

Outfox The Market's Guaranteed Standard of Performance

Outfox The Market

Outfox and its trusted partners promises to take extra care when handling your metering appointment, billing your account, and supporting your switch. We strive for delivering an excellent service all the while ensuring you are treated fairly. Our promise to you is in line with the Electricity and Gas (Standards of Performance) (Suppliers) Regulations 2015 (2019 Amendments).

You can read more about our trusted metering partners here: <https://www.sms-plc.com>

You can read more about what you can expect from us as your energy supplier in line with the "Guaranteed Standards" below. If we fail to keep our promise, we are required to make a payment to you. We are not required to make a payment where we reasonably believe we have met the relevant service levels or where some circumstances are outside of our control. We will work hard to set things right and your feedback will be valued to ensure we learn from the experience and do better each time.

Electricity Distribution Networks and Gas Transporters

The network operators are separate to your energy supplier. Network operators are responsible for getting gas and electricity to your home via towers, cables, and pipes. Your supplier is responsible for the meter on the wall.

The Guaranteed Standards also apply to your Gas Transporter company and Electricity Distributor (network operators), for example if you experience a power outage or the network fails to provide a connection to your home, they may be required to make a compensation payment to you. If you are eligible for compensation the network operator will inform us and as your supplier, we will pass on the compensation payment from them to you. It's an obligation for us to pass these payments on to you. You can read more about the network operators by referring to their individual websites.

To find your energy network operator search your postcode by visiting the [Energy Networks Association website](#).

1. Metering Appointments

Sometimes our meter job provider may be required to visit your property due to metering work required in line with our supplier obligations. At other times, you may be looking to book a meter appointment for a smart meter installation, a meter removal, meter upgrade in size, or assessing a meter fault. Whatever the reason, we will help you to book in a suitable appointment with our trusted meter job provider (SMS).

Please note, all engineer visits which are planned by OTM and SMS have built in a two-week turnaround time subject to resource, product and engineer availability. In holiday seasons, or during winter a limited service may be available for general appointments and emergencies will be prioritised.

- 1.1. We will give you the earliest available appointment date that is also convenient for you where it is reasonably possible to do so.
- 1.2. Our booking system is live. The same appointment offered today may not be available if you wish to decide on the date later.
- 1.3. All appointments offered are between Monday to Friday 8 am to 5 pm.
- 1.4. The appointments will be within a 4-hour window (8am-12pm or 1pm-5pm).
Person(s) aged 18 or over will be required to be available for the entire duration of the appointment time frame. The engineer can arrive at any time in your chosen slot and the works can take a minimum of 1 hour depending on the circumstances.
- 1.5. We will keep the appointment unless it is cancelled by yourself, or we have re-scheduled it and you have agreed to the new date.
- 1.6. If your appointment needs to be rearranged, you'll be given at least one working days' notice, unless you agree to rearrange the appointment at shorter notice.
- 1.7. If you are unavailable for the scheduled appointment, you must provide notice to cancel or re-schedule in advance of 2 working days of the appointment date.
Failure to notify us of your decision to cancel/re-schedule may result in a charge being applied to your energy account.
- 1.8. We will ensure the engineer booked for the job will have the required resources, skills, and experience to complete the job successfully.
For repair appointments a resolution is not guaranteed on the visit. The engineer will assess the circumstances and report this back to us. If on the visit they can fix the issue, they will, or they may report back for further troubleshooting/solutions as the issue may not be known without visiting first.

You may be entitled to compensation also known as GSOP Payment "Guaranteed Standards Of Performance" Payment:

1. If we arrive late, after the said time, to your appointment without prior notice.
2. If we miss the arranged appointment or re-arrange with less than one working day notice.

We will always investigate the reasons for 1 and 2 before awarding any compensation. We want to ensure the events are not repeated for a better experience. If we find, we did let you down and you are eligible for a GSOP Payment, we will pay you compensation of £30.00 within 10 working days of your appointment date.

If we fail to make the payment in 10 working days, we will make an additional payment of £30.00.

Following our investigations, you may not receive the payment if there is a genuine dispute between us as to whether you should receive them. This is in accordance with the provisions of the Electricity and Gas (Standards of Performance) (Suppliers) Regulations 2015.

Payments will typically be made as a credit to your energy account and refunded into your bank account.

Emergency

If you smell gas or are concerned about a gas safety matter call National Grid free on 0800 111 999. If it's an electricity emergency call 105. You can read more about what to do in an emergency here: <https://help.outfoxthemarket.co.uk/hc/en-gb/articles/7083422209436-Out-of-office-hours-Emergency-Metering-Process>

2. Faulty Meters

In our experience it is rare for meters to become faulty. All meters are tested for accuracy before they are installed and operate to industry-prescribed levels of tolerance. They have a life span anywhere between 15 – 30 years depending on the type of meter. The meter may also have been re-certified further extending its life span.

