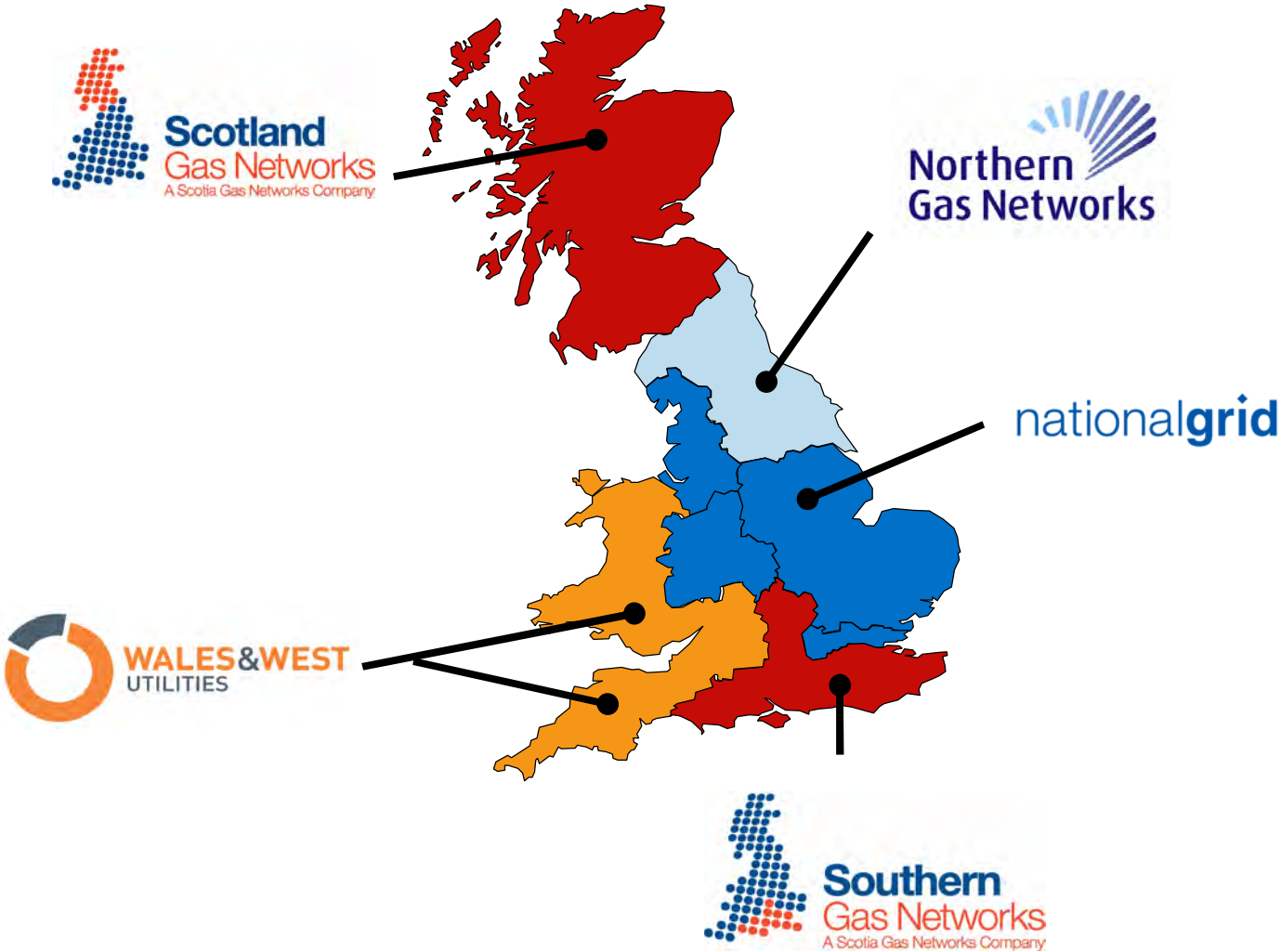


# GAS TRANSPORTATION

## CUSTOMER STANDARDS OF SERVICE



## INTRODUCTION

Your Gas Transporter (GT) owns the network of gas pipes which supply gas to your premises. GTs are not responsible for meter reading or for billing you, your gas supplier does this.

