



Independent Gas Transporter (IGT) Customer Code of Practice

Document Details	
Document ID	VM843
Last updated:	01/04/2025
Version:	2.1
Document owner:	Policy & Regulation - Document Owners
Approved by:	Policy & Regulation
Classification:	Controlled

Change history

Change control table:			
Date:	Version:	Created/Modified by:	Description of change(s):
1/04/2025	1.0	Process and Audit Manager	Update the branded controlled document and annual statement.

Table of contents

1	Purpose, scope, and users	2
2	Reference documents	10
3	Validity and document management	11

1 Purpose, scope, and users

About this statement

As a valued customer of Stark Infra-Gas Ltd (SIGL), connected to one of our networks, this publication sets out how you might expect to be contacted by us and how you can get in touch with to enquire or complain about the services we provide. It also details the special services available for customers who are disabled, chronically sick, blind, partially sighted, deaf or hearing impaired (or are vulnerable in any other way) as well as explaining the steps that SIGL will take to ensure that only trained and authorised SIGL staff or contractors make visits to your home.

SIGL is a licensed gas transporter responsible for the safe and efficient delivery of gas through its gas network to domestic, industrial and commercial customers. This statement is prepared in line with Licence Conditions 6, 17 and 18.

SIGL does not sell gas but ensures that it is delivered safely via our network of distribution gas pipes. The companies that sell gas to end users are called gas suppliers. If you have any queries relating to your gas bill, gas meter installation or meter readings please contact your gas supplier. Contact details for your gas supplier can found on your most recent gas bill.

Any queries relating to SIGL activities should be addressed to:

Address: Sentinel House, 10-12 Massetts Road, Horley, Surrey, RH6 7DE

Tel: 03330030845

Email: networks@stark.co.uk

Gas Safety and Emergencies

Gas Safety

To report a smell of gas, a loss of gas supply or a concern regarding the safety of gas equipment, including concerns about carbon monoxide, follow the guidance below:

- Immediately call the National Gas Emergency Service Provider on 0800 111 999. They will record your details and offer advice depending on the circumstances.
- Turn off or isolate the gas supply, if it is safe to do so
- Extinguish all naked flames and remove potential sources of ignition
- Open all doors and windows to ventilate the area.
- Do not operate any electrical equipment, including switching lights on or off.
- At access points to the property, you are advised not to operate any electrical security entry/exit systems

Where the National Gas Emergency Service Provider receives a report of a smell of gas or other gas emergency, the nominated regional Emergency Service Provider will endeavour to attend site within one or two hours, depending on the nature of the reported

emergency. This service operates 365 days a year, 24 hours a day. The nominated Emergency Service Provider representative will always make the gas supply safe, when called to a suspected gas escape. However, the emergency service provided does not cover repairs to appliances or installation pipe work (after the meter) that cannot be completed within 30 minutes. The engineer will explain what course of action you need to take next if your supply cannot be restored.

When you report a gas emergency to the National Gas Emergency Service Provider, please make them aware if you or anyone living with you is:

- Deaf or Hard of Hearing
- Disabled or difficulties with mobility
- Blind or partially sighted
- Under 5 years old
- Chronically sick
- Of pensionable age

For safety reasons it may be necessary to disconnect the gas supply to your property and if you are registered on our Priority Services Register (PSR), the regional emergency service provider will endeavour to provide you with alternative heating and cooking facilities.

Gas Emergencies

If you report a gas emergency the National Gas Emergency Service Provider will contact the nominated regional Emergency Service Providers and a trained and competent employee or contractor will attend the reported gas emergency. Contact details for the regional providers are detailed below:

- Cadent Gas: [https://cadentgas.com/contact-us-\(1\)](https://cadentgas.com/contact-us-(1))
- Northern Gas Networks: <https://www.northerngasnetworks.co.uk/get-in-touch-2/>
- Scotia Gas Networks: <https://www.sgn.co.uk/Contact-SGN>
- Wales and the West Utilities: <https://wwutilities.co.uk/contact-us/>

Customer Interactions

Priority Services Register

If you are disabled, chronically sick, of pensionable age, blind or partially sighted or deaf or hard of hearing (or are vulnerable in any other way) you may be eligible for priority services. You can apply to be listed on the Priority Services Register by contacting your gas supplier; by registering you may be entitled to free benefits including a free gas safety inspection of appliances and pipework (if all adults in the household qualify). You can find your gas suppliers contact details from your latest gas bill or contact SIGL and provide your name, address, telephone number and we will contact your supplier on your behalf.

