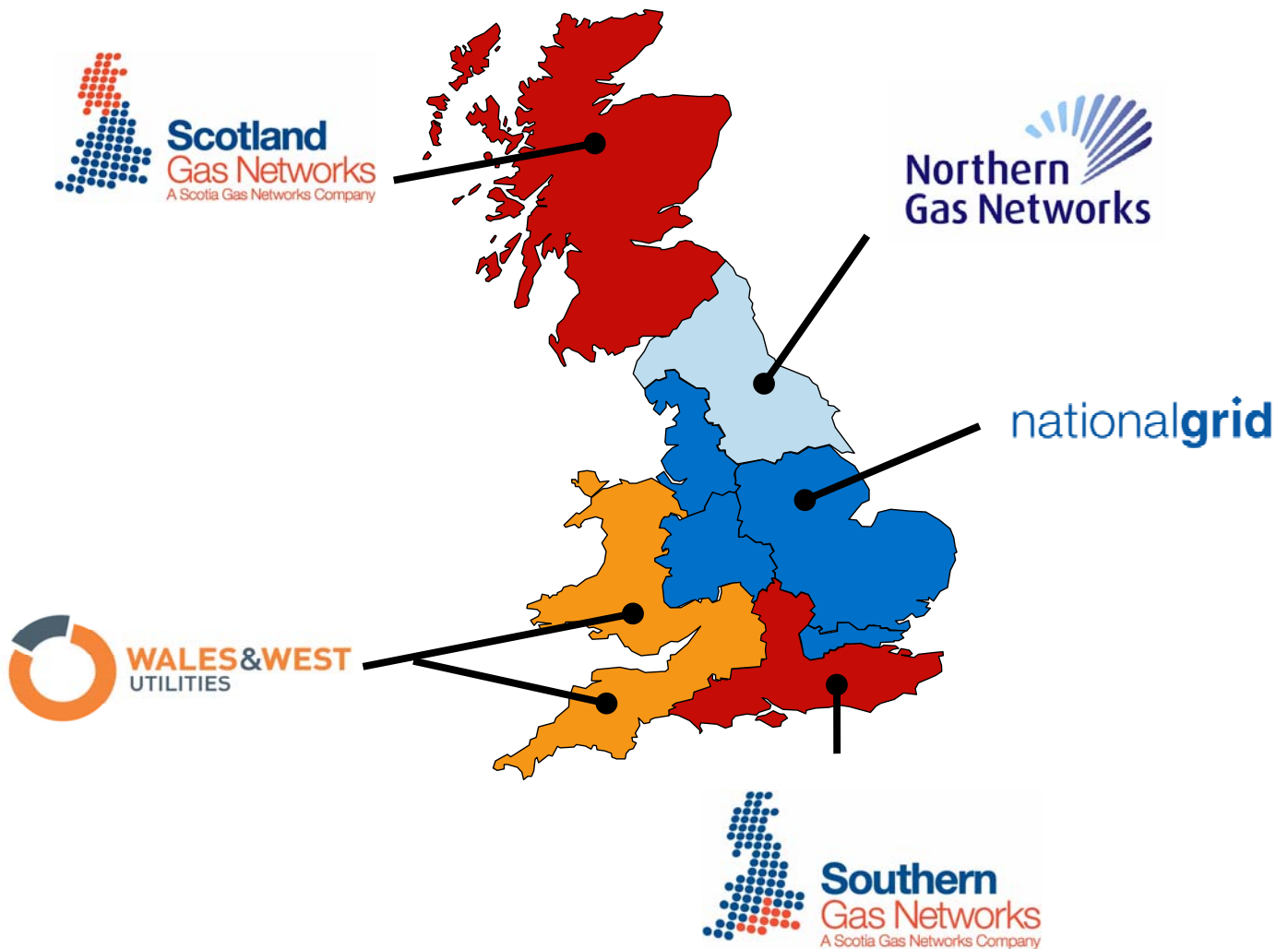


# GAS TRANSPORTATION

## CUSTOMER STANDARDS OF SERVICE



## Introduction

This document sets out the Guaranteed and Overall Standards of Performance for your Gas Transporter (GT) who owns the network by which gas is supplied to your premises. GTs are not responsible for meter reading or billing, your supplier does this.

Industry regulator Ofgem (Office of Gas and Electricity Markets) sets Guaranteed Standards (GS) with the consent of the Secretary of State for Trade and Industry. If your GT fails to meet these standards you are entitled to receive a payment. Details of these standards and the relevant payments are set out below.