Sometimes it's possible for meters to become faulty. If you think something is wrong with your meter under no circumstance should you attempt to handle the meter yourself. The meter is the supplier's responsibility, and it is important you notify us right away if you find your meter has been tampered with or may not be working.

Once you inform us of the problem you can expect the following to happen within 5 working days:
If you tell us about a fault outside of our working hours, the 5 working day time-frame starts from the next working day.

2.1. We will investigate your concerns and may ask for the following:

A list of your appliances, size of your home & number of occupants, number of radiators, including any additional electric heaters, any special electrical features. e.g. underfloor heating, water features, fish tank/pond pump, electric car
To take a meter reading every day for 5 days keeping a note of the appliances you had used.

2.2. Take action to help you fix the problem by visiting or remotely.

We will review the history of meter reads and the information you share from 2.1 to assess if there are any anomalies or unexplained spikes in usage. Depending on the outcome if we are unable to identify the problem or remain in dispute and you believe the meter is faulty, we will offer you the option to have an appointment to test your meter.

All meter tests are chargeable unless the meter is found to be faulty. In the event the meter is faulty, we will refund the cost of the test and replace the faulty meter for free with a new smart meter.

2.3. Offer to confirm everything in writing, including what we have done to investigate the problem, what we will do to fix it and how long it will take.

Usually faulty meter assessments, testing the meter, and receiving the results can take up to 6-8 weeks. We always do our best to explore and exhaust all avenues to understand your usage before offering a chargeable appointment to test your meter. It is not often meters are found to be faulty. As your supplier we cannot identify what appliance in your home is driving the usage. The only information we have is what you share and your meter readings, therefore we ask you to identify your usage habits and appliances in the first instance.

You may be entitled to compensation also known as GSOP Payment if we fail to address your faulty meter concerns as outlined above.

If we find, we did let you down and you are eligible for a GSOP Payment, we will pay you compensation of £30.00.

If we fail to make the payment in 10 working days, we will make an additional payment of £30.00. Payments will typically be made as a credit to your energy account and refunded into your bank account.

3. [Final Billing](#)

It's always tough to say goodbye and when we do we make sure we get it right. Billing accuracy is important to us. This means you pay the right amount and at the right time.

3.1. **Switching to a new supplier (change of supply)**

We will send you a final bill within 6 weeks of your switch date.

The final bill will be based on a meter reading that we receive from your new supplier.

This final meter reading may be a "customer" own read, a "smart meter" read or an estimated read.

3.2. **Moving home**

We will send you a final bill within 6 weeks of your move out date. If your move out date is in the past, we will send you a final bill within 6 weeks from the date you tell us about this.

3.3. **Removed meter**

We will send you a final bill within 6 weeks of the date your meter was removed or date we receive notification of this.

It's important when you switch to a new supplier, move home, or remove a meter that you keep a date/time stamped photo of the final meter reading for record keeping. It's best practice to share this with both your new and old supplier. There's no excuse for getting the billing wrong and the suppliers will be able to bill your account accurately.

You may be entitled to compensation also known as GSOP Payment if we fail to issue a final bill within 6 weeks as outlined above.

If we find, we did let you down and you are eligible for a GSOP Payment, we will pay you compensation of £30.00.

If we fail to make the payment in 10 working days, we will make an additional payment of £30.00. Payments will typically be made as a credit to your energy account and refunded into your bank account.

4. [Refund of Final Bill Credit Balance](#)

A refund of final bill credit balance for a closed account can only be arranged once a final bill has been issued. This standard applies for switches initiated on or after 1 May 2019.

4.1. A refund of final bill credit balance is arranged if there is a credit left on the account after we have issued a final bill following a change of supply, home move or meter removal.

4.2. We will refund any credit balance on your account within 10 working days of issuing your final bill, or a corrected final bill if it's needed.

You may be entitled to compensation also known as GSOP Payment if we fail to refund the credit balance within 10 working days of the final bill being issued as outlined above.

If we find, we did let you down and you are eligible for a GSOP Payment, we will pay you compensation of £30.00.

If we fail to make the payment in 10 working days, we will make an additional payment of £30.00. Payments will typically be made as a credit to your energy account and refunded into your bank account.

5. [Switching](#)

We love that you've chosen OTM to supply your home with energy. With faster switching, changing energy suppliers can now take as little as 5 working days. There may be scenarios when your switch may take a bit longer.

5.1. Agree a valid contract with us via our website or over the phone.

We always send you a welcome email including your contract or a letter. It's important you read this information to confirm it is what you had signed up for.

