

**Guidance for reporting on Standards of
Performance and Standard Special Licence
Condition D10**

**For Gas Distribution Network Operators and
Independent Gas Transporters**

November 2005

Summary

This document provides guidance to gas transporters (“GTs”) in respect of gas distribution network operators (“DNs”) and independent gas transporters (“IGTs”) for reporting to Ofgem against:

GTs (DNs and IGTs)

- guaranteed standards of performance;
- overall standards of performance;

DNs only

- failure to supply gas (third party damage and water ingress) arrangements;
- the connections guaranteed standards of performance voluntary scheme, which extends the connections guaranteed standards to those customers not covered by the regulations;
- connections which are excluded under the guaranteed standards regulations; and
- standard special licence condition (“SSLC”) D10 – provision of connections information.

This document does not apply to gas transporters in respect of the National Transmission System.

The document explains the guaranteed and overall standards of performance framework and related reporting requirements. Furthermore, as the reporting requirements under SSLC D10 and the connections guaranteed standards of performance regulations are aligned, Ofgem has compiled one guidance document and reporting template for ease of reporting.

GTs are required to report performance against these frameworks to Ofgem on a quarterly basis (unless otherwise specified). Performance will be measured on an annual basis, except for IGTs who will be measured on a rolling three-year basis because of size relativities. The appendix to this document provides a hard copy of the spreadsheets that GTs are required to complete and return to Ofgem at regular intervals. Electronic versions will be sent to GTs in due course and will also be available on the Ofgem website.

Table of contents

1. Introduction	1
Background, structure and purpose of document	1
Contact details.....	2
Legal framework for the standards of performance	2
Legal framework for Standard Special Licence Condition D10	3
2. Guaranteed standards of performance	4
Guaranteed standards.....	4
Explanation of the guaranteed standards	9
Connections Guaranteed Standards of Performance	11
Generic exemptions.....	16
Generic exemptions for the connections standards	18
Arrangements for payment	18
Disputes.....	19
3. Overall standards of performance.....	20
Overall standards	20
Explanation of the overall standards	22
4. Failure to supply gas (FSG) arrangements.....	25
Compensation payments for third party damage and water ingress.....	25
5. Gas connections guaranteed standards of performance voluntary scheme.	28
6. Excluded connections.....	29
Connections excluded under the standards of performance Regulations	29
7. Standard Special Licence Condition D10	30
‘Provision of connections information’ reporting template.....	30
8. Performance reporting	32
Notice of Rights.....	32
Reporting performance to Ofgem.....	33
Contact details.....	35

1. Introduction

Background, structure and purpose of document

- 1.1 This document is intended to provide guidance to gas transporters (“GTs”) in respect of gas distribution network operators (“DNs”) and independent gas transporters (“IGTs”) for reporting to Ofgem against:

GTs (DNs and IGTs)

- guaranteed standards of performance (Section 2);
- overall standards of performance (Section 3);

DNs only

- failure to supply gas (third party damage and water ingress) arrangements (Section 4);
- the connections guaranteed standards of performance voluntary scheme, which extends the connections guaranteed standards of performance to those customers not covered by the regulations (Section 5);
- connections which are excluded under the guaranteed standards regulations (Section 6); and
- standard special licence condition D10 – provision of connections information (Section 7).

- 1.2 Section 8 details the information that GTs are required to report to Ofgem. It also sets out the information that GTs are required to provide to suppliers.

- 1.3 Appendix 1 provides a hard copy of the reporting template that GTs are required to complete and provide to Ofgem on an ongoing basis.

- 1.4 This document does not apply to gas transporters in respect of the National Transmission System.

- 1.5 This guidance paper is a ‘live’ document and amendments may be published from time to time to reflect changes in statutory provisions and/or policy changes.

- 1.6 In the event of any dispute as to the application of the guaranteed standards, the relevant regulations provide a specific dispute resolution procedure.

Contact details

- 1.7 For queries regarding this document, please contact:

Angela Bourke
Quality of Service Manager
Ofgem
9 Millbank
London SW1P 3GE
Tel: 020 7901 7306
Email: angela.bourke@ofgem.gov.uk

Legal framework for the standards of performance

- 1.8 The Gas Act 1986 (“the Gas Act”) allows the Authority to make regulations for guaranteed standards of performance, with the consent of the Secretary of State for Trade and Industry, and to determine overall standards of performance for GTs. These standards of performance were first introduced in April 2002.
- 1.9 Guaranteed standards of performance set service levels that must be met in each individual case. If a GT fails to provide the level of service required, it must make a payment to the customer affected, subject to certain exemptions.
- 1.10 Overall standards of performance set minimum average levels of performance in areas where it is not necessarily appropriate to put in place guarantees for individual customers. These are determined separately for each GT by the Authority.
- 1.11 A number of changes have recently been made to the guaranteed and overall standards of performance for GTs resulting from the recent sale of four of National Grid Gas plc’s distribution networks and the introduction of new standards of performance for connections services. Ofgem completed consultation on the changes to the standards of performance earlier this year and

the revised guaranteed and overall standards of performance came into effect on 1 May 2005.

- 1.12 The revised guaranteed standards of performance are common to all GTs and are set out in the Gas (Standards of Performance) Regulations 2005 (SI no. 1135) (“the Regulations”), as amended by the Gas (Standards of Performance) (Amendment) Regulations 2005 (SI no. 1136). Both of these documents are available on the Office for Public Sector Information website: www.opsi.gov.uk
- 1.13 The revised overall standards of performance for GTs were determined by the Authority in April 2005 and are available on Ofgem’s website: www.ofgem.gov.uk. These were separately determined for each GT, as there are additional standards regarding the operation of the national emergency helpline and in dealing with national gas emergencies which are not applicable to the IGTs.

Legal framework for Standard Special Licence Condition D10

- 1.14 Under the Gas Act, Ofgem is responsible for granting licences for the purposes of gas transportation. Licensees are obliged to comply with a number of licence conditions.
- 1.15 Standard Special Licence Condition D10, Provision of connections information, is aligned to the guaranteed standards relating to connections (GS4 to GS11 inclusive) and requires DNs to meet 90% performance targets in these service areas for all customers (customers covered by both the Regulations and the connections voluntary scheme).

2. Guaranteed standards of performance

Guaranteed standards

- 2.1 The revised guaranteed standards of performance apply to GTs and took effect from 1 May 2005. These set service levels that must be met in each individual case.
- 2.2 Table 1 below summarises:
- Each guaranteed standard;
 - Any specific exemptions applicable to each standard; and
 - The minimum level of compensation, and any cap to the level of compensation, payable to customers by GTs in the event of a failure to meet the guaranteed standard.
- 2.3 Table 2 summarises the generic exemptions, which are applicable to all of the guaranteed standards. Also detailed below are a number of exemptions specific to the connections guaranteed standards of performance.
- 2.4 GTs can make additional ex gratia payments where they consider it to be appropriate or make such payments where an exemption applies.
- 2.5 A more detailed explanation of the standards and exemptions follow the tables, including an explanation of the exemptions specific to each standard. These summaries and explanations are provided for assistance and do not override the provisions contained in the Regulations.
- 2.6 It should be noted that for all standards, references to the “number of payments” requires the licensee to detail the number of individual payments made to customers. For example, a customer who received three payments for one standard, following a three day failure by the GT, would be recorded as three individual payments. This is distinct from the number of customers where the relevant standard was not met which is recorded separately, for example, the “number not provided within timescale”.

