency service on 0800 111 999 and they will find an interpreter who can translate for you.

Gas Emergencies

SSE Enterprise Utilities (acting on behalf of Indigo Pipelines) may need to visit you to deal with a reported gas emergency. If called to your home, they will abide by this Code of Practice. If it is necessary – for safety reasons – for SSE Enterprise Utilities to disconnect the gas supply to your home and you fall into one of the following three categories, we will seek to provide you with alternative temporary heating and cooking facilities. The categories are:

- You are disabled, chronically sick or of pensionable age;
- You live with anyone who is disabled or chronically sick, of pensionable age or a minor;
- You are included on the Priority Service Register run by your gas Supplier.

However, it is both Indigo Pipelines' and SSE Enterprise Utilities' policy to be sympathetic to the needs of other consumers as well as those covered by the three categories. We will always try to make sure that in exceptional circumstances, temporary heating and cooking needs are met, using local judgement on a case by case basis. When SSE Enterprise Utilities or our contractors call, please tell us if you have any special needs we should know about.

Working in the Highway

During the essential maintenance and repair of the gas distribution pipeline system to ensure continued safe operation, there may be some inconvenience caused. We will try to use the most up to date techniques to help keep disruption to a minimum.

You can expect:

- Not less than five days notice of any mains or service planned replacement works in your road, to inform you that an interruption of your gas supply may occur as a result of our planned activities.
- All vehicles and plant will be parked safely avoiding obstruction to the road and driveways etc.
- Where it is necessary to excavate across access roads and driveways we will always speak to residents concerned before starting the work.
- The site will be left in a safe and tidy condition at the end of each working day.
- SSE Enterprise Utilities staff and its contractors acting on behalf of Indigo Pipelines will act professionally and courteously at all times.

Entering your Home

From time to time SSE Enterprise Utilities (acting on behalf of Indigo Pipelines) may need to visit your home to inspect or maintain gas equipment on your property, to deal with a reported gas emergency or to complete a visit requested by yourself. The visit will either be made by a SSE Enterprise Utilities employee or another contractor working on its behalf. SSE Enterprise Utilities has arrangements in place so that you can be sure that only properly trained, SSE Enterprise Utilities staff or contractors visit your home. If you wish to confirm the identity of the person visiting your premises you can telephone the number located on their ID card. This contact will confirm whether the person is an authorised representative working on SSE Enterprise Utilities' behalf.

You can expect:

- SSE Enterprise Utilities will ensure staff and contractors are fit and proper persons to enter your home
- SSE Enterprise Utilities recruitment procedures involve appropriate background checks such as checking references
- SSE Enterprise Utilities staff and contractors will be appropriately qualified and fully trained for the purpose of the visit and will be courteous at all times in their dealings with you, without showing undue familiarity. They will give clear, accurate explanations using appropriate and sensitive language and will respect your property and premises.
- All authorised SSE Enterprise Utilities employees and contractors will show you an identity card displaying the company name, their own name and a colour photograph of the individual.
- Where possible, all vehicles used for visits to your premises will carry the SSE Enterprise Utilities or contractor's logo.

- Where possible, all SSE Enterprise Utilities employees and contractors will wear branded clothing indicating they are representing SSE Enterprise Utilities.
- All SSE Enterprise Utilities employees and contractors will be able to tell you the national gas emergency telephone number.
- SSE Enterprise Utilities will ensure that its employees and contractors are aware of the contents of this leaflet and comply with it at all times.

Priority Services Register and Use of Passwords

Your gas Supplier has licence obligations to maintain a register and to offer special help to customers who are of pensionable age, disabled (including customers who are blind or partially sighted, or deaf or hard of hearing) or chronically sick. In addition to a number of other free benefits, by registering on the Priority Service Register (PSR) through your gas Supplier, you may be entitled to receive free gas safety inspections of appliances and pipework on your side of the gas meter. Please contact your Supplier for more information. Gas Suppliers also operate password schemes through the Priority Services Register. If you arrange an appointment with SSE Enterprise Utilities through your gas Supplier, the person visiting you will use the password that is recorded on the Register. Please contact your gas Supplier if you would like to receive further information regarding the free services available to you. If you are not on the Priority Services Register, are of pensionable age, disabled or chronically sick or if you would like to feel more secure, we can agree a password with you when we make an appointment. We will quote this when we visit you so you will know the caller is genuine.

