

## **complaint**

Mr D has complained about British Gas Services Limited. He isn't happy that it didn't complete a repair to the gas supply pipe under his home emergency policy.

## **background**

Mr D made a claim under his policy. But British Gas said it couldn't repair the pipe. It incorrectly believed that this was the gas supplier's responsibility.

Mr D was left without a gas supply for about 19 days and had to get the repair undertaken privately. British Gas eventually realised that it should've fixed the pipe. It offered to pay Mr D the cost of the repair, £60 compensation and to refund his premiums.

As Mr D remained unhappy he asked this service to look into things for him. British Gas went on to agree to pay Mr D's additional electricity costs. And the adjudicator asked it to increase the total offer of compensation from about £190 (including the premium refund) to £250. This incorporated the refund in premium.

Mr D didn't agree as he thought that he should get £500 compensation. So the matter has been passed to me for review.

## **my findings**

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint. Having done so I'm upholding Mr D's complaint but I don't intend to lift the compensation level any further. I'll explain why.

I can understand Mr D's frustration and it must've been very difficult to be without his gas supply at that time of year. It is clear that British Gas should've repaired the pipe when he first contacted them.

But our awards are generally modest. British Gas has paid the costs Mr D incurred in having to pay for the repair and the increase in electricity costs (totalling about £154). It has also agreed to pay Mr D £250 compensation which seems fair.

I know Mr D would like the refunded premium treated separately. But he was provided with cover at that time and British Gas didn't have to refund it. So it seems fair to combine the refund of about £133 with the additional compensation.

So, although I accept that British Gas should've repaired the pipe in the first instance. I think its offer of £250 compensation (combined) and payment of costs incurred is fair and in line with awards this service generally makes.

## **my final decision**

It follows, for the reasons given above, that I uphold this complaint. I require British Gas Services Limited to pay;

- Mr D his additional electricity costs of £69.72;
- The £84 he paid to have the repair done privately; and
- A total of £250 compensation, including the refund of premium.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr D to accept or reject my decision before 24 November 2016.

Colin Keegan  
**ombudsman**