This document sets out the Standards of Performance that the Industry regulator Ofgem (Office of Gas and Electricity Markets) requires the GTs shown on the front page of this document (and whose contact details are provided at the back) to meet from 1 April 2008 onwards. The two forms of standards that apply are:

1. Guaranteed Standards<sup>1</sup> (GS) which, if the GT fails to meet, you are entitled to receive a payment; and
2. Licence Standards (LS) which establish minimum service levels in key areas.

This document also details the performance achieved by these GTs for Licence Standards which applied during the period 1 April 2009 to 31 March 2010.

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<sup>1</sup> These Guaranteed Standards also apply to all other licensed GTs.

## STANDARDS OF PERFORMANCE THAT APPLY FROM 1ST APRIL 2008

On 1<sup>st</sup> April 2008 Ofgem introduced new and revised Standards of Performance. These were revised by Ofgem following feedback from Gas Consumers as part of a process called the Gas Distribution Price Control.

There are two forms of standards that now apply:

- Guaranteed Standards (GS) which, if the GT fails to meet, you are entitled to receive a payment; and
- Licence Standards (LS) which establish minimum service levels in key areas.

### **GUARANTEED STANDARDS (GS)**

Most Guaranteed Standards are paid automatically when the GT fails the standard. However, for some standards customers must make a claim from the GT using the contact details at the end of this document. The table below indicates which standards must be claimed by customers.

#### **NON-CONNECTIONS GUARANTEED STANDARDS**

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 GTs pipeline system you will be reconnected within 24 hours.	<p>If the GT fails you will receive a payment of £30 if you are a domestic customer, and £30 for each additional complete 24 hours you are without gas up to a maximum of £1000.</p> <p>If you are a non-domestic customer, (and your annual gas consumption does not exceed 73,200kWh) the payment will be £50 for the failure and £50 for each additional complete 24 hours you are without gas up to a maximum of £1000.</p>
<p>Note for GS1: If you are a non-domestic customer and your annual gas consumption exceeds the 73,200kWh threshold, you are entitled to similar payments to GS1 but under alternative arrangements.</p>		

<p><b>GS2. Reinstatement of customer's premises</b></p>	<p>If the GT initiates work on your premises, your premises will be permanently reinstated within 5 working days of the completion of the engineering work.</p>	<p>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.</p>
<p><b>GS3. Heating and cooking facilities for priority domestic customers</b></p>	<p>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).</p> <p>NOTE – this standard must be claimed within 3 months of failure</p>	<p>If the GT fails and you inform them of their failure within 3 months of the interruption you will receive a payment of £24.</p>
<p><b>GS13. Notification in advance of planned supply interruptions</b></p>	<p>When the GT carries out planned work to maintain the integrity of pipes, or to replace pipes and as part of this work they need to interrupt your gas supply, the GT will inform you of the date they expect to interrupt you and the reason why your supply needs to be interrupted, at least 5 working days before the interruption occurs.</p> <p>NOTE – this standard must be claimed within 3 months of failure</p>	<p>If the GT fails and you inform them of their failure within 3 months of the interruption you will receive a payment of £20 if you are a domestic customer and £50 if you are a non-domestic customer.</p>
<p><b>GS14. Responding to Complaints</b></p>	<p>If you complain to a GT in writing or over the telephone, the GT will respond substantively to your complaint within 10 working days of receiving your complaint.</p> <p>However if a visit to your premises or additional information from a 3<sup>rd</sup> party is required to enable resolution of the complaint, the GT will issue an initial written response within 10 working days of receiving your complaint to explain this situation and will then respond substantively within 20 working days from receipt of the complaint.</p>	<p>If the GT fails you will receive a payment of £20 and £20 for each succeeding period of 5 working days thereafter, up to a maximum of £100</p>

