

Aspire Defence Service Standards for Gas
Version for Standard Third Party Customers
ASPIRE DEFENCE SERVICES LTD

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 you 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 gas distribution networks serving your property, 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 a gas supply interruption to the Gas Transporters Network or a problem within your own property, these standards and compensation payments will not apply.

SERVICE STANDARDS

Gas Standard 1 - Supply Restoration

If you are a domestic customer and your gas supply is interrupted as a result of a failure of, fault in or damage to the MoD pipeline system you will be reconnected within 24 hours of the Aspire Defence Services Ltd first becoming aware of the problem.

If we fail you will receive a payment of £30. You will also receive a further £30 for each additional complete 24 hours you are without gas up to a maximum of £1000.

Note for GS1: If your gas supply is interrupted as a result of damage to the MoD pipeline system by a third party or water ingress into the pipeline, you are entitled to similar payments to GS1 but under alternative arrangements. Similar compensation arrangements exist for non-domestic customers.

Gas Standard 2 - Reinstatement of Customer's Premises

If the Aspire Defence Services Ltd or its subcontractors undertakes work on your premises, your premises will be permanently reinstated within 10 working days of the completion of the engineering work.

If we fail you will receive a payment of £50 if you are a domestic customer, and £50 for each succeeding period of 5 working days thereafter. If you are a non-domestic customer the payment will be £100 for the failure and £100 for each succeeding period of 5 working days thereafter.

Gas Standard 3 - Heating and Cooking Facilities for Priority Domestic Customers

If you are registered on our Priority Service Register and your gas supply is interrupted, you will be provided with alternative heating and cooking facilities within 4 hours, or if more than 250 customers are affected, within 8 hours. (8pm-8am excluded)

If we fail you will receive a payment of £24.

Gas Standard 4 – New or Additional Connections

If you require a new or additional gas 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.

Gas Standard 5 - Notice of Planned Supply Interruption

For planned interruptions to the gas supply Aspire Defence Service Ltd will provide written notification to each customer at least 5 working days in advance.

Gas Standard 6 - Informing customers during unplanned supply interruptions

For unplanned supply interruptions which are expected to last over 24 hours Aspire Defence Service Ltd shall:

(a) Notify customers of the expected programme for reconnection (including the expected date of reconnection) within 12 hours of it having knowledge of the interruption; and

(c) Provide a progress report and revised information on the expected date of reconnection after each succeeding period of 24 hours from the original announcement unless notification has previously been given.

Gas Standard 7 – Responding to Complaints

If you have a complaint regarding any other aspect of our operation and maintenance of the gas distribution networks serving your property, 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

Where an Aspire Defence Services Ltd has failed any of the above Standards they will write to inform you and make the payment within 20 working days of compensation becoming due.

If we fail you will receive a payment of £20 in addition to any payments made under the other Standards.

BILLING QUERIES

The MoD will continue to bill you for gas. 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.

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.

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