Table 1: Guaranteed standards of performance for gas transporters

No	Standard	Definition	Payment
GS1	Restoring domestic customers' supplies after an unplanned interruption (Regulation 7)	<p>GTs should restore domestic customers' supplies within 24 hours following unplanned interruptions on their networks. If a GT fails to achieve this, a fixed compensation payment will be paid to the customer affected. Further compensation will be paid for each additional period of 24 hours until the customer's supply is restored. This standard does not apply where the event originated on another GTs network.</p> <p>Specific Exemptions</p> <ul style="list-style-type: none"> • If the event was caused by an act or default of the customer who would otherwise be due payment or caused more than 50,000 customers to be affected • If the event was caused by severe weather or other exceptional circumstances beyond the control of the GT and it had taken all reasonable steps to prevent the circumstances from occurring and from causing the interruption • For customers connected to IGT networks, 3rd party and water ingress interruptions are excluded¹ 	<p>£30</p> <p>Cap per customer of £1,000</p>
GS2	Reinstatement of customers' premises (Regulation 8)	<p>On completion of GT initiated work to re-lay service pipes on a customer's premises, the premises will be reinstated within 10 working days. If the GT fails to achieve this, a fixed compensation payment will be made. Further compensation will be paid for each additional period of 5 working days until the premises are reinstated.</p> <p>Specific Exemptions</p> <ul style="list-style-type: none"> • If the work is initiated by the customer • If the customer's own action (or a person under the customer's control) led to the work being required 	<p>£50 (domestic)</p> <p>£100 (non-domestic)</p>
GS3	Provision of alternative heating and cooking facilities to priority domestic customers (Regulation 9)	<p>If a priority customer's gas supply is discontinued because of a planned interruption the GT shall provide alternative heating and cooking facilities within 4 hours.</p> <p>If the supply to a priority customer's premises or gas fittings at those premises is discontinued because any other event (e.g. a gas emergency or unplanned interruption) where fewer than 250 customers are affected, the GT shall provide alternative heating and cooking facilities within 4 hours of it becoming aware that the customer has been affected.</p> <p>Where 250 or more customers are affected, the GT shall provide alternative heating and cooking facilities within 8 hours of it becoming aware that the customer has been affected.</p> <p>The period from 8.00 p.m. to 8.00 a.m. shall be ignored when calculating the period that the supply of gas is discontinued for purposes of paying compensation</p> <p>Specific Exemptions</p> <ul style="list-style-type: none"> • If the customer already has equivalent alternative heating or cooking facilities 	<p>£24</p>

¹ Under special arrangements with Ofgem, third party and water ingress interruptions on gas distribution networks (with the exception of independent gas transporters) attract the same levels of compensation as other types of interruption.

No	Standard	Definition	Payment
GS4	Provision of standard connection quotations (Regulation 10(3)(a))	GTs shall provide a standard quotation for providing a new or altering an existing connection up to and including 275 kWh per hour within 6 working days. Where a GT fails to achieve this, a fixed payment shall be made in respect of the initial failure and each additional day during which the failure continues. Where a quotation is later found to be inaccurate it shall be treated as if it wasn't provided on time.	£10 Cap per customer is the lesser of £250 or the quotation sum
GS5	Provision of non-standard connection quotations ≤ 275 kWh per hour (Regulation 10(3)(b)(i))	GTs shall provide a non-standard quotation for providing a new or altering an existing connection up to and including 275 kWh per hour within 11 working days. Where a GT fails to achieve this, a fixed payment shall be made in respect of the initial failure and each additional day during which the failure continues. Where a quotation is later found to be inaccurate it shall be treated as if it wasn't provided on time.	£10 Cap per customer is the lesser of £250 or the quotation sum
GS6	Provision of non-standard connection quotations > 275 kWh per hour (Regulation 10(3)(b)(ii))	GTs shall provide a non-standard quotation for providing a new or altering an existing connection greater than 275 kWh per hour within 21 working days. Where a GT fails to achieve this, a fixed payment shall be made in respect of the initial failure and each additional day during which the failure continues. Where a quotation is later found to be inaccurate it shall be treated as if it wasn't provided on time.	£20 Cap per customer is the lesser of £500 or the quotation sum
GS7	Accuracy of quotations (Regulation 10(3)(c))	Where a customer challenges a quotation under the GT's published accuracy scheme and the quotation is found to be inaccurate the GT shall refund any overcharge that has been made.	N/A
GS8	Response to land enquiries (Regulation 10(3)(d))	A GT shall respond to a land enquiry in respect of a new connection or alteration of an existing connection within 5 working days. Where a GT fails to achieve this, a fixed payment will be made in respect of the initial failure and each additional day during which the failure continues.	£40 Cap per customer is £250 for a new connection or altering an existing connection up to 275 kWh per hour and £500 for > 275 kWh per hour
GS9	Offering a date for commencement and substantial completion of connection work (≤ 275 kWh per hour) (Regulation 10(3)(e)(i))	Where a customer has accepted a quotation, the GT shall offer a date for commencement of the work and substantial completion within 20 working days. Where a GT fails to achieve this, a fixed payment will be made in respect of the initial failure and each additional day during which the failure continues.	£20 Cap per customer is the lesser of £250 or the contract sum

No	Standard	Definition	Payment
GS10	Offering a date for commencement and substantial completion of connection work (> 275 kWh per hour) (Regulation 10(3)(e)(ii))	Where a customer has accepted a quotation, the GT shall offer a date for commencement of the work and substantial completion within 20 working days. Where a GT fails to achieve this, a fixed payment will be made in respect of the initial failure and each additional day during which the failure continues.	£40 Cap per customer is the lesser of £500 or the contract sum
GS11	Completion of the work on the agreed date (Regulation 10(3)(f))	Where a GT fails to substantially complete a connection on the date agreed with the customer, a payment will be made in respect of the initial failure and each additional day during which the failure continues.	Connections up to and including £1k - £20 (capped at lesser of £200 or the contract sum) > £1k but not exceeding £4k - lesser of £100 or 2.5% of contract sum (cap at 25% of contract sum) > £4k not exceeding £20k – £100 (cap at 25% of contract sum) > £20k but not exceeding £50k - £100 (cap at £5000) > £50k but not exceeding £100k - £150 (cap at £9000)
GS12	Notifying customers and making payments owed under the standards (Regulation 12(4))	GTs shall write to the relevant customer (or shipper) and make payment within 20 working days. Where a GT fails to achieve this level of service, a fixed compensation payment will be made. Specific Exemptions <ul style="list-style-type: none"> If there is a genuine dispute between the relevant customer and the GT 	£20

Table 2: Generic exemptions applicable to the guaranteed standards

Table 2: Generic exemptions applicable to the guaranteed standards	
Exemption	Description
Customer information (Regulation 13(2))	An exemption may be invoked in instances where the customer informs the GT that it does not need to undertake any further action before the time at which any work should have been completed
Customer consent (Regulation 13(3))	An exemption may be invoked where the customer agrees that action already undertaken by the GT meets the requirements of the standard.
Incorrect provision of information (Regulation 13(4))	In instances where the GT requires information from the customer and the information is sent to the wrong address or provided on the wrong telephone number, the GT may apply an exemption.
Not practicable (Regulation 13(6))	<p>There may be some instances where the GT takes all reasonable steps to meet the standard but where it was not practicable to comply because of:</p> <ul style="list-style-type: none"> • severe weather conditions; • industrial action by the employees or contractors of the GT; • an action or default of someone other than an officer, employee or agent of the relevant GT; • the inability of the GT to obtain access to any premises; • the likelihood that the GT would break the law if it complied; • where emergency regulations have been made under Part 2 of the Civil Contingencies Act 2004; • delays imposed by a requirement to obtain a permit for street works under the Traffic Management Act 2004; and • other exceptional circumstances beyond the control of the GT <p>In order for these exemptions to apply, the circumstances must be both exceptional and beyond the GT's control</p>
Frivolous information (Regulation 13(7))	The GT may invoke an exemption if it was reasonable to regard information provided by the customer as frivolous or vexatious
Offences under the Gas Act (Regulation 13(8))	The GT may invoke an exemption if the customer has committed an offence under the Gas Act or failed to pay any gas charges due. Offences under the Gas Act include tampering with meters, other gas fittings and or service pipes into the customer's premises
Disconnected customers (Regulation 13(9))	If a customer's premises have been disconnected by the GT in accordance with Schedule 2B of the Gas Act, the GT may invoke an exemption from performing the actions required under the guaranteed standards