## CONNECTIONS GUARANTEED STANDARDS

If you request a new connection or service alteration the following standards apply. In addition to these Guaranteed Standards, the GTs listed in this document are also required to meet a Licence Standard (under Standard Special Condition D10 of their Licence) to achieve the majority 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 GTs 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 GTs 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>Guaranteed Standard</b>	<b>Standard Description</b>	<b>Compensation for failure</b>
<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 planned date within 20 working days for commencement and substantial completion of this work	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>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 planned date within 20 working days for commencement and substantial completion of this work.	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	The lesser of £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 agreed a set of circumstances for when the Guaranteed Standards may not apply; these are known as exclusions. They include events beyond the GTs' 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 all reasonable steps had been taken to meet the standard. Further information on exclusions is available on request.

## LICENCE STANDARDS (LS)

The GTs listed in this document are required to meet Licence Standards on an annual basis. In addition to the 90% Licence Standards for connections work mentioned above, these GTs are also required to meet the Licence Standards set out in the table below:

Licence Condition	Definition	Annual Target
<b>Standard Special Condition D10 – Quality of service standards.</b> <b>Paragraph 2(f) – Responding to 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>Standard Special Condition D10 – Quality of service standards</b> <b>Paragraph 2(g) – 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: (a) All uncontrolled escapes/gas emergencies within 1 hour. (b) All controlled escapes/gas emergencies within 2 hours.	97% 97%

The performance actually achieved by each GT for the period 1<sup>st</sup> April 2009 to 31<sup>st</sup> March 2010 is shown in the table on the next page.

Gas Transporter Owner	Network area owned by Gas Transporter	% Performance achieved against Licence Standards in 2009/10		
		2(f) Telephone response times	2(g) Response to uncontrolled escapes	2(g) Response to controlled escapes
	East of England	91.90	97.12	98.14
	London	91.90	97.41	97.37
	North West	91.90	96.98	97.69
	West Midlands	91.90	98.24	98.80
	Scotland	91.90	97.78	98.66
	Southern	91.90	97.97	99.06
	Wales & West	91.90	97.63	99.12
	Northern	91.90	97.01	97.99

## **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.

## **OTHER SERVICES PROVIDED FOR GAS CUSTOMERS**

Each GT provides various services for vulnerable customers; must comply with certain requirements when visiting customer premises; and must have in place a procedure for dealing with any complaints made by customers. These services are described in a statement(s) produced by each company. These statements are available free of charge and can be downloaded from the GTs' websites. Contact details for each company are shown in the table on the next page.

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

 <p>The power of action.</p>	<p>Customer Support Team National Grid Lakeside House The Lakes Northampton NN4 7HD Tel: 0845 0700203 Option: 1 <a href="mailto:customersupport@uk.ngrid.com">customersupport@uk.ngrid.com</a>  <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  email: <a href="mailto:info@northerngas.co.uk">info@northerngas.co.uk</a>  <a href="http://www.northerngas.co.uk">www.northerngas.co.uk</a></p>
 	<p>Scotland Gas Networks plc 2nd Floor Inveralmond House 200 Dunkeld Road Perth PH1 3AQ Tel: 0845 070 1432 email: <a href="mailto:customerserviceScotland@sgn.co.uk">customerserviceScotland@sgn.co.uk</a>  Southern Gas Networks plc 2nd Floor Inveralmond House 200 Dunkeld Road Perth PH1 3AQ Tel: 0845 070 1431 email: <a href="mailto:customerserviceSouthern@sgn.co.uk">customerserviceSouthern@sgn.co.uk</a>  <a href="http://www.sgn.co.uk">www.sgn.co.uk</a></p>		<p>Customer Services Wales &amp; West Utilities Wales &amp; West House Spoooner Close Celtic Springs Coedkernew Newport NP10 8FZ Tel: 0870 165 0597 email: <a href="mailto:enquiries@wwutilities.co.uk">enquiries@wwutilities.co.uk</a>  <a href="http://www.wwutilities.co.uk">www.wwutilities.co.uk</a></p>

**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