5.2. We will complete your switch and have your account set up within 15 working days, subject to having all the information required to start your switch.

You may be entitled to compensation also known as GSOP Payment if we fail to complete your switch in the said timeframe as outlined above.

If we find, we did let you down and you are eligible for a GSOP Payment, we will pay you compensation of £30.00.

If we fail to make the payment in 10 working days, we will make an additional payment of £30.00. Payments will typically be made as a credit to your energy account and refunded into your bank account.

The compensation will not apply if:

- If you have withdrawn a request to switch your supply after the switch has been completed in line with terms in the contract with your new supplier or because of some other legal requirements.
- There is insufficient information to complete/continue with your switch to OTM.
We will contact you for more information if needed.
- If your current supplier objects to your switch to OTM.
You will be required to resolve the objection with them directly and inform OTM once the matter is resolved so we can try the switch again.
- We won't pay any compensation where we take longer than 15 days if we don't have all the information needed for the switch, we believe there is evidence of a fraudulent switch, or your switch is delayed for any other reason outside our control.

6. Erroneous Transfer (ET)

Erroneous transfers happen when you are switched to a new energy supplier by mistake and without your permission. If you've been switched by mistake on or after 1 May 2019, you will be protected under this Guaranteed Standards of Performance.

It's not often erroneous transfers happen and there can be a few reasons why it would happen. For example, if you live in a flat or a new build and the address details are mixed up, a human error where someone selects the incorrect address by mistake when signing up for a new supplier, a computer error, the national database has the incorrect/incomplete information and in very rare circumstances a property is signed up to commit fraud.

Usually you will see an unexpected "sorry your leaving" or a "welcome" email. You may even find an unexpected final bill.

It's important you let us know when this happens as it's easy for us to fix. Your account will be reinstated with your original supplier as if you never left them and they will continue to bill you as if there was no change. The supplier that took you over in error may issue a bill however this will be cancelled once the ET is resolved, and you return to your original supplier. You will only be expected to pay the original supplier. It's important in this time for you to take meter reads for accurate billing.

- 6.1. We will work with the other supplier involved to investigate the switch and come to an agreement within 20 working days whether you have been transferred to them with or without a valid contract (with/without your permission).
- 6.2. If the switch had happened without your permission, you would be returned to your original supplier within 21 working days from the date it is agreed a mistake has been made and agreed upon between two suppliers.*

You may be entitled to compensation also known as GSOP Payment if we fail the above.

If we find, we switched you over to us in error and/or we fail the timescales above of switching you in 21 days and you are eligible for a GSOP Payment, we will pay you compensation of £30.00. If we fail to make the payment in 10 working days, we will make an additional payment of £30.00. Payments will typically be made as a credit to your energy account and refunded into your bank account.

**Your old and new suppliers take more than 20 working days to agree whether your switch was correct - they both owe you £30 if this happens.*

We will not compensate if:

If we agree with your old supplier that the erroneous transfer happened because of fraud.

If we do not have enough contact details to get in touch with you and we do not have a payment method for compensation payment. We will guarantee that we will do our best to contact you for your details and will notify you of the compensation due.

Guaranteed Standards of Performance

When we won't pay compensation

We'll pay you compensation unless we feel there's a dispute about whether you should get it, and in accordance with the provisions of the Electricity and Gas (Standards of Performance) (Suppliers) Regulations 2015. We'll either pay this straight into your energy account or send a refund. There are some instances where the promises we have made might not apply.

We have included some other exceptions below where we may not make a compensation payment:

- If you are already in a dispute with us over whether or not we owe you compensation.
- If you tell us that you withdraw your concerns and no longer wish for us to pursue any action (or further action).
- If you do not give us access to the meter when we've arranged to visit you, or you cancel your appointment to check on a faulty credit meter.
- If we believe that you've made an appointment or call-out for a faulty meter when you were aware that there was no issue with it.
- If the meter has been tampered with by you or somebody else.
- If we can't come to your property because of factors outside of our control (severe weather/force majeure or if we are prevented from doing so by someone who is not an employee or representative of our company).
- If we can't get access to your meter when we visit.
- If you refuse access or request that you don't want to be visited for a faulty credit meter or any other required appointment.
- If there are circumstances where our action would be in breach of a regulation or law to do the work we need to – we would not breach the law or regulation.
- If you provide us with incomplete/inaccurate information meaning we would not have a method to contact you by phone, post, or email.
- The amount or method of receiving a refund is subject to an ongoing dispute or the matter is outside of our control.
- We are missing information relating to the person living at the premises e.g. Owner/ Occupier account.
- If we are missing information required to initiate your switch e.g. Post Code / address information.
- If your final meter reading is under dispute.
- If we hold a valid contract but agree to return you to your previous supplier as a gesture of goodwill.