Explanation of the guaranteed standards

GS1 (Regulation 7) – Restoring domestic customers’ supplies

- 2.6 GTs are required to restore domestic customers’ supplies within 24 hours following unplanned interruptions on their network. Where a GT fails to achieve this level of service it is required to pay the customer £30 compensation. GTs are required to pay further compensation of £30 for each additional period of 24 hours until the customer’s supply is restored, with the total payment for any particular customer capped at £1,000 per incident.
- 2.7 This standard only applies where the event originated on the relevant GTs network (as defined in the Regulations). It therefore does not apply where the event originated on an upstream network owned by another GT.
- 2.8 A similar compensation scheme for non-domestic customers is set out in the Uniform Network Code (“UNC”) for GTs.

Exemptions specific to GS1

- 2.9 A GT will be exempt if the event:
- caused more than 50,000 customers to be interrupted; or
 - was caused by the customer who would otherwise be due payment.
- 2.10 A GT will also be exempt if the interruption was due to severe weather, or other circumstances of an exceptional nature, provided that it took all reasonable steps to prevent the circumstances from occurring and causing an interruption.
- 2.11 Third party damage and water ingress interruptions on DN networks are covered by special arrangements with Ofgem, which are discussed in more detail in Section 4. These arrangements do not apply to IGTs.

GS2 (Regulation 8) – Reinstatement of customers’ premises

- 2.12 This standard requires GTs to reinstate a customer’s premises within 10 working days following completion of work to re-lay a service pipe and any associated work to a distribution main within or under those premises. It requires GTs to

reinstate access to any building on the customer's premises so that it is fit for purpose and to reinstate other parts of the premises to a reasonable standard having regard to its condition prior to the commencement of the work.

- 2.13 If the GT fails to achieve this level of service it is required to make a payment of £50 to domestic customers and £100 to non-domestic customers. GTs are required to pay further compensation of £50 for domestic customers (or £100 for non-domestic customers) for each subsequent period of 5 working days until the premises are reinstated.

Exemptions specific to GS2

- 2.14 A GT is exempt from making payments under GS2 if the work undertaken relates to a request initiated by the customer, for example a new connection or moving a service pipe to accommodate an extension to the customer's premises. It is also exempt if the customer's own action or default (or of a person under the customer's control) led to the work being required.

GS3 (Regulation 9) – Provision of alternative heating and cooking facilities to priority domestic customers

- 2.15 This standard applies where the transportation of gas to priority gas customer's premises or to the gas fittings at those premises is discontinued due to a gas emergency, planned or unplanned interruption.
- 2.16 Priority gas customers include those who are disabled, chronically sick or of pensionable age, and whose identity has been notified to the GT.
- 2.17 If the gas supply is discontinued because of a planned interruption the GT is required to provide alternative heating and cooking facilities within 4 hours (excluding hours between 8 p.m. and 8 a.m.).
- If the gas supply to customer's premises or gas fittings at those premises is discontinued because of any event (e.g. a gas emergency or unplanned interruption) where fewer than 250 customers are affected, the GT is required to provide alternative heating and cooking facilities within 4 hours of it becoming aware that the customer has been affected (excluding hours between 8 p.m. and 8 a.m.).

- If the supply to customer's premises or gas fittings at those premises is discontinued because of any event (e.g. a gas emergency or unplanned interruption) where 250 or more customers are affected the GT shall provide alternative heating and cooking facilities within 8 hours of it becoming aware that the customer has been affected (excluding hours between 8 p.m. and 8 a.m.).

2.18 For the purposes of meeting this standard it is sufficient for the GT to provide one electric fan heater and one single (electric or bottled gas) cooking ring or reasonable equivalent to the customer's premises. The standard will also be considered as having been met if:

- the GT makes the equipment available for collection from a place which is reasonably convenient for the customer;
- this location was notified to the customer within a reasonable time from when the GT became aware of the interruption; and
- it was reasonable for the GT to expect the customer to collect or arrange for collection of the equipment from that place.

2.19 Where the GT fails to provide the required level of service, it will be required to pay £24 compensation to the customers affected.

Exemptions specific to GS3

2.20 A GT may claim an exemption from this standard if the priority customer already has equivalent alternative heating or cooking facilities (as the case may be) available on their premises.

Connections Guaranteed Standards of Performance

2.21 The guaranteed standards of performance detailed below do not apply to the following connection requests:

- Where gas is conveyed at a pressure of more than 7 bar gauge;
- Domestic and non domestic developments of at least five new build properties;

- Connection requests that are classed as complex and excluded;
- Where the customer fails to provide required minimum information; and
- Where the customer requests a deferral.

GS4 (Regulation 10(3)(a)) – Provision of standard connection quotations up to and including 275kWh per hour

- 2.22 GTs are required to issue a standard quotation to a customer for a new connection or to alter an existing connection (up to and including 275kWh per hour) within six working days of receiving the customer request.
- 2.23 Where a GT fails to achieve this level of service, it is required to make a payment of £10. GTs are required to pay further compensation of £10 for each additional working day until the quotation is provided. The total amount of compensation payable to a customer under this standard is capped at £250.

GS5 (Regulation 10(3)(b)(i)) – Provision of non-standard connection quotations up to and including 275kWh per hour

- 2.24 This standard requires GTs to issue a non-standard quotation for a new connection or to alter an existing connection (up to and including 275kWh per hour) within eleven working days of receiving the customer request.
- 2.25 Where a GT fails to achieve this level of service, it is required to make a payment of £10. GTs are required to pay further compensation of £10 for each additional working day until the quotation is provided. The total amount of compensation payable to a customer under this standard is capped at £250.

GS6 (Regulation 10(3)(b)(ii)) – Provision of non-standard connection quotations exceeding 275 kWh per hour

- 2.26 This standard requires GTs to issue a non-standard quotation for a new connection, or to alter an existing connection, greater than 275kWh per hour within 21 working days of the customer request.
- 2.27 Where a GT fails to achieve this level of service, it is required to make a payment of £20. GT's are required to pay further compensation of £20 for each

additional working day until the quotation is provided. The total amount of compensation payable under this standard is capped at £500.

GS7 (Regulation 10(3)(c)) – Accuracy of quotations

- 2.28 Should a customer challenge the accuracy of the GT's quotation (in accordance with the GT's published accuracy scheme) and the quotation is found to be inaccurate, under this standard the GT is required to treat the quotation as invalid and to refund the customer any amount overcharged.
- 2.29 Any quotation found to be inaccurate, and therefore invalid, must be treated as though it has not been issued. Customers may therefore be due compensation payments under the guaranteed standards (GS4-6) requiring GTs to provide a quotation within the required timescales.

GS8 (Regulation 10(3)(d)) – Response to land enquiries

- 2.30 This standard requires GTs to issue a response to a land enquiry in respect of a new connection or altering an existing connection within five working days of the customer request.
- 2.31 If a GT fails to achieve this level of service it is required to make a payment of £40. GT's are required to pay further compensation of £40 for each additional working day until a response is provided.
- 2.32 The total amount of compensation payable is capped at £250 for a new connection or alteration of an existing connection up to and including 275kWh and £500 for greater than 275kWh.

