

# Our Heat Standard payments for failing to meet SSE Service Standards\*

Payments for SSE Service Standards failures are not automatic. You have the option as to whether to credit the payment to Your Energy account or other reasonable method(s) of payment such as bank transfer or cheque.

## Planned Interruptions

### Failure Payment

### Condition

Failure to provide at least 5 Working Days written notice to each Heat Customer at a Registered Site which is to be subject to a Planned Interruption	£24.00	This is a one-off payment. The payment for both the failures on Planned Interruptions (combined) shall be capped at £750.00
Planned interruptions that last longer than 5 days	£45.00	This payment will be paid out for each 24-hour period ( <i>beginning at 00:00 on day 6 following the commencement of the Planned Interruption</i> ). The payment for both the failures on Planned Interruptions (combined) shall be capped at £750.00.

## Unplanned Interruptions

Failure to Respond within four (4) hours of the first notification from You	£10.00	This is a one-off payment. The payment for both the failures on Planned Interruptions (combined) shall be capped at £750.00
Winter (1st October – 31st March) Failure to restore Energy within 12 hours of the first notification from You	£45.00	This will be paid out per Event for each 24-hour period from the date and time from which the failure has been notified to Us. The payment for all the failures on Unplanned Interruptions (combined) shall be capped at £750.00.
Summer (1st April – 31st of September) Failure to restore Energy within 24 hours of the first notification from You	£45.00	This will be paid out per Event for each 24-hour period from the date and time from which the failure has been notified to Us. The payment for all the failures on Unplanned Interruptions (combined) shall be capped at £750.00.

## Multiple Interruptions

Where You notify Us of 4 or more Unplanned Interruptions during any 12 month period and each Unplanned Interruption is accepted and verified by Us and lasts for over 12 hours	£80.00	This is a one-off payment made on annual basis.
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## Customers in a Vulnerable Situation

Where a planned or unplanned interruption exceeds 12 hours (in any 12 month period)	£35.00	This is a one-off payment made on each Event and is in addition to any payment due under normal circumstances. The customer in Vulnerable Situation must be registered with Our priority register in advance of any event to qualify for this payment.
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## Keeping Appointments

Failure to keep an appointment with You where access had been granted by You and a realistic window for the appointment has been provided, and We have not given You 24 hours' notice to cancel the appointment	£30.00	This will be paid out per Event We did not turn up for the appointment and We did not give You 24 hours' notice of appointment cancellation. This shall be capped at £750.00.
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\*The payment values may vary depending on your network. Please check your Customer Supply Agreement or contact customer service to verify the rates that you will receive.