Customer Enquiries and Complaints

If there is a problem with the service you have received from SSE Enterprise Utilities (acting on behalf of Indigo Pipelines), then please in the first instance speak with the SSE Enterprise Utilities representative on site. Alternatively, please phone SSE Enterprise Utilities' Customer Service Centre on the number below. It will be helpful, when contacting us, if you can provide any information relating to your enquiry i.e. reference numbers, so that we can deal with your issue more efficiently. If you are not satisfied with the way your enquiry or complaint was handled or with the outcome from the site representative or the Customer Service Centre, please contact the General Manager or the Indigo Pipelines Director of Commercial Operations, whose details are shown over the page.

You can contact the SSE Enterprise Utilities General Manager at:

SSE Enterprise Utilities
No.1 Forbury Place
Forbury Road
Reading
Berkshire
RG1 3JH

Tel: 0345 078 6739

Fax: 01635 272585

Email: ssepl.supplypoint.enquiries@sse.com

If you are deaf or hearing impaired and have a Minicom or Textphone you can use it to make an enquiry or complaint on:

0800 622 839

You can contact the Indigo Pipelines Director of Commercial Operations at:

The Director of Commercial Operations
Indigo Pipelines Limited
17 Blythswood Square
Glasgow
G2 4AD

Tel: 0131 209 7904

Email: andy.low@indigopipelines.co.uk

If you are not Satisfied with our Service

Indigo Pipelines and our sub-contractor, SSE Enterprise Utilities, are committed to offering the very best in customer service, however, we recognise that sometimes things can go wrong. We want to know when this happens so we can sort out any problems as quickly as possible. SSE Enterprise Utilities and Indigo Pipelines treat all complaints seriously and confidentially. Your complaint will be handled in a courteous, prompt and straightforward manner.

Our Process:

Step 1 – when you contact us, our advisor will attempt to resolve the matter with you directly, however, if necessary, your complaint will be escalated to a manager or specialist team. We aim to fully resolve the issue within 10 working days of receiving your call or letter. Where required SSE Enterprise Utilities will make a home visit in order to resolve your complaint or enquiry. If this is the case, we will agree a mutually convenient time with you.

Step 2 – If we have not been able to resolve your complaint fully within 10 working days, your complaint will be passed to a Senior Manager who will do everything possible to address your concerns and make sure you are happy with the resolution. We aim to agree a mutually satisfactory resolution within 10 working days of escalation from Step 1.

Step 3 – Following Step 2, if the complaint has not been resolved to your satisfaction, you can raise the matter further with SSE Enterprise Utilities' General Manager or the Indigo Pipelines Director of Commercial Operations, who will endeavour to reach a resolution within 10 working days:

You can contact the SSE Enterprise Utilities General Manager at:

The General Manager
SSE Enterprise Utilities
No.1 Forbury Place
Forbury Road
Reading
Berkshire
RG1 3JH

Tel: 0345 0786739

Fax: 01635 272585

Email: kevin.bennett@sse.com

You can contact the Indigo Pipelines Director of Commercial Operations at:

The Director of Commercial Operations
Indigo Pipelines Limited
17 Blythswood Square
Glasgow
G2 4AD

Tel: 0131 209 7904

Email: andy.low@indigopipelines.co.uk

If at any stage of your complaint you would like to speak to someone face to face then please contact us to arrange a suitable appointment.

Independent Review

We recognise that we may not always succeed in wholly resolving your complaint. Once our internal complaints process has been exhausted you can seek the assistance of the Energy Ombudsman Service (of which Indigo Pipelines and SSE Enterprise Utilities are Members). The Energy Ombudsman is free and independent and investigates complaints fairly by listening to both sides of the story and looking at the facts. The Energy Ombudsman then decide what action should be taken when you and SSE Enterprise Utilities or Indigo Pipelines can't agree.