GS9 (Regulation 10(3)(e)(i)) – Offering a date for commencement and substantial completion of connection work up to and including 275 kWh per hour

- 2.33 Following the acceptance by a customer of a GT's offer, this standard requires the GT to offer the customer, within twenty working days, a commencement date and a substantial completion date for the connections work.
- 2.34 Where a GT fails to achieve this level of service, it is required to make a payment of £20. GTs are required to pay further compensation of £20 for each

additional working day until a commencement date and a substantial completion date for the connections work is provided. The total amount of compensation payable is capped at the lesser of £250 or the contract sum.

GS10 (Regulation 10(3)(e)(ii)) – Offering a date for commencement and substantial completion of connection work exceeding 275 kWh per hour

2.35 Following the acceptance by a customer of a GT’s offer, this standard requires the GT to offer the customer, within twenty working days, a commencement date and a substantial completion date for the connections work.

2.36 Where a GT fails to achieve this level of service, it is required to make a payment of £40. GT’s are required to pay further compensation of £40 for each additional working day until a commencement date and a substantial completion date for the connections work is provided. The total amount of compensation payable is capped at the lesser of £500 or the contract sum.

GS11 (Regulation 10(3)(f)) – Completion of the work by the agreed date

2.37 This standard requires GTs to substantially complete the connection works by the date agreed with the customer. Where a GT fails to achieve this level of service, it is required to make a payment to the customer. GTs are required to pay further compensation for each additional working day, until the connections works are substantially completed.

2.38 The amount of the compensation payments and caps applicable vary according to the value of the contract. These are set out in Table 3 below.

Table 3 : Compensation payments under GS11 - Substantial completion by agreed date		
Value of contract	Payment	Cap
Up to & including £1,000	£20	£200 or the contract sum
Over £1,000 but not exceeding £4,000	Lesser of £100 or 2.5% of contract sum	25% of the contract sum
Over £4,000 but not exceeding £20,000	£100	25% of the contract sum
Over £20,000 but not exceeding £50,000	£100	£5,000
Over £50,000 but not exceeding £100,000	£150	£9,000

- ◆ In respect of a connection quote up to and including £1,000, if a GT fails to meet the standard it is required to make a payment of £20. GTs are obliged

to make additional payments of £20 per working day until the standard is met. The amount of compensation payable is capped at the lesser of £200 or the contract sum.

- ◆ For a connection quote over £1,000 but not exceeding £4,000 where a GT fails to meet the standard, it is required to make a payment which is the lesser of £100 or 2.5% of the contract sum. GTs are obliged to make additional payments of this value for each working day until the standard is met. The amount of compensation payable should not exceed 25% of the contract sum.
- ◆ In respect of a connection quote over £4,000 but not exceeding £20,000, if a GT fails to meet the standard it is required to make a payment of £100. GTs are obliged to make additional payment of £100 per working day until the standard is met. The amount of compensation should not exceed 25% of the contract sum.
- ◆ For a connection quote over £20,000 but not exceeding £50,000, if a GT fails to meet the standard it is required to make a payment of £100. GTs are obliged to make additional payments of £100 per working day until the standard is met. The amount of compensation is capped at £5,000.
- ◆ In respect of a connection quote over £50,000 but not exceeding £100,000, if a GT fails to meet the standard it is required to make a payment of £150. GTs are obliged to make additional payments of £150 per working day until the standard is met. The amount of compensation payable is capped at £9,000.

GS12 (Regulation 12) – Notifying customers and making payments owed under the standards

- 2.39 This standard requires GTs to notify the relevant customer (or shipper) of a failure to meet a standard and make payment to the customer (or shipper) within 20 working days. If the GT fails to meet this level of service it is required to pay £20 compensation.

Exemptions specific to GS12

- 2.40 A GT is exempt from this standard where there is a genuine dispute between the relevant customer and the GT.

Generic exemptions

- 2.41 Exemptions which are specific to each standard have been discussed above. There are also general exemptions which apply to all the guaranteed standards, subject to any qualification for a specific standard. These are:
- ◆ if the customer informs the GT before the deadline that he does not require the GT to take any action or further action in relation to the matter;
 - ◆ if the customer agrees that an action already undertaken by the GT meets the requirement of the standard. Where the GT has promised to take further action, that action must be taken without undue delay if this exemption is to be invoked;
 - ◆ if, in order to meet the standard, information is required to be given by the customer to the GT, and the customer either provide the information to an address or telephone number other than the one the GT has indicated or telephones with the information outside reasonable hours as notified by the GT;
 - ◆ in instances when the GT took all reasonable steps to meet the standard but it was not practicable to comply with its requirements because of:
 - severe weather conditions;
 - industrial action by the employees or contractors of the GT;
 - an action or default of someone other than an officer, employee or agent of, the relevant GT;
 - the inability of the GT to obtain any necessary access to any premises;
 - the likelihood that the GT would break the law if it complied;

- the effects of an event for which emergency regulations have been made under Part 2 of the Civil Contingencies Act 2004;
- delays imposed by a requirement to obtain a permit for street works under the Traffic Management Act 2004; or
- other exceptional circumstances beyond the control of the GT.

In order for these generic exemptions to apply, the circumstances must be both exceptional and beyond the GT's control. It must also take all such steps as it was reasonable for it to take both to prevent the circumstances from occurring and to prevent them from causing a breach of the relevant standard.

It is important to note that if an exemption is invoked, the GT must be able to demonstrate that the circumstances giving rise to the exemption applied in each relevant case. Whilst a GT may have been prevented from delivering a service in the generality of cases, for example because of severe weather, it needs to be prepared to deliver the required service where the circumstances do not prevent it from doing so:

- ◆ if it was reasonable to regard information provided by the customer as frivolous or vexatious;
- ◆ if the customer has committed an offence under the Gas Act². This includes acts such as tampering with meters and damaging any gas fittings or service pipes for the supply of gas to the customer's premises;
- ◆ failed to pay charges due after receiving notice under paragraph 7 of Schedule 2B to the Gas Act; and
- ◆ the GT has disconnected the customer's premises or refused to connect them exercising a power under Schedule 2B to the Gas Act

2.42 Where the GT claims an exemption from the requirements of a standard, the event should be excluded from the reported performance figures.

Generic exemptions for the connections standards

2.43 The following exemptions apply to all the connections guaranteed standards of performance (GS4 – GS11):

- Where the relevant GT is unable to provide an accurate quote within the relevant timescales as the quotation will include costs that can only be negotiated with, and paid to, a third party;
- Where consents are required from third parties and such consents cannot be obtained through reasonable endeavours;
- For standard and non-standard quotations not requiring site visits, where the quotation is found to be inaccurate due to incomplete or incorrect information provided by a customer; and
- Where the GT considers that a request, or requests, received from the customer, or party acting on behalf of the customer, were frivolous or vexatious.

2.44 Where the GT claims an exemption from the requirements of a standard, the event should be excluded from the reported performance figures.

Arrangements for payment

2.45 Regulation 12 of the Regulations sets out the arrangements for GTs to make payments to customers where there has been a failure.

2.46 There are two ways in which GTs may make payments for failing to meet the requirements of the standards. It may make payments directly to affected customers. However, in many cases, the GT may not have the relevant customers contact details. Therefore in these instances, it is sufficient for GTs to make payments to affected customers via shippers. In undertaking to make payments in this way, GTs must ensure that the shipper is aware that the payment is for onward transmission to the customer via the relevant supplier. Shippers and suppliers are legally required to pass on these payments.

