



Increase to Guaranteed Standards Payments

December 2024

The Guaranteed Standards of Performance payment for metering appointments is increasing from £30 to £40 from 1 January 2025

Background:

Since 2016, micro businesses have been protected by legislation regarding the booking and keeping of metering appointments under the Guaranteed Standards of Performance (GSOP) regulations. This means you receive additional protection against failed appointments when access to your property is required (excluding meters on outside walls where access is available) or when a responsible person needs to be present to support the meter change process. Compensation will be provided for missed or cancelled appointments.

Appointment Guidelines:

- Appointments must be offered within the normal working hours of your energy supplier.
- They should be scheduled within a reasonable timeframe from your request.
- Appointments will be within a 4-hour window as stated at the time of booking.
- We will not unreasonably withhold appointment windows of less than 2 hours.
- We will not rearrange appointments less than 1 working day prior unless you consent to the change.
- All attending engineers will be qualified and equipped to complete the requirements of the appointment as explained when setting it up.

Currently, if we fail to meet these criteria, we will credit your account with £30 within 10 working days. If we fail to make this payment within 10 working days, an additional £30 will be paid.

From 2 January 2025, the payment will increase from £30 to £40, for both the initial and the additional payments.