The Energy Ombudsman can be contacted on:

The Energy Ombudsman
PO Box 966,
Warrington,
WA4 9DF

Tel: 0330 440 1624

Fax: 0330 440 1625

Typetalk: 0330 440 1600

Email: enquiries@os-energy.org

Website: www.ombudsman-services.org/energy

Other Sources of Help

Citizens Advice consumer service provides free, confidential and impartial advice on consumer issues.

Tel: 03454 040506

Website: www.adviceguide.org.uk

The Office of Gas and Electricity Markets (Ofgem) regulates the Energy Industry, which includes Gas Transporters, and approves the dispute resolution service operated by The Energy Ombudsman. Ofgem can be contacted on:

The Office of Gas and Electricity Markets
9 Millbank,
London
SW1P 3GE

Tel: 020 7901 7295

Fax: 020 7901 7196

Email: consumeraffairs@ofgem.gov.uk

Website: www.ofgem.gov.uk

Standards of Service

Indigo Pipelines and SSE Enterprise Utilities, as its authorised agent, operate within a regime Guaranteed Standards of Performance, as detailed in the table below. You will be eligible to receive compensation payments if Indigo Pipelines and SSE Enterprise Utilities (acting on behalf of Indigo Pipelines) do not meet these standards. In such cases, we will make compensation payments to you directly or via your gas Supplier.

GS1	Restoring customers' supplies after an unplanned interruption	<p>Restore customers' supplies within 24 hours following unplanned interruptions on their networks. If failure to achieve this, a fixed compensation payment will be paid to the customer affected. Further compensation will be paid for each additional period of 24 hours until the customer's supply is restored. If the interruption originated on another network, the other GT is required to make the payment either via Indigo Pipelines or to the customer directly.</p> <p>Specific Exemptions</p> <ul style="list-style-type: none"> • If the event was caused by an act or default of the customer who would otherwise be due payment or caused more than 30,000 customers to be affected • If the event was caused by severe weather or other exceptional circumstances beyond the control of Indigo Pipelines or our contractors and Indigo Pipelines or our contractors had taken all reasonable steps to prevent the circumstances from occurring and from causing the interruption 	<p>£30 domestic £50 small non-domestic Cap per customer of £1,000</p>
GS2	Reinstatement of customers' premises	<p>On completion of Indigo Pipelines or SSE Enterprise Utilities (acting on behalf of Indigo Pipelines) initiated work to re-lay service pipes on a customer's premises, the premises will be reinstated within five working days. If Indigo Pipelines or our contractor fails to achieve this, a fixed compensation payment will be made. Further compensation will be paid for each additional period of five working days until the premises are reinstated.</p> <p>Specific Exemptions</p> <ul style="list-style-type: none"> • If the customer's own action (or a person under the customer's control) led to the work being required 	<p>£50 domestic £100 non-domestic</p>