² Schedule 2B, Paragraph 10 or 11

Disputes

- 2.47 GTs should be aware that customers have the right to dispute any decision not to make a payment under these guaranteed standards, including in relation to a claim to apply an exemption, under section 33AB of the Gas Act. It is therefore important that GTs carefully consider whether a particular situation is covered by a standard and only apply exemptions in appropriate cases.
- 2.48 Should a dispute arise with regard to making a payment under the guaranteed standards of performance it will be referred to the Authority for determination. Schedule 2 of the Regulations explains the practice and procedures for making determinations.

3. Overall standards of performance

Overall standards

- 3.1 The overall standards of performance are determined separately for each GT. They set minimum average levels of performance for a 12 month period³ in areas where it is not necessarily appropriate to put in place guarantees for individual customers.
- 3.2 Ofgem completed consultation on the revised overall standards of performance earlier this year and the revised standards took effect on 1 May 2005.
- 3.3 Table 4 below summarises the revised overall standards, and shows the target level of performance which all GTs⁴ are expected to achieve in respect of that standard. A more detailed explanation of the overall standards follows the table.

³ IGTs are required to report statistics annually under the Overall Standards, although performance is measured on a rolling three year basis.

⁴ OS1 and OS5 apply to DNs only and do not apply to IGTs. OS1 is measured on a national basis whereas OS5 is measured for each distribution network.

Table 4: Overall standards of performance for gas transporters

No	Standard	Definition	Target
OS1	Telephone calls (DNs only)	Telephone calls to the national emergency number (which operates 24 hours a day) will be answered by an individual within 30 seconds. Calls to the dedicated enquiry line and meter point reference number helpline (during the hours in which they operate) will be answered within 30 seconds.	90%
OS2	Notification of planned supply interruptions	For planned maintenance or replacement work, which involves interruption of the gas supply, the GT will provide written notification of the need for the interruption at least 5 working days before the expected interruption. The notice need not specify the date and time of the interruption. Its purpose is that it informs customers that an interruption may be required as a result of planned activities.	95%
OS3	Informing customers of when they are due to be reconnected	<p>For unplanned supply interruptions or gas emergencies which are expected to last over 24 hours the GT or its contractor shall:</p> <ul style="list-style-type: none"> (a) Where up to 250 customers are affected, notify individual customers that they have been interrupted and the expected programme for reconnection (including the expected date of reconnection) within 12 hours of the GT having knowledge of the interruption; (b) Where 250 or more customers are affected, provide public announcements (for example, using local public address broadcasts and local radio) throughout the area affected describing the expected programme for reconnection (including the expected date of reconnection) within 12 hours of the GT having knowledge of the interruption; and (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 or notification. 	<p>97%</p> <p>97%</p> <p>97%</p>
OS4	Response to complaints	<ul style="list-style-type: none"> (a) GTs shall issue a written or verbal response to a written complaint within 5 working days of receipt of the complaint (where this is not a substantive response it will indicate when a substantive response may be expected); and (b) Where the initial response to a written or oral complaint is not a substantive reply the substantive response shall be provided within 10 days of receipt of the complaint (other than in exceptional circumstances) 	90%
OS5	Gas emergencies (DNs only)	<p>Where a report of a gas escape or other gas emergency, including a significant spillage of carbon monoxide or other hazardous situations relating to a company's DN is received on the emergency telephone service operated by Transco plc or by other means, it will attend as quickly as possible within the following timescales:</p> <ul style="list-style-type: none"> (a) All uncontrolled gas escapes or uncontrolled gas emergencies within 1 hour of the call being received; and (b) All controlled gas escapes or other controlled gas emergencies within 2 hours of the call being received. 	<p>97%</p> <p>97%</p>

Explanation of the overall standards

OS1 – Telephone calls (DNs only)

- 3.4 This standard requires calls to the national emergency number (0800 111 999 which operates 24 hours a day), to be answered by a person within 30 seconds.
- 3.5 It also requires calls to dedicated enquiry lines and meter point reference number helplines to be answered within 30 seconds (during the hours in which they operate).
- 3.6 This must be achieved in 90 per cent of cases.
- 3.7 Where a DN uses telephone lines shared with other DNs for the services listed above, performance shall be measured by aggregating all calls received on those lines.

OS2 – Notification of planned supply interruptions

- 3.8 This standard requires GTs to provide customers with written notice of the need for an interruption to their gas supply at least 5 working days before the expected start of the planned maintenance or replacement work that requires the interruption.
- 3.9 GTs should meet this standard in 95 per cent of cases.

OS3 – Informing customers when they are due to be reconnected

- 3.10 This standard covers those customers that have been interrupted as a result of an emergency or other unplanned cause where the GT expects that the interruption will continue for more than 24 hours.
- 3.11 In instances where up to 250 customers are affected, the GT is required to inform each customer of the expected restoration programme (including the expected date of reconnection) within 12 hours of it having knowledge of the interruption.
- 3.12 In instances where 250 or more customers are affected, the GT is required to inform its customers, by means of public announcements, of the expected

restoration programme (including the expected date of reconnection) within 12 hours of it having knowledge of the interruption. Such public announcements may be conveyed by means of mobile public address systems, local radio or other equivalent means.

- 3.13 Upon the expiry of each succeeding period of 24 hours from the original notification or announcement, the GT should also provide appropriate updates to the affected customers, including any revisions to the expected restoration date, unless customers have already been made aware of the current progress and current expected date of restoration. These updates may be provided using the national emergency number or other means.
- 3.14 GTs should meet each of the requirements of this standard in 97 per cent of cases.

OS4 – Response to complaints

- 3.15 This standard requires GTs to provide a telephone response or despatch a written response within 5 working days of receipt of a written complaint from a customer relating to its gas transportation business in instances where the GT would reasonably expect that the customer would expect a response. The response should include an indication of any further action that the GT considers will be required.
- 3.16 Where the initial response to the written or oral complaint is not a substantive reply, the GT (other than in exceptional circumstances) should despatch a substantive response within 10 working days of receipt of the complaint.
- 3.17 Ofgem would expect exceptional circumstances to be applied on no more than a very small number of occasions each year, and in each case these circumstances should be outside of the GT's control. The GT should also keep supporting information in case Ofgem challenges the application of the exemption at a future date.
- 3.18 GTs are required to meet each of the requirements of this standard in 90 per cent of cases.

OS5 – Gas emergencies (DNs only)

- 3.19 The standard covers cases where customers report gas escapes or other gas emergencies, including significant escapes of carbon monoxide, fumes or other hazardous situations, via the national gas emergency number.
- 3.20 DNs are required to attend, or procure the attendance of an emergency service provider, at the site of the incident as quickly as possible and in any event:
- for an uncontrolled gas escape or other uncontrolled gas emergencies within 1 hour of the call being received; and
 - for controlled gas escapes or other controlled gas emergencies⁵, within 2 hours of the call being received by National Grid Gas plc.
- 3.21 DNs are required to meet this standard for both types of escape in 97 per cent of cases.

⁵ Controlled gas escapes or other controlled gas emergencies are those escapes or emergencies where the person reporting the incident, after following the advice of the telephone operator, advises the operator that the escape appears to have stopped. All other gas escapes or emergencies are deemed to be uncontrolled.

4. Failure to supply gas (FSG) arrangements

Compensation payments for third party damage and water ingress

- 4.1 Ofgem has agreed with DNs, compensation arrangements for interruptions to gas supplies caused by third party damage or water ingress. These arrangements were put in place as part of the last price control and are set out in a Letter of Understanding (“LoU”). These arrangements do not apply to IGTs.

Domestic customers

- 4.2 If the gas supply to a domestic customer’s premise is interrupted as a result of third-party damage to the gas network (other than the DN’s contractors working on the DN’s property) or water ingress to the network, the DN shall restore the customer’s gas supply within 24 hours. If their supply is not restored within this time, the DN shall make a payment of £30 to the customer affected. Further compensation of £30 will be paid for each additional period of 24 hours that the customer is off supply. The payment received by an individual customer is capped at £1,000.

