

Welham Green – Gas Supply Outage – September 2016

Have you received your compensation?

You will remember that the gas supply to the village was disrupted for a few days back in September 2016, due to water in the gas mains.

Every household affected is entitled, by law, to receive compensation of £30 for each complete day that they were without gas.

Those affected should have received their money automatically before the end of October, either via a cheque from their energy company or by a credit to their gas account (*in which case they should have been advised of this by letter*).

The law requires that the money is paid automatically, without the consumer having to request it.

With there being so many energy supply companies around nowadays, we have learned that whilst some companies paid up promptly, paying house-holders between £90 and £150 (*depending on how long their house was cut off*), others haven't paid at all.

This has left a number of villagers, including some elderly and vulnerable residents (*to whom this is a significant sum of money*) seriously out of pocket. **Even if you did receive your compensation, please would you draw this article to your friends and neighbours' attention, particularly the elderly who may not have access to this website.**

We understand that Transco paid this statutory compensation out to all the relevant energy companies in September. Under OFGEM rules, they should have passed the money on to relevant customers within 20 working days (i.e. before the end of October). Those who didn't receive the money by then are also entitled by law to a further £20 "late payment compensation".

So, on the face of it, it seems that those energy companies which didn't forward the money to villagers may have pocketed the money for themselves, which most people would think is outrageous.

Some non-domestic premises (*e.g. commercial, business, social clubs etc*) are entitled to a slightly higher daily rate (£50). This applies to premises with an annual gas consumption of less than 73,200kWh.

A campaign is being mounted to raise awareness of this issue, with a view to:

- (a) ensuring that those entitled to compensation do actually receive it; and
- (b) preparing a detailed report to submit to OFGEM so that they may prosecute (or take other enforcement action) against those companies who have failed to comply with these mandatory standards of service.

The campaign is being co-ordinated by David Osborn (*a relative of an elderly villager*). If anyone affected by this issue would like to email him on davidosborn@trident.uk.com he will reply with full details and a suggested 'form of words' which you may use in a letter or email to your energy company to get the money to which you are entitled.

David confirms that any information you provide (*including email addresses*) will be treated in strict confidence, and will only be used for providing you with the above information. Summary, anonymised information (*such as the number of customers not paid by each company*) will be passed to Ofgem and possibly others such as MPs and consumer rights organisations.