

## Guaranteed Standards of Performance – Exemptions

- There is a genuine dispute between the supplier and customer.
- The customer doesn't want the payment.
- If we consider the request or notification as frivolous or vexatious.
- Customer has committed an energy related offence.
- There are severe weather conditions.
- An act of a person who is not a representative of OVO blocks the appointment from being reasonably practicable.
- The inability of the supplier to gain access.
- If the action would likely cause a breach of an enactment (law).
- There's an emergency as stipulated in the Civil Contingencies Act 2004 or other reasons that are beyond our control e.g. war.
- If we are attending an appointment or fixing a faulty PAYG/PAYM meter, we must before the appointment takes place explain to the customer why we cannot make the appointment. If we are unable to tell the customer beforehand, we must tell them as soon as reasonably practical.
- The rules on guaranteed standards of performance in the appointments section do not apply if it is a PAYG fault visit or a reconnection/disconnection.
- If it is an appointment as noted in the regulations on appointments, we don't need to pay more than one standards of performance payment per failure.
- We don't need to pay a standards of performance payment if we need to attend the property to fix a fault and the customer has said they do not want us to attend.