Non-domestic customers

- 4.3 If the gas supply to a non-domestic customer is interrupted as a result of third-party damage to the gas network (other than the DN’s contractors working on the DN’s property) or water ingress to the network, the DN shall restore the customer’s gas supply within 24 hours. If their supply is not restored within this time, the DN shall make a fixed payment to the customer affected. A further fixed payment will be paid for each additional period of 24 hours the customer is off supply. The fixed payments shall be calculated in accordance with the UNC provision for failure to make gas available for offtake.

Exemptions from the FSG arrangements

- 4.4 Exemptions from the above arrangements include:
- where an incident results in more than 50,000 gas customers’ premises being without supply;

- where it was not reasonably practicable for a DN to take the action required to restore supply as a result of:
 - industrial action by the DN's employees; or
 - the inability of the DN to gain necessary access to any premises; or
 - the likelihood that the DN would break the law if it complied;
 - the effects of an event for which emergency regulations have been made under Part 2 of the Civil Contingencies Act 2004; or
 - any event caused by circumstances of an exceptional nature beyond the control of the DN; and
 - the DN had taken all such steps as it was reasonable to take both to prevent the circumstances from occurring and to prevent them from having that effect;
- if the interruption was caused by the customers' own action or if the customer committed an offence under the Gas Act;
- if the DN has disconnected the customer's premises or refused to connect them exercising a power under Schedule 2B to the Gas Act;
- if the event was caused by an act of terrorism, war, rebellion, insurrection, industrial disturbance, riots or civil commotion, or unlawful or malicious acts by a third-party.

Caps for payments under the FSG arrangements

- 4.5 There are separate incident caps and annual aggregate caps for each DN which apply to payments made under these arrangements. These are set out in the amendment to the original LoU.

Reporting against the FSG arrangements

4.6 Under the LoU, DN's are required to collect information on each incident that occurs, including information on the restoration of gas supplies to customers. DNs are also required to provide reports to Ofgem, by 30 April each year, detailing the incidents which have occurred in the previous year.

4.7 The LoU specifies that the following information be provided:

- the location of each incident;
- the number of customers' premises to which the gas supply was affected;
- the cause of each incident;
- the time and date the incident started;
- the details of the times and dates that gas supplies were restored (Ofgem is collecting this information in aggregate only);
- an aggregate summary of the incidents in the period;
- details of the payments made to customers; and
- details of the payments that fell within the insurance excess.

4.8 The reporting template at Appendix 1 includes two worksheets for reporting against these FSG arrangements, a summary sheet and an incident sheet, which incorporates the information specified in the LoU.

5. Gas connections guaranteed standards of performance voluntary scheme

- 5.1 Ofgem has agreed with DNs, to extend the connections guaranteed standards (GS4 – GS11) to apply to customer groups that are not covered under the Regulations through a voluntary scheme. For ease of reporting the Regulation's references have been adopted for reporting performance under the voluntary scheme.
- 5.2 These customer groups include:
- gas suppliers;
 - shippers;
 - independent connection providers (ICPs); and
 - IGTs.
- 5.3 Reporting against the voluntary scheme (connections guaranteed standards, GS4 – GS11) for these customer groups should be done separately on the relevant worksheet in the reporting template (see Appendix 1).

6. Excluded connections

Connections excluded under the standards of performance Regulations

- 6.1 The connections guaranteed standards of performance GS4 – GS11 do not apply to the following connections:
- premises at a pressure of more than 7 bar gauge;
 - domestic and non-domestic developments of at least 5 new build premises where there is no existing connection to the relevant GT's pipeline system;
 - complex and excluded connection requests;
 - where the customer fails to provide required minimum information; and
 - where the customer requests a deferral.
- 6.2 All of the above excluded categories are defined in the Regulations.
- 6.3 DNs have agreed to report against the connections guaranteed standards GS4 – GS8 for those connections which are excluded under the Regulations.
- 6.4 Reporting against the connections guaranteed standards GS4 – GS8 for these excluded connections should be done separately on the relevant worksheet in the reporting template (see Appendix 1).

7. Standard Special Licence Condition D10

'Provision of connections information' reporting template

- 7.1 Given that the reporting requirements under Standard Special Licence Condition (SSLC) D10 and the connections standards of performance regulations are aligned, Ofgem has decided to compile one linked template for ease of reporting.
- 7.2 Whereas the connections guaranteed standards of performance specify a compensation payment in the event of failing to meet the standard, SSLC D10 sets a prescribed level of performance for these areas.
- 7.3 SSLC D10 introduces on DNs only, 90% performance targets against the following connection requests:
- standard quotations for obtaining a new connection, or altering an existing connection, up to and including rates of flow of 275kWh within 6 working days of receipt of the request;
 - non-standard quotations for obtaining a new connection, or altering an existing connection, up to and including rates of flow of 275kWh within 11 working days;
 - non-standard quotations for obtaining a new connection, or altering an existing connection, where rates of flow exceed 275kWh within 21 working days;
 - replies to land enquiries are issued within 5 working days of the customer request;
 - 90% of new or altered connections are substantially completed within timescales agreed with the customer; and
 - from receipt of acceptance of the quotation, DNs are obliged to provide within 20 working days, dates for commencement and substantial completion of works in 90% of cases.

- 7.4 Reporting against SSLC D10 is done separately on the relevant worksheet in the template and will populate values automatically from information already input by DNs from the guaranteed standards worksheet and the voluntary scheme worksheet.

8. Performance reporting

Notice of Rights

- 8.1 Regulations 15 and 16 of the Regulations require GTs to prepare statements explaining the guaranteed and overall standards of performance respectively. The Regulations require GTs to:
- Provide copies of the statements, and any revisions to them, to both Ofgem and energywatch before they are sent to gas suppliers to issue to customers;
 - Send copies at least once every 12 months to each gas supplier that supplies gas to customers connected to the relevant GT's system;
 - Make available a copy of each statement in the current form for inspection by anyone at any of the GT's offices; and
 - Send copies in their current form to anyone that requests them.
- 8.2 It is the GT's responsibility to ensure that the Notice of Rights ("the Notice") is issued to the suppliers so that the information contained in the Notices can be relayed to customers. Under Regulation 15, the Notice should explain the guaranteed standards and any exemptions that may apply. Ofgem also expects GTs to advise customers that performance against these standards, including the levels of compensation that have been paid out, is published by energywatch and provide the relevant contact details. Under Regulation 16, the Notice should also explain the overall standards of performance and set out the level of performance achieved by GTs in respect of these.
- 8.3 It is the responsibility of suppliers to ensure that their customers are fully informed of the GT standards of performance. When forwarding information on to customers on behalf of the relevant GT, a supplier is not compelled to issue copies of the GT's document – the requirement is that they should issue the information on how the standards work and apply. The format of these statements is a matter for suppliers to consider.

- 8.4 GTs may provide separate statements for domestic and non-domestic customers if they consider this to be appropriate.

Reporting performance to Ofgem

- 8.5 In addition to providing information to suppliers on the standards of performance, GTs are required to report performance against the standards to Ofgem on a regular basis.

- 8.6 Appendix 1 contains a hard copy of the reporting spreadsheet that each GT is required to complete. The template includes a reporting spreadsheet for each GT to report against:

GTs (DNs and IGTs)

- guaranteed standards of performance;
- overall standards of performance;

DNs only

- failure to supply gas (third party damage and water ingress) arrangements;
- the connections voluntary scheme (for customers not covered by the Regulations (as defined));
- connections excluded under the guaranteed standards; and
- SSLC D10.