Ofgem also set the Overall Standards (OS), which establish minimum service levels in key areas. Details of these standards are also set out in this document.

These Guaranteed and Overall Standards of Performance came into effect on 1 May 2005. Future notices will include information on how your GT has performed against the OS. energywatch, the independent watchdog for gas and electricity consumers, publishes information on your GTs performance against the GS.

## Guaranteed Standards (GS)

Guaranteed Standard	Standard Description	Compensation for failure
<b>GS1. Supply restoration</b>	If you are a domestic customer and your gas supply is interrupted as a result of a failure of, fault in or damage to your GT's pipeline system you will be reconnected within 24 hours of the GT first becoming aware of the problem.	If the GT fails you will receive a payment of £30. You will also receive a further £30 for each additional complete 24 hours you are without gas up to a maximum of £1000.
	Note for GS1: If your gas supply is interrupted as a result of damage to the GT's pipeline system by a third party or water ingress into the pipeline, you are entitled to similar payments to GS1 but under alternative arrangements. Similar compensation arrangements exist for non-domestic customers	
<b>GS2. Reinstatement of customer's premises</b>	If the GT initiates work on your premises, your premises will be permanently reinstated within 10 working days of the completion of the engineering work.	If the GT fails you will receive a payment of £50 if you are a domestic customer, and £50 for each succeeding period of 5 working days thereafter. If you are a non-domestic customer the payment will be £100 for the failure and £100 for each succeeding period of 5 working days thereafter.
<b>GS3. Heating and cooking facilities for priority domestic customers</b>	If you are registered on your supplier's Priority Service Register and your gas supply is interrupted, you will be provided with alternative heating and cooking facilities within 4 hours, or if more than 250 customers are affected, within 8 hours. (8pm-8am excluded)	If the GT fails you will receive a payment of £24.

## Connections Guaranteed Standards

If you have requested a new connection or service alteration the following standards apply. In addition to the Guaranteed Standards, GTs are also required by Ofgem to achieve most of these standards in 90% of cases.

Guaranteed Standard	Standard Description	Compensation for failure
<b>GS4. Provision of standard quotations (up to 275kWh)</b>	If you request a standard quotation from your GT for a new connection or an alteration to an existing connection up to and including a rate of flow of 275kWh, the GT will issue it within 6 working days.	If the GT fails you will receive a payment of £10 and an additional £10 for each succeeding working day up to the quotation sum or £250 whichever is lowest.
<b>GS5. Provision of non standard quotations (up to 275kWh)</b>	If you request a non-standard quotation from your GT for a new connection or an alteration to an existing connection up to and including a rate of flow of 275kWh, the GT will issue it within 11 working days.	If the GT fails you will receive a payment of £10 and an additional £10 for each succeeding working day up to the quotation sum or £250 whichever is lowest.
<b>GS6. Provision of non standard quotations (greater than 275kWh)</b>	If you request a non-standard quotation from your GT for a new connection or an alteration to an existing connection exceeding a rate of flow of 275kWh, the GT will issue it within 21 working days.	If the GT fails you will receive a payment of £20 and an additional £20 for each succeeding working day up to the quotation sum or £500 whichever is lowest.
	Note for GS4, GS5 & GS6: these standards do not apply where the information you provided to your GT was incorrect or incomplete or where consents are required from third parties.	
<b>GS7. Accuracy of quotations</b>	If the quotation is found to be inaccurate in accordance with the GT's published accuracy scheme, the GT will reissue you with a correct quotation and any overcharge paid will be refunded. You can contact your GT on the details provided for further information on their accuracy scheme.	If the quotation is found to be inaccurate in accordance with the GT's published accuracy scheme then you will be entitled to payment(s) under GS4, GS5 or GS6 until an accurate quote is issued.
<b>GS8. Responses to land enquiries</b>	If you ask for a Land Enquiry from your GT in relation to a new connection or an alteration to an existing connection the GT will issue a response within 5 working days.	If the GT fails you will receive a payment of £40 and an additional £40 per working day thereafter up to a maximum of £250 for connections up to and including 275kWh and £500 for connections exceeding 275kWh.
<b>GS9. Provision of commencement &amp; substantial completion dates (up to 275kWh)</b>	If the GT receives an accepted quotation for a new connection or an alteration to an existing connection up to and including a rate of flow of 275kWh, it will offer a date for commencement and substantial completion within 20 working days.	If the GT fails you will receive a payment of £20 and an additional £20 per working day thereafter up to the quotation sum or £250 whichever is lowest.