GS3	Provision of alternative heating and cooking facilities	<p>For the types of interruptions specified below, where Indigo Pipelines or SSE Enterprise Utilities (acting on behalf of Indigo Pipelines) reasonably expects the gas supply to a priority customer's premises will be discontinued for longer than 24 hours, we shall provide alternative heating and cooking facilities within the timeframe specified below:</p> <table border="1" data-bbox="552 344 1142 546"> <thead> <tr> <th>Interruption type</th> <th>Timeframe</th> </tr> </thead> <tbody> <tr> <td>Planned interruption</td> <td>4 hours</td> </tr> <tr> <td>Unplanned interruption (less than 250 customers affected)</td> <td>4 hours</td> </tr> <tr> <td>Unplanned interruption (250 or more customers affected)</td> <td>8 hours</td> </tr> </tbody> </table> <p>If we fail to achieve this, it will, on receipt of a qualifying claim from a customer, make a fixed compensation payment to that customer. The period from 8.00 p.m. to 8.00 a.m. shall be ignored when calculating the period that the supply of gas is discontinued for purposes of paying compensation.</p> <p>Specific exemptions include:</p> <ul style="list-style-type: none"> • if the customer already had equivalent alternative heating or cooking facilities. • if the customer declined alternative cooking or heating facilities offered. • if the customer does not claim compensation within three months. 	Interruption type	Timeframe	Planned interruption	4 hours	Unplanned interruption (less than 250 customers affected)	4 hours	Unplanned interruption (250 or more customers affected)	8 hours	£24								
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GS4 GS5 & GS6	Provision of connection quotations	<p>For each of the connection types specified below, Indigo Pipelines or SSE Enterprise Utilities (acting on behalf of Indigo Pipelines) shall provide a quotation for providing a new or altering an existing connection within the specified timeframe. Where we fail to achieve this, a fixed payment shall be made in respect of the initial failure and each additional day during which the failure continues.</p> <table border="1" data-bbox="552 1211 1142 1561"> <thead> <tr> <th>Quotation type</th> <th>Time scale</th> <th>Payment</th> <th>Cap</th> </tr> </thead> <tbody> <tr> <td>Standard</td> <td>6 working days</td> <td>£10</td> <td>Lesser of £250 or contract sum</td> </tr> <tr> <td>Non std •275kWh</td> <td>11 working days</td> <td>£10</td> <td>Lesser of £250 or contract sum</td> </tr> <tr> <td>Non std >275kWh</td> <td>21 working days</td> <td>£20</td> <td>Lesser of £ 500 or contract sum</td> </tr> </tbody> </table> <p>If a quotation is found to be inaccurate it shall be treated as if it was not provided on time</p>	Quotation type	Time scale	Payment	Cap	Standard	6 working days	£10	Lesser of £250 or contract sum	Non std •275kWh	11 working days	£10	Lesser of £250 or contract sum	Non std >275kWh	21 working days	£20	Lesser of £ 500 or contract sum	See table
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GS7	Accuracy of quotations	Where a customer challenges a quotation under Indigo Pipelines' published accuracy scheme and the quotation is found to be inaccurate Indigo Pipelines shall refund any overcharge that has been made.	N/A									
GS8	Response to land enquiries	Indigo Pipelines or SSE Enterprise Utilities (acting on behalf of Indigo Pipelines) shall respond to a land enquiry in respect of a new connection or alteration of an existing connection within five working days. Where we fail to achieve this, a fixed payment will be made in respect of the initial failure and each additional day during which the failure continues.	£40 Cap per customer is £250 for ≤ 275 kWh per hour and £500 for > 275 kWh per hour									
GS9 & GS10	Offering a date for commencement and substantial completion of connection work	<p>Where a customer has accepted a quotation, Indigo Pipelines or SSE Enterprise Utilities (acting on behalf of Indigo Pipelines) shall offer a date for commencement of the work and substantial completion within 20 working days from receipt of the acceptance. Where we fail to achieve this, a fixed payment will be made in respect of the initial failure and each additional day during which the failure continues.</p> <table border="1" data-bbox="564 1039 1145 1317"> <thead> <tr> <th data-bbox="564 1039 759 1133">Connection work</th> <th data-bbox="759 1039 951 1133">Payment</th> <th data-bbox="951 1039 1145 1133">Cap</th> </tr> </thead> <tbody> <tr> <td data-bbox="564 1133 759 1227">≤275kWh</td> <td data-bbox="759 1133 951 1227">£20</td> <td data-bbox="951 1133 1145 1227">Lesser of £ 250 or contract sum</td> </tr> <tr> <td data-bbox="564 1227 759 1317">>275kWh</td> <td data-bbox="759 1227 951 1317">£40</td> <td data-bbox="951 1227 1145 1317">Lesser of £500 or contract sum</td> </tr> </tbody> </table>	Connection work	Payment	Cap	≤275kWh	£20	Lesser of £ 250 or contract sum	>275kWh	£40	Lesser of £500 or contract sum	See table
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GS11	Completion of the work on the agreed date	<p>Where Indigo Pipelines or SSE Enterprise Utilities (acting on behalf of Indigo Pipelines) fails to substantially complete a connection on the date agreed with the customer, a payment will be made in respect of the initial failure and each additional day during which the failure continues.</p> <table border="1" data-bbox="555 412 1136 981"> <thead> <tr> <th>Quotation amount</th> <th>Payment</th> <th>Cap</th> </tr> </thead> <tbody> <tr> <td>≤ £1,000</td> <td>£20</td> <td>Lesser of £200 or contract sum</td> </tr> <tr> <td>>£1,000 - £4000</td> <td>Lesser of £100 or 2.5% of contract sum</td> <td>25% of contract sum</td> </tr> <tr> <td>>£4,000 - £20,000</td> <td>£100</td> <td>25% of contract sum</td> </tr> <tr> <td>>£20,000- £50,000</td> <td>£100</td> <td>£5,000</td> </tr> <tr> <td>>£50,000 - £100,000</td> <td>£150</td> <td>£9,000</td> </tr> </tbody> </table>	Quotation amount	Payment	Cap	≤ £1,000	£20	Lesser of £200 or contract sum	>£1,000 - £4000	Lesser of £100 or 2.5% of contract sum	25% of contract sum	>£4,000 - £20,000	£100	25% of contract sum	>£20,000- £50,000	£100	£5,000	>£50,000 - £100,000	£150	£9,000	See table
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GS12	Notifying customers and making payments owed under the standards	<p>Indigo Pipelines or SSE Enterprise Utilities (acting on behalf of Indigo Pipelines) shall make payment in respect of a failure to meet a standard to the customer within 20 working days. Where we fail to achieve this level of service, a fixed compensation payment will be made. Where an interruption affects customers whose premises are connected to another network (and invokes a compensation payment under GS1), the Gas Transporter that caused the interruption needs to pay the Gas Transporter to whose pipe-line system the customer is connected (or to the customer directly) within 10 working days. Where relevant, the GT to whose network the customer is connected then needs to pay the customer within five working days.</p> <p>Specific exemptions include:</p> <ul style="list-style-type: none"> • if there is a genuine dispute between the relevant customer and Indigo Pipelines or SSE Enterprise Utilities (acting on behalf of Indigo Pipelines). 	£20																		
GS13	Advance notice of planned interruptions	<p>If Indigo Pipelines or SSE Enterprise Utilities (acting on behalf of Indigo Pipelines) proposes to carry out maintenance or replacement work which will require it to discontinue the conveyance of gas to customers, we shall issue a written notification stating the need for the interruption, stating the day the interruption is expected to start, not less than 5 working days before the start of the interruption.</p> <p>Specific exemptions include:</p> <ul style="list-style-type: none"> • if the customer does not claim compensation within three months. 	£20 domestic £50 non-domestic																		