- 8.7 As the guaranteed standards of performance regarding connections are closely aligned with the obligations under SSLC D10, Ofgem has compiled one template for ease of reporting.

- 8.8 The reporting template includes a covering explanatory sheet and, where possible, formulas have been embedded to automatically populate values to reduce the reporting burden. Where parts of the template are to be completed only by DNs (and not IGTs) these have been clearly marked.

- 8.9 The guaranteed standards spreadsheet will automatically calculate the value of payments made for each standard, with the exception of the connections

standards as the value of each payment may vary. It will also calculate the total value of the payments made.

- 8.10 The overall standards spreadsheet will automatically calculate each GT's performance by dividing the number of occasions on which the service was provided in accordance with the standard by the total number of occasions on which the service should have been provided.
- 8.11 The SSLC D10 reporting spreadsheet will be populated automatically from information already input into the guaranteed standards reporting spreadsheet and the voluntary scheme reporting spreadsheet.
- 8.12 Ofgem will send electronic versions of the reporting templates to GTs in due course and in any case, prior to the reporting date. Copies of the electronic versions will also be placed on the Ofgem website.
- 8.13 Performance is to be reported to Ofgem on a quarterly basis (unless otherwise specified). The completed template should be sent to Ofgem within one month of the end of the reporting period. Performance will continue to be measured annually for DNs. IGTs are also required to report statistics quarterly, although performance will be measured using a three year average for the first three year period, and then on a rolling three year basis thereafter. This makes allowances for the relative size of IGTs compared to DNs. As the customer base of IGTs increases over time, the basis for measurement may need to be reviewed by Ofgem.
- 8.14 The relevant submission dates for all GTs are set out in Table 5 below.

Table 5 : Date for submission of completed templates		
Regulatory year	Reporting period	Due Date
2005/06	May & June 2005 + Q2	16 December 2005
	Q3	31 January 2006
	Annual	30 April 2006
2006/07	Q1	31 July 2006
	Q2	31 October 2006
	Q3	31 January 2007
	Annual	30 April 2007
2007/08	Q1	31 July 2007
	Q2	31 October 2007
	Q3	31 January 2008
	Annual	30 April 2008

- 8.15 energywatch is required under Section 20 of the Utilities Act 2000 to report on the guaranteed and overall standards of performance achieved by GTs. As such, Ofgem will provide annual data to energywatch regarding this performance by 30 June each year.

Contact details

- 8.16 Electronic copies of the spreadsheets will be sent to all GTs in due course. These should be completed and returned to angela.bourke@ofgem.gov.uk electronically, with a hard copy sent to:

Angela Bourke
Quality of Service Manager
Ofgem
9 Millbank
London SW1P 3GE

Tel: 020 7901 7306
Fax: 020 7901 7478

Appendix One – Gas Transporters guidance for reporting template.

Template instructions

This template has been created using a number of formulas in order to simplify the information that has to be input.

The template has been locked so that GTs can only input values into the cells where required.

Separate sheets are included for "Guaranteed standards", "Overall standards", "3rd party & water summary",

"3rd party & water detailed", "Voluntary scheme", "Exclusions" and "Licence Condition D10"

Step One

Enter the name of your company and/or the name of the DN in the box below:

Company:

Select the reporting period from the drop down lists below:

Reporting Period:

Quarter 1

Year:

2005/06

Step Two

You can scroll through the cells where you are required to provide information by using the tab key:

Or you can use the arrow keys to scroll up and down through the required cells:

You should input the required figures into each available yellow cell.

Step Three

The locked cells will automatically calculate the required percentage

The final sheet "Licence Condition D10" will automatically populate from the data provided in previous sheets.

Step Four

Please provide a covering letter with your template submission which explains any assumptions or estimations used when completing the template.

GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE

COMPANY: 0

Reporting Period: Quarter 1

Year: 2005/06

Guaranteed Standard 1 - Regulation 7 - Supply Restoration	
	Network
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	
Number of payments made under Reg 7(2)(a)	
Value of payments made under Reg 7(2)(a)	£0.00
Number of payments made under Reg 7(2)(b)	
Value of payments made under Reg 7(2)(b)	£0.00
Number of times cap reached for payments under Reg 7(2)	
Total value of payments made under Regulation 7	£0.00

Guaranteed Standard 2 - Regulation 8 - Reinstatement of customer's premises	
Domestic	Network
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	
Number of payments made under Reg 8(2)(a)	
Value of payments made under Reg 8(2)(a)	£0.00
Number of payments made under Reg 8(2)(b)	
Value of payments made under Reg 8(2)(b)	£0.00
Total value of payments made under Regulation 8 to domestic customers	£0.00
Non Domestic	Network
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	
Number of payments made under Reg 8(2)(a)	
Value of payments made under Reg 8(2)(a)	£0.00
Number of payments made under Reg 8(2)(b)	
Value of payments made under Reg 8(2)(b)	£0.00
Total value of payments made under Regulation 8 to non-domestic customers	£0.00
Total value of payments made under Regulation 8	£0.00

Guaranteed Standard 3 - Regulation 9 - Priority domestic customers	
	Network
Number of supply interruptions to priority domestic customers' premises (Reg 9(1))	0
Planned interruptions	Network
Number of planned interruptions to priority domestic customers' premises (Reg 9(2)(a))	
Number of payments made under Reg 9(2)(a)	
Value of payments made under Reg 9(2)(a)	£0
Unplanned interruptions (less than 250 premises)	Network
Number of unplanned interruptions to priority domestic customers' premises where less than 250 customers' premises are affected (Reg 9(2)(b)(i))	
Number of payments made under Reg 9(2)(b)(i)	
Value of payments made under Reg 9(2)(b)(i)	£0
Unplanned interruptions (more than 250 premises)	Network
Number of unplanned interruptions to priority domestic customers' premises where 250 or more customers' premises are affected (Reg 9(2)(b)(ii))	
Number of payments made under Reg 9(2)(b)(ii)	
Value of payments made under Reg 9(2)(b)(ii)	£0
Total value of payments made under Regulation 9	£0.00

Guaranteed Standard 4 - Regulation 10 - Provision of standard connection quotations = < 275kWh per hour

	Network
Number of requests for standard quote = < 275kWh per hour (Reg 10(1)(a))	0
Number of standard quotations provided within timescale (Reg 10 (3) (a))	
Number of standard quotations not provided within timescale (Reg 10(3)(a))	
Number of payments made under Reg 10(3)(a)	
Number of times cap reached for payments under Reg 10(6)(b)(i)	
Value of payments made under Regulation 10(3)(a)	£0.00

Guaranteed Standard 5 - Regulation 10 - Provision of non-standard connection quotations = < 275kWh per hour

	Network
Number of requests for non-standard quote = < 275kWh per hour (Reg 10(1)(a))	0
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(i))	
Number of non-standard quotations not provided within timescale (Reg 10(3)(b)(ii))	
Number of payments made under Reg 10(3)(b)(i)	
Number of times cap reached for payments under Reg 10(6)(b)(i)	
Value of payments made under Regulation 10(3)(b)(i)	£0.00

Guaranteed Standard 6 - Regulation 10 - Provision of non-standard connection quotations > 275kWh per hour

	Network
Number of requests for non-standard quote > 275kWh per hour (Reg 10(1)(a))	0
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(ii))	
Number of non-standard quotations not provided within timescale (Reg 10(3)(b)(ii))	
Number of payments made under Reg 10(3)(b)(ii)	
Number of times cap reached for payments under Reg 10(6)(b)(ii)	
Value of payments made under Regulation 10 (3)(b)(ii)	£0.00