<b>Guaranteed Standard</b>	<b>Standard Description</b>	<b>Compensation for failure</b>
<b>GS10. Provision of commencement &amp; substantial completion dates (greater than 275kWh)</b>	If the GT receives an accepted quotation for a new connection or an alteration to an existing connection exceeding a rate of flow of 275kWh, it will offer a date for commencement and substantial completion within 20 working days.	If the GT fails you will receive a payment of £40 and an additional £40 per working day thereafter up to the quotation sum or £500 whichever is lowest.
<b>GS11. Substantial completion by agreed date</b>	Where the GT has agreed a substantial completion date for a new connection or an alteration to an existing connection it will meet that date. However, this does not necessarily mean that gas will be available for use inside the premises as the fitting of a meter, which will enable the flow of gas, must be arranged by you and your chosen gas supplier.	If the GT fails, you will receive a payment related to the value of the contract and a payment for each working day thereafter up to a maximum level. Your contract will be allocated to one category of the table below and payments will be made in line with that category up to the relevant cap.
<b>Contract Value</b>	<b>Payment</b>	<b>Cap</b>
Up to & incl. £1k	£20	£200 or the contract sum
Up to & incl. £4k	Lesser of £100 or 2.5% of contract sum	25% of the contract sum
Up to & incl. £20k	£100	25% of the contract sum
Up to & incl. £50k	£100	£5k
Up to & incl. £100k	£150	£9k
Note for GS9, GS10 & GS11 these standards do not apply where you have specifically asked your GT to delay the work.		

## Payments

<b>Guaranteed Standard</b>	<b>Standard Description</b>	<b>Compensation for failure</b>
<b>GS12. Notification and payments under the Guaranteed Standards.</b>	Where a GT has failed any of the above Guaranteed Standards or the Connections Guaranteed Standards they will write to inform you (or your supplier) and make the payment within 20 working days of compensation becoming due.	If the GT fails you will receive a payment of £20 in addition to any payments made under the other Guaranteed Standards.

For failures under GS1, GS2, GS3 and GS12 payment(s) will be made either directly to you or via your gas supplier who is obliged to forward this payment to you. For failures under GS4-GS11 the payment(s) will be made directly to you.

## Guaranteed Standard Exclusions

Ofgem has set guidelines for when the Guaranteed Standards may not apply; these are known as exclusions. They include events beyond the GT's control such as severe weather, industrial action, damage caused by customer, actions by third parties or not being able to gain access to premises as well as legislative constraints, labour disputes and reasons of safety. If any of these exclusions apply, the GT will need to demonstrate that it had taken all reasonable steps to meet the standard. Further information on exclusions is available on request.

## Overall Standards (OS)

Overall Standards	Definition	Annual Target
<b>OS1. Answering telephone calls</b>	Telephone calls to the National Gas Emergency Service (which operates 24 hours a day), the general enquiry line and the meter point reference number helpline (during the hours which they operate) shall be answered within 30 seconds of the call being connected.	90%
<b>OS2. Notifying customers of planned supply interruptions</b>	For planned interruptions to the gas supply the GT will provide written notification to each customer at least 5 working days in advance.	95%
<b>OS3. Informing customers during unplanned supply interruptions</b>	For unplanned supply interruptions which are expected to last over 24 hours a GT shall: <p>(a) Where up to 250 premises are affected, notify customers of the expected programme for reconnection (including the expected date of reconnection) within 12 hours of it having knowledge of the interruption; and</p> <p>(b) Where more than 250 premises are affected, provide public announcements (for example, using local public address broadcasts, and local radio, television and press) throughout the area affected describing the expected programme for reconnection (including the expected date for reconnection) within 12 hours of it having knowledge of the interruption.</p> <p>(c) Provide a progress report and revised information on the expected date of reconnection after each succeeding period of 24 hours from the original announcement unless notification has previously been given.</p>	97%  97%  97%
<b>OS4. Responding to complaints</b>	Where a GT receives a written complaint relating to its transportation business and a response is required, the GT shall provide an oral or written response within 5 working days of receipt. Where the response to a written or oral complaint is not a substantive reply, the GT will provide a substantive reply within 10 working days of receipt.	90%
<b>OS5. Responding to gas emergencies</b>	Where a GT receives a report of a gas escape or other gas emergency, including a significant escape of carbon monoxide or other hazardous situations, it shall attend as quickly as possible within the following timescales: <p>(a) All uncontrolled escapes/gas emergencies within 1 hour.</p> <p>(b) All controlled escapes/gas emergencies within 2 hours.</p>	97% 97%