Once placed on the Priority Services Register, you can choose a secure password that can be used by SIGL employees or contractors, should they need to enter your home, you can then be confident that the caller is genuine.

A copy of this Code of Practice in another language, a different format (paper or electronic), large print, Braille or on audiotape can be made available on request.

Entering Your Home

SIGL may need to visit your home to inspect or maintain gas equipment on your property, to deal with a reported smell of gas or gas emergency or to complete a site visit requested by a customer. The visit will either be made by a SIGL employee or another contractor working on our behalf. SIGL has arrangements in place to ensure only trained and competent employees 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 the ID card. This contact will confirm whether the person is an authorised representative of SIGL working on our behalf.

You can expect:

- SIGL will ensure staff and contractors are At and proper persons to enter your home.
- SIGL recruitment procedures involve appropriate background checks
- SIGL 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 signs of undue familiarity. They will give clear, accurate explanations using appropriate and sensitive language and will respect your property and premises
- All authorised SIGL employees and contractors will show you an identity card displaying the company name, their own name and a colour photograph of the individual - if in doubt please call 01372 360607 to verify.
- Where possible, all vehicles used for visits to your property will carry the SIGL or contractor's logo.
- Where possible, all SIGL employees and contractors will wear branded clothing indicating they are representing SIGL
- All SIGL employees and contractors will be able to tell you the national gas emergency number.
- SIGL will ensure that its employees and contractors are aware of the contents in this code and comply with it at all times.

Working in the Highways

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 innovative 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 area, 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 roads and driveways, we will always speak to residents concerned prior to starting work.

- The site will be left in a safe and tidy condition at the end of each working day.
- SIGL staff and its contractors acting on our behalf will always be professional and courteous.

Customer Satisfaction and Complaints

Complaints

If you have a problem with your gas bill, please contact your gas supplier.

SIGL is committed to providing the highest standard of service to meet our customers' aspirations in everything we do. Occasionally we may fail to meet the standards we have set/agreed and may in such circumstances receive complaints. This provides us the opportunity to put matters right, review our performance and make improvements to our processes and procedures as we strive for continuous improvement.

- SIGL recognises that complaints are an important part of customer feedback.
- All complaints will be investigated fully and fairly without prejudice
- Complaints will be dealt with in confidence.
- In the event the complainant is not satisfied with our response, they will have the right to appeal.

SIGL will fully investigate all formal complaints and in most cases provide a substantive response within ten working days. If a response is not possible within these timescales, we will contact you and provide details of when you can expect to receive a response. In every case we will endeavour to provide a response in a prompt manner.

As part of our investigations, we may need to make a site/home visit, we will contact you and agree a convenient time.

If an agreement cannot be reached, then the issue can be escalated to:

Address: Sentinel House, 10-12 Massetts Road, Horley, Surrey, RH6 7DE

Tel: 03330030845

Email: networks@stark.co.uk

If you have followed the SIGL complaints procedures and remain dissatisfied with the response you have received, or we have taken longer than eight weeks to deal with your complaint you can seek the assistance of the Energy Ombudsman Service. The Energy Ombudsman offers a free service and independent service and investigates complaints fairly on your behalf. The Energy Ombudsman will decide on what action should be taken and by law, we must accept the decision of the Ombudsman.

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

Guaranteed Standards of Performance (GSOP)

SIGL's service is managed with industry wide standards of performance. If these standards below are not met, SIGL will, subject to certain conditions, make a payment to you directly or via your gas supplier. These summaries and explanations are provided for assistance and do not override the provisions contained in the Regulations.

