

## ASPIRE DEFENCE

### SERVICE STANDARDS FOR ELECTRICITY

#### Version for Local DIO Offices Responsible for Service Family Accommodation

We are committed to provide an excellent service to our customers. This document provides details of our special services and our service standards. If you require any further information, please contact the Aspire Helpdesk using the contact details below.

#### SPECIAL SERVICES

##### Vulnerable Customers

We pay special attention to the needs of vulnerable customers, such as the disabled, chronically ill or the elderly. In order to ensure we are able to provide appropriate assistance, we maintain a register of vulnerable customers.

If you think any SFA residents should be included in this register, please contact the Aspire Helpdesk.

#### INTRODUCTION

In July 2006 Aspire Defence took over responsibility for operating and maintaining the electricity distribution networks serving SFA properties, which were previously the direct responsibility of the MoD. This document describes the levels of service which we will provide in operating and maintaining these networks and includes arrangements for payment of compensation if we do not achieve them. The standards and compensation payments apply only to the responsibilities of Aspire Defence. Where the fault is outside our responsibility, for example an electricity supply interruption to the National Grid or a problem within your own property, these standards and compensation payments will not apply.

#### SERVICE STANDARDS

##### Electricity Standard 1 - Supply Restoration during Normal Weather

If the electricity supply fails to any SFA building during normal weather conditions because of a problem on our distribution system, we will restore it within 18 hours of first becoming aware of the problem.

If we fail and Defence Infrastructure Organisation (DIO) local offices make a valid claim within three months of the date the supply is restored, we will arrange for DIO local offices to receive £50. You will also receive a further £25 for each additional 12 hours you are without power up to a limit of £200 in any calendar year.

## **Electricity Standard 2 - Supply Restoration during Severe Weather**

If the electricity supply fails to any SFA property during severe weather because of a problem on our distribution system we will restore it within the period prescribed within the following table, dependent upon the scale of the event:

<b>Category of severe weather</b>	<b>Definition</b>
Medium Events	Lightning events - when a distributor experiences at least 8 times the normal amount of faults in 1 day – supplies will be restored within 24 hours  Non-lightning events - when a distributor experiences between 8 and 13 times the normal amount of faults in 1 day – supplies will be restored within 24 hours
Large Events	Non-lightning events - when a distributor experiences at least 13 times the normal amount of faults in 1 day – supplies will be restored within 48 hours
Very Large Events	Any severe weather events where at least 35% of exposed customers are affected – supplies will be restored within a period calculated using a formula based on the number of customers and agreed with the MoD at the time of the event.

If we fail and DIO local offices make a valid claim within three months of the date the supply is restored, we will arrange for you to receive £25. You will also receive a further £25 for each additional 12 hours you are without supply. The maximum payment you will receive will be £200.

## **Electricity Standard 3 - Multiple Interruptions**

If your electricity supply fails because of a problem on our distribution system and you are without power for three hours or more, on four or more different occasions in any calendar year, you are entitled to a £50 payment. You must make a valid claim for this payment within three months of the end of the year to which the claim applies. In order for your claim to be verified, please provide the address of the premises affected and the dates of the electricity supply failures. Incidents for which a payment has already been made cannot be included in your claim.

## **Electricity Standard 4 - Distributor's Fuse**

If the main fuse between the incoming supply cable and meter fails, we will attend the affected SFA premises, within 3 hours on weekdays, if DIO local offices notify us between 7am and 7pm. At weekends and bank holidays we will attend within 4 hours if DIO local offices contact us between 9am and 5pm. If we are notified outside these times, we will treat your call as if we had received it at the start of the next day. If we fail we will arrange for you to receive a £20 payment.

### **Electricity Standard 5 – New or Additional Connections**

If you require a new or additional low voltage connection or an alteration to your existing connection, please advise us in writing. We will notify the MoD of your proposed requirements within five working days and implement such new connections and timescale as agreed with the MoD.

### **Electricity Standard 6 - Notice of Planned Supply Interruption**

If we need to switch off the power to any SFA property to work on our network we will give DIO local offices at least 2 days' notice and provide details of the properties that will be affected. But, we will always give as much notice of a planned interruption as possible, even if we know we've already failed the Standard.

If we fail to give 2 days' notice or we switch the electricity off on a different day, then DIO local offices can claim £20, within one month of the failure.

### **Electricity Standard 7 - Voltage Complaints**

If DIO local offices report a problem with the voltage of the electricity to SFA premises we will send DIO local offices an explanation within 5 working days or offer to visit the affected property to investigate within 7 working days.

If we fail, we will arrange for you to receive a £20 payment.

### **Electricity Standard 8 - Appointments**

Should we need to visit you, or should you request a visit from us for any reason, you will be offered an appointment during the morning or afternoon.

We will ensure that any of our staff entering an SFA property carry proper identification.

If we fail to make or keep an appointment we will arrange for you to receive a £20 payment.

### **Electricity Standard 9 – Responding to Complaints**

If you have a complaint regarding any other aspect of our operation and maintenance of the electricity distribution networks serving SFA properties, please make this in writing to the Aspire Helpdesk. We will investigate and provide you with a written reply within 10 working days of receiving your complaint. If we fail to make a substantive response within this time period, we will pay you £10.

## **PAYMENTS UNDER THESE STANDARDS**

### **Automatic Payments**

We aim to notify DIO local offices direct of failures in respect of Standard 4 (Distributor's Fuse), Standard 7 (Voltage Complaints), Standard 8 (Appointments) and Standard 6 (Responding to Complaints), and, as long MoD have provided us with the correct contact details, to make the appropriate payment to DIO local office by cheque within 10 working days of becoming aware of the failure. If we fail to make the payment within this timescale, we will arrange for you to receive an additional £20.

## **Making a Claim for Payment**

DIO local offices have to notify us of failures in respect of Standards 1 & 2 (Supply Restoration), Standard 3 (Multiple Interruptions) and Standard 6 (Notice of Planned Interruptions). If DIO local offices wish to make a claim under these Standards, they should telephone the Aspire Helpdesk for details of how to apply. We will verify the failure, and if it falls within our responsibility, we will make the appropriate payment to DIO local offices by cheque within 20 working days, except in the case of Standard 2 (Supply Restoration during Severe Weather), when we will issue payment as soon as is reasonably practicable. If we fail to make the payment within this timescale, we will arrange for you to receive an additional £20.

## **BILLING QUERIES**

The MoD will continue to bill you for electricity. You should continue to make payments and raise any billing queries with the same MoD office as before. Please only send non billing and technical queries such as the above to the Aspire Helpdesk.

## **HOW TO CONTACT US**

### **By Telephone:**

Aspire Helpdesk: 01980 885103

### **By Letter:**

Aspire Defence Services Ltd  
C/O MUJV Business Support  
Aspire Business Centre  
Ordnance Road  
Tidworth  
SP9 7QD

## **LIABILITY**

Any payments we make under these Standards do not affect your legal rights. If we make a payment it does not mean that Aspire Defence or the MoD accept any legal liability.