GS14	Responding to complaints	<p>Where Indigo Pipelines receives a verbal or written complaint relating to its transportation business to which it would reasonably expect the customer would anticipate a response, Indigo Pipelines or SSE Enterprise Utilities acting on behalf of Indigo Pipelines) shall despatch a substantive response to the customer within 10 working days from the date of the receipt. In the case of a complaint which requires a visit to the premises or the making of enquiries of persons who are not employees of Indigo Pipelines or SSE Enterprise Utilities, we shall despatch an initial response to the customer within 10 working days explaining why a substantive response cannot be despatched immediately, including the name, telephone number and address of an employee who the customer can contact about the complaint.</p> <p>Indigo Pipelines or SSE Enterprise Utilities (acting on behalf of Indigo Pipelines) shall subsequently follow the initial response with a substantive response within the 20 working days. If we fail to achieve this, we will make a fixed compensation payment to the customer. Further compensation will be paid for each additional period of five working days until the response is despatched.</p> <p>Specific exemptions include:</p> <ul style="list-style-type: none"> • where the customer has informed Indigo Pipelines or SSE Enterprise Utilities that he does not wish to pursue his complaint. • where Indigo Pipelines and / or SSE Enterprise Utilities is unable to contact the customer or relevant persons other than employees of Indigo Pipelines or SSE Enterprise Utilities, or had contacted such other persons but had not received a reply, despite having demonstrably taken all reasonable steps to do so. • if a site visit is required, where the customer requests an appointment for the site visit that is outside the prescribed period. • where the complaint was frivolous or vexatious. 	£20 Cap per customer of £100
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