

Clear investment. Pure energy.

OUR PLEDGE TO YOU ON SERVICE STANDARDS



Jersey Electricity

1. Main fuse failure or pre-payment Key Meter fault

We will come and replace a main fuse or repair a fault on your pre-payment Key Meter within three hours of being notified of the problem.

2. Notice of planned disruption to supply

If we ever have to interrupt your electricity supply to carry out essential planned work on our system, we will give you at least two days' written notice.

3. Restoring supply

If electricity supply is lost due to a failure on our distribution network, we will restore the supply within 18 hours of being notified of the loss.

4. New supplies and changes to existing supplies

When we have received a 'Supply Enquiry Form' and necessary drawings, we will send a written quote within:

- 15 working days for the cost of providing normal supply or changing an existing supply.
- 25 working days if we need to carry out significant network reinforcement.

5. Voltage problems

If you report a problem with the electricity voltage at your property, we will either:

- Call to investigate within five working days, or
- If we are already aware of the problem, we will respond in writing within five working days.

6. Bill and meter accuracy

If you have a query about your electricity bill, we will respond and, if necessary, check the meter reading and test it is recording accurately, within five working days.

7. Disconnection due to debt

Wherever practicable, we will avoid disconnecting a supply in domestic premises, due to debt, by installing a pre-payment Key Meter free of charge and without surcharge on the normal tariff.

8. Changing the way you pay

We will respond within five working days to a request to change your method of payment.

9. Free energy efficiency advice

If you request advice on energy efficiency, we will agree a time to visit within seven working days.

10. Keeping appointments

We will agree to attend on a specific morning or afternoon to provide any of our services. We cannot usually offer specifically timed appointments.

For more information, our Customer Care Team is available to help you 7.30am to 8pm Monday - Saturday.

Please call 505460 or visit
www.jec.co.uk



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