## Some terms explained

<b>Domestic customer</b>	A customer whose gas supply is taken wholly or mainly for domestic purposes.
<b>Non-Domestic customer</b>	A customer whose gas supply is taken wholly or mainly for non-domestic purposes.
<b>Priority customer</b>	A domestic customer who has been identified to us by a registered gas supplier in accordance with their licence conditions, as having special needs.
<b>Controlled gas escape</b>	Where the person reporting the escape, or someone on their behalf, has taken all the actions recommended by the call centre agent and can no longer smell gas.
<b>Uncontrolled gas escape</b>	Where the person reporting the escape, or someone on their behalf, has taken all the actions recommended by the call centre agent and can still smell gas.

## Contact details

For all enquiries please contact your GT at the following address:

	<p>National Grid National Grid House Warwick Technology Park Gallows Hill Warwick, CV34 6DA Tel: 01926 653000</p> <p><a href="http://www.nationalgrid.com">www.nationalgrid.com</a></p>		<p>Northern Gas Networks 1100 Century Way Thorpe Park Business Park Colton Leeds, LS15 8TU Tel: 0191 501 4360</p> <p><a href="http://www.northerngas.co.uk">www.northerngas.co.uk</a></p>
  	<p>Scotland Gas Networks plc Inchcolm House 11 West Shore Road Edinburgh, EH5 1RH Tel: 0131 559 6000</p> <p>Southern Gas Networks plc 2 Leasons Hill Orpington, Kent, BR5 2TN Tel: 01689 881300</p> <p><a href="http://www.scotiagasnetworks.co.uk">www.scotiagasnetworks.co.uk</a></p>		<p>Wales &amp; West Utilities Wales &amp; West House Spoooner Close Celtic Springs Coedkernew Newport NP10 8FZ Tel: 0870 1650597</p> <p><a href="http://www.wvutilities.co.uk">www.wvutilities.co.uk</a></p>






*In the unlikely event that you are dissatisfied with any aspect of your GT's service in relation to the Standards, you can refer the matter to energywatch. energywatch is able to offer free independent advice and will look at your complaint, but will expect you to allow your GT to resolve it first. You can telephone energywatch on 0845 906 0708 or e-mail [enquiry@energywatch.org.uk](mailto:enquiry@energywatch.org.uk). If your complaint is not satisfactorily resolved, you (or energywatch on your behalf) may refer the matter to Ofgem to request a formal determination.*

The National Gas Emergency Service operates 365 days a year, 24 hours a day.

Smell Gas? Call free on **0800 111 999\***  
(MINICOM 0800 371787)

All calls are recorded and may be monitored for training purposes.

## Overall Standards of Service Performance 2005/06

Overall Standards of Service							Planned Performance Level		
1	Telephone calls						90%		
2	Notification of planned interruptions						95%		
3	Unplanned Interruptions								
	a) Informing customers of reconnection <250 premises within 12 hours						97%		
	b) Informing customers of reconnection =>250 premises within 12 hours						97%		
4	Complaints						90%		
5	a) Attending uncontrolled gas escapes within 1 hour						97%		
	b) Attending controlled gas escapes within 2 hours						97%		
Networks		Overall Standards Performance							
		1	2	3a)	3b)	3c)	4	5a)	5b)
	East of England	97.08%	97.97%	100%	100%	100%	95.65%	98.44%	99.30%
	London	97.08%	99.06%	99.55%	100%	99.96%	93.83%	97.13%	97.97%
	North West	97.08%	97.06%	100%	X	100%	95.51%	97.88%	99.10%
	West Midlands	97.08%	97.95%	100%	X	100%	93.85%	98.63%	99.52%
	Scotland	97.08%	99.45%	100%	100%	100%	95.62%	97.26%	98.66%
	Southern	97.08%	98.08%	99.15%	100%	99.84%	97.32%	97.90%	99.19%
	Wales and West	97.08%	99.30%	100%	X	100%	97.44%	97.93%	99.36%
	Northern	97.08%	96.43%	100%	100%	100%	97.03%	97.41%	99.25%

Note. These standards were effective from 1<sup>st</sup> May 2005. Therefore the above performance relates to an eleven month period (01/05/05 to 31/03/06)

