

# 95 DEGREES

## GUARANTEED STANDARDS SCHEME

Delivering  
sustainable  
heating



[www.95degrees.co.uk](http://www.95degrees.co.uk)

## 1. Introduction

At 95 Degrees, our main objective is to provide you with a quality service that builds your confidence and trust in our team.

Our Guaranteed Standards Scheme explains the standards of service you can expect from 95 Degrees, whether you are a tenant, homeowner or a business customer, and outlines the compensation you could receive if we don't deliver these standards.

We will send a copy of these standards to all of our customers on request.

## 2. Maintaining Appointments

When an appointment has been made with you in writing or by telephone, we will, as a minimum:

- Tell you whether we can call before or after 1pm.
- If we have to change any appointment, we will give you at least 24 hours notice.
- If we fail to attend or do not give you 24 hours notice, we will pay you £10
- If you cancel or miss the appointment, you will not be eligible to receive payment under this standard.

## 3. Account Queries

If you write to us with a query regarding your account, we will send you a reply within 10 working days of receipt.

## 4. Payment Arrangements

If you write to us asking to change the method by which you pay your account and we cannot meet the request, we will notify you within 5 days of receiving your letter or email.

## 5. Complaints

We will send you a reply within 10 working days of receiving a written complaint. Further details on our commitment to resolving your complaints can be found in our Code of Practice and Complaints Procedure documents at [www.95degrees.co.uk](http://www.95degrees.co.uk) or by request from the Customer Services team.

## 6. Service Interruptions

For planned interruptions:

- We will notify in writing, at least 48 hours in advance, if we have to interrupt your heat supply for more than

4 hours to undertake planned works.

- We will let you know the time by which your supply will be restored.
- If we require access to your property, we will provide you with 48 hours' written notice.

If we fail to provide you with notice, or do not restore your supply by the time we state, we will automatically pay you £10.

If we cannot provide you with heat, when an interruption has lasted longer than 5 days, you can claim a payment of £30 for each full 24 hour period beginning at 0:00 on the 5th day, up to a total limit of £500.

Any payments made by 95 Degrees for failing to meet our guaranteed standards of service will be made via a credit to our customer's account.

If we don't make payment within 20 working days of the date your heat supply was interrupted, we will usually make an additional payment of £10. However, in some cases we may not know that the supply to your property was interrupted. In these cases, payment will not be made automatically and you will need to contact us to claim payment.

For unplanned interruptions;

- For total loss of heating or hot water during the period 1st October to 31st May, we will restore your supply within 24 hours of becoming aware of an unplanned interruption (for example, due to a burst heat main) unless it has been caused by a burst on a trunk or strategic main, in which case we will restore your supply within 48 hours.

-For total or partial loss of heating or hot water during the period 1st June to 30th September, we will restore your supply within 48 hours of being aware of the problem.

-For partial loss of heating or hot water during the period 1st October to 31st May, we will restore your supply within 24 hours of being aware of the problem. If we fail to meet any of the above time scales, we will automatically pay you £30 for each full 24 hour period from when we were first notified on the issue, up to a total limit of £500.



Payment will not be made if the unplanned interruption has been caused by third party damage.

If we don't make payment within 20 working days of the date your heat supply was interrupted, we will usually make an additional payment of £10. However, in some cases we may not know that the supply to your property was interrupted. In these cases, payment will not be made automatically and you will need to contact us to claim payment.

In the event that a planned/unplanned interruption lasts longer than 12 hours, 95 Degrees will ensure that alternative arrangements are made to supply heating to registered individual needs customers.

If we do not provide alternative heating where a planned/unplanned interruption has lasted longer than 12 hours, we will pay a one off payment of £24.

In addition to this standard, we will also endeavour to let you know where supplies will be restricted, where you can obtain an alternative supply of heat if applicable, and whom you should contact for more information.

Where a customer has been affected by 4 or more unplanned interruptions in any 12 month period which have lasted longer than 12 hours, and this is accepted by 95 Degrees, we shall pay a one off payment of £54.

## 7. Temperature and Flow Rate

The hot water we distribute to your property will be controlled so that your Heat Interface Unit can take and transfer the heat into your internal heating and hot water system. The hot water we deliver will be quality controlled to make sure that your internal system works efficiently. Whilst there are differences in the delivery temperature between domestic and commercial properties, we will operate the network to allow for a 30°C heat reduction in your internal systems.

For example, if your system is designed to accept hot water at 80°C, heat is taken out within your radiators and the water is returned to us at 50°C. The 80°C delivery temperature becomes our quality control point and, the 50°C return temperature, your quality control point. This is no different to a domestic boiler system, where water is heated and distributed around your property. Heat is taken out of the system as the water travels

around your house and the water is subsequently reheated in the boiler – this is a continuous process.

## 8. Direct Debits and Standing Orders

If we make an error in the handling of a Direct Debit, credit or debit card or Standing Order payment, we will refund on proof any bank charges incurred or financial loss. Once it has been agreed that there has been an error, 95 Degrees will aim to resolve the error within 10 working days.

## 9. Court claims

If we make an error or omission that causes a Court Claim to be issued against you erroneously for non-payment of charges, we will pay you £100.

## 10. Exceptions

The law does not require us to make a payment if we fail to meet a Guaranteed Standard because of circumstances outside our reasonable control. For example, this may include exceptional weather conditions, strikes or actions of third parties or an act of negligence by the customer.

## 11. Contacting Us

If you have any questions or complaints regarding the above standards, you can contact us by the following methods:

- By telephone on  
02920 028725

- Contact form on the website

- By letter at:  
95 Degrees  
Driscoll 2, Ellen Street  
Cardiff, CF10 4BP

Our contact centre is open from 8am to 8pm Monday to Friday and 9am to 1pm Saturday (excluding public holidays) for general customer service calls and 24 hours a day for emergencies.

Alternatively, you can refer to our website at  
[www.95degrees.co.uk](http://www.95degrees.co.uk)