Standard	Description	Compensation	
		Domestic	Non-Domestic
Supply Restoration	Resume supply of gas within 24 hours (payment for each succeeding period of 24hrs where supply is not restored) capped at £1000 per customer	£60	£100
Reinstatement of Customers Premises	Reinstatement of the customers premises to be completed within 5 WDs on completion of engineering work initiated by SIGL (payment for each succeeding period of 5 WDs where supply is not restored). For customers registered on the PSR, the timescales reduce to 3 days	£100	£200
Provision of Alternative Heating and Cooking Facilities (Priority Domestic Customers)	Where priority domestic customers services gas supply is interrupted, alternative heating and cooking facilities are to be provided at the customer premises within: • 4 hours where notice has been given • 4 hours where less than 250 customers are affected where no notice has been given • 8 hours where more than 250 customer are affected where no notice has been given	£50 plus a further £50 for each 24 hour period the failure continues up to a maximum of £500	N/A

	Where the interruption affects 250 or more customers and lasts longer than 48 hours, provide for the initial 48 hours, • access to a hot meal every 24 hours • and access to hot water to customer with a medical need every 24 hours			
Provision of Connection Quotations	Issue a standard quotation in 6 WDs for new or altering an existing connection up to 275kWh per hour	£20 plus a further £20 for each day the failure continues up to a maximum of £500 or the value of the contract (whichever is lower)		
	Issue a standard quotation in 11 WDs for new or altering an existing connection up to 275kWh per hour	£20 plus a further £20 for each day the failure continues up to a maximum of £500 or the value of the contract (whichever is lower)		
	Issue a standard quotation in 21 WDs for new or altering an existing connection up to 275kWh per hour	£40 plus a further £20 for each day the failure continues up to a maximum of £1000 or the value of the contract (whichever is lower)		
Accuracy of Connection Quotations	Where a customer challenges a quotation under SIGL's published accuracy scheme and the quotation is found to be inaccurate, SIGL shall refund any overcharge that has been made	Refund overcharge		
Date for Commencement and substantial completion of connections work	Offer a date of commencement and substantial completion within 20 WDs of a valid acceptance	Up to 275kWh £40 plus further £40 for each day the failure continues (cap lesser of £500 or contract sum) Greater than 275kWh £80 plus further £80 for each day the failure continues (cap less of £1000 or contract sum)		
Substantial Completion of connections work on an agreed date	Where SIGL fails to substantially complete a connection on the date agreed.	Quotation amount	Payment	Cap
		Up to £1000	£40 (repeated for each day failure continues)	Lesser of £400 or contract sum
		£1000 - £4000	Lesser of £200 or 5% of contract	50% of contract sum

			sum (repeated for each day failure continues)	
		£4000 - 20000	£200 (repeated for each day failure continues)	50% of contract sum
		£20000 - £50000	£200 (repeated for each day failure continues)	£10,000
		£50000 - £100000	£300 (repeated for each day failure continues)	£18,000
Notifying Customer and making payments owed under the guaranteed standards	Advise customer, or shipper of payment and make payment within 10 WDs	£40 (one payment)		
Advanced Notice of planned interruptions	If SIGL proposes to carry out maintenance works, we shall issue written notification stating the need for a planned interruption to the gas supply, stating the day the interruption is planned to commence, not less than 7 WDs before the start of the interruption	£40 (one payment)	£100 (one payment)	
Responding to complaints	Provide initial response within 10 WDs where site visits or external enquiries are required	£40 plus a further £40 for each period of 5 WDs the failure continues up to a maximum of £200		
	Provide a substantive response within 20 WDs where a site visit or external enquiries are required	£40 plus a further £40 for each period of 5 WDs the failure continues up to a maximum of £200		

	Provide a substantive response within 10 WDs where a site visit or external enquiries are not required	£40 plus a further £40 for each period of 5 WDs the failure continues up to a maximum of £200
--	--	---

2 Reference documents

Further Sources of Information

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

3 Validity and document management

This document is valid as of 01/04/2025.

The owner of this document is Head of Policy and Regulation SSIL and Head of Asset SEL, who must check and, if necessary, update the document at least annually.