Our Heat Standard payments for failing to meet SSE Service Standards*

Payments for SSE Service Standards failures are not automatic. You have the option as to whether to credit the payment to Your Energy account or other reasonable method(s) of payment such as bank transfer or cheque.

Failure Payment	Condition
£35.00	This is a one-off payment. The payment for both the failures on Planned Interruptions (combined) shall be capped at £750.00
£45.00	This payment will be paid out for each 24-hour period (beginning at 00:00 on day 6 following the commencement of the Planned Interruption). The payment for both the failures on Planned Interruptions (combined) shall be capped at £750.00.
£10.00	This is a one-off payment.
	The payment for both the failures on Planned Interruptions (combined) shall be capped at £750.00
£45.00	This will be paid out per Event for each 24-hour period from the date and time from which the failure has been notified to Us. The payment for all the failures on Unplanned Interruptions (combined) shall be capped at £750.00.
£45.00	This will be paid out per Event for each 24-hour period from the date and time from which the failure has been notified to Us. The payment for all the failures on Unplanned Interruptions (combined) shall be capped at £750.00.
£80.00	This is a one-off payment made on annual basis.
£35.00	This is a one-off payment made on each Event and is in addition to any payment due under normal circumstances. The customer in Vulnerable Situation must be registered with Our priority register in advance of any event to qualify for this payment.
£30.00	This will be paid out per Event We did not turn up for the appointment and We did not give You 24 hours' notice of appointment cancellation. This shall be capped at £750.00.
	£35.00 £45.00 £45.00 £45.00 £80.00

^{*}The payment values may vary depending on your network. Please check your Customer Supply Agreement or contact customer service to verify the rates that you will receive.