Guaranteed Standard 7 - Regulation 10 - Accuracy of quotations

	Network
Number of quotations challenged under accuracy scheme (Reg 10(1)(b))	
Number of quotations found not to be accurate (Reg 10(3)(c))	
Number of refunds issued following accuracy scheme challenge	
Value of refunds issued under accuracy scheme (Reg 10 (3)(c))	£0.00

Guaranteed Standard 8 - Regulation 10 - Response to land enquiries

	Network
Number of land enquiry requests received (Reg 10(1)(c))	0
Number of land enquiry requests responded to within timescale (Reg 10(3)(d))	
Number of land enquiry requests not responded to within timescale (Reg 10(3)(d))	
Number of payments made under Reg 10(3)(d)	
Number of times cap reached for payments under Reg 10(6)(c)(i)(ii)	
Value of payments made under Regulation 10(3)(d)	£0.00

Guaranteed Standard 9 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (= < 275kWh per hour)

	Network
Number of quotations accepted (Reg 10(1)(d))	0
Number where both dates offered within timescale (Reg 10(3)(e)(i))	
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	
Number of payments made under Reg 10(3)(e)(i)	
Number of times cap reached for payments under Reg 10(6)(d)(i)	
Value of payments made under Regulation 10(3)(e)(i)	£0.00

Guaranteed Standard 10 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (> 275kWh per hour)

	Network
Number of quotations accepted (Reg 10(1)(d))	0
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	
Number where at least one date not offered within timescale (Reg 10(3)(e)(ii))	
Number of payments made under Reg 10(3)(e)(ii)	
Number of times cap reached for payments under Reg 10(6)(d)(ii)	
Value of payments made under Regulation 10(3)(e)(ii)	£0.00

Guaranteed Standard 11 - Regulation 10 - Substantial completion on agreed date

Quotation value up to and including £1,000	Network
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(i))	
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(i))	
Number of payments made under Reg 10(3)(f)(i)	
Number of times cap reached for payments under Reg 10(6)(e)	
Value of payments made under Regulation 10(3)(f)(i)	£0.00

Quotation value over £1,000 but not exceeding £4,000

	Network
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(ii))	
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(ii))	
Number of payments made under Reg 10(3)(f)(ii)	
Number of times cap reached for payments under Reg 10(6)(f)	
Value of payments made under Regulation 10(3)(f)(ii)	£0.00

Quotation value over £4,000 but not exceeding £20,000

	Network
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(iii))	
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(iii))	
Number of payments made under Reg 10(3)(f)(iii)	
Number of times cap reached for payments under Reg 10(6)(f)	
Value of payments made under Regulation 10(3)(f)(iii)	£0.00

Quotation value above £20,000 but not exceeding £50,000

	Network
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(iv))	
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(iv))	
Number of payments made under Reg 10(3)(f)(iv)	
Number of times cap reached for payments under Reg 10(6)(g)	
Value of payments made under Regulation 10(3)(f)(iv)	£0.00

Quotation value above £50,000 but not exceeding £100,000

	Network
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(v))	
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(v))	
Number of payments made under Reg 10(3)(f)(v)	
Number of times cap reached for payments under Reg 10(6)(h)	
Value of payments made under Regulation 10(3)(f)(v)	£0.00

Total Amount

	Network
Total number of substantially completed quotations	0
Total number substantially completed within agreed timescale	0
Total number not substantially completed within agreed timescale (Reg 10(3)(f))	0
Total number of payments made (Reg 10(3)(f))	0
Total number of times cap reached for payments (Reg 10(6)(e) - (h))	0
Total value of payments made (Regulation 10(3)(f))	£0.00

Guaranteed Standard 12 - Regulation 12 - Payments

Domestic	Network
Number of payments due under Reg 12	
Value of payments made under Regulation 12 to domestic customers	£0.00
Non Domestic	
Number of payments due under Reg 12	
Value of payments made under Regulation 12 to non-domestic customers	£0.00
Value of payments made under Reg 12	£0.00

Total value of payments made under the Guaranteed Standards

	£0.00
--	--------------

GAS TRANSPORTER OVERALL STANDARDS OF PERFORMANCE REPORTING TEMPLATE

COMPANY: 0

Reporting Period: Quarter 1

Year: 2005/06

Overall Standard 1 - Telephone calls		Network
Each telephone call to the specified numbers will be answered within 30 seconds		DNs only
OSOP 1 prescribed performance level = 90%		
Total calls received on specified numbers		
Total calls answered within 30 Seconds		
Performance achieved for Overall Standard 1		#DIV/0!

Overall Standard 2 - Notification of planned supply interruptions	
Providing written notification to consumers not less than 5 working days before an expected interruption to their gas supplies as a result of planned maintenance or replacement work	
OSOP 2 prescribed performance level = 95%	
Number of customers whose gas supply was interrupted for planned maintenance or replacement work	
Number of written notifications of supply interruptions issued to customers at least 5 working days before expected interruption	
Performance achieved for Overall Standard 2	#DIV/0!

Overall Standard 3(a) - Informing consumers of when they are due to be reconnected	
Where 250 premises or less are affected, notification to each customer affected is required within 12 hours of knowledge of the interruption	
OSOP 3(a) prescribed performance level = 97%	
Number of customers affected by supply interruptions or gas emergencies expected to last more than 24 hours	
Number of notices (either oral or written) issued informing customers of the expected reconnection programme within 12 hours	
Performance achieved for Overall Standard 3(a)	#DIV/0!

Overall Standard 3(b) - Informing consumers of when they are due to be reconnected	
Where more than 250 premises are affected, public announcements are required within 12 hours of knowledge of the interruption	
OSOP 3(b) prescribed performance level = 97%	
Number of customers affected by supply interruptions or gas emergencies expected to last more than 24 hours	
Number of customers assumed to have received notice of the expected reconnection programme via public announcements	
Performance achieved for Overall Standard 3(b)	#DIV/0!

Overall Standard 3(c) - Informing consumers of when they are due to be reconnected	
Provide a progress report and revised information on the expected date of reconnection after each succeeding period of 24 hours from OSOP3(a) or OSOP3(b)	
OSOP 3(c) prescribed performance level = 97%	
Number of customers remaining off supply for successive periods of 24 hours from expiry of timeframes in OS3a or OS3b	
Number of notices issued informing these customers of the expected date of reconnection of supply	
Performance achieved for Overall Standard 3(c)	#DIV/0!

Overall Standard 4 - Response to complaints	
GTs shall issue a response to all written complaints received from customers, relating to the transportation activities of the GT, within 5 working days of receipt of the complaint including, where the response is not a substantive reply, a date by which a substantive reply is to be expected. Where the response to a written or oral complaint is not substantive, the substantive response shall be issued within 10 working days of receipt of the complaint	
OSOP 4 prescribed performance level = 90%	
Total number of written and oral complaints received requiring a response	
Number of written complaints where initial response is substantive	
Number of these where initial response is issued within 5 days	
Number of written complaints where initial response is not substantive	
Number of these where initial response is issued within 5 days	
Number of these where the substantive response is issued within 10 days	
Number of these where initial response is within 5 days and substantive response is within 10 days	
Number of oral complaints requiring a substantive response	
Number of these where the substantive response is within 10 days	
Performance achieved for Overall Standard 4	#DIV/0!

Overall Standard 5(a) - Uncontrolled gas emergencies		DNs only
Where a DN receives a report of an uncontrolled gas emergency, including an uncontrolled gas escape, a significant escape of carbon monoxide, fumes or other hazardous situation to the telephone service operated under SSLCA8, it shall attend the emergency within 1 hour		
OSOP 5(a) prescribed performance level = 97%		
Number of uncontrolled gas escapes or other uncontrolled gas emergencies reported		
Number of responses within 1 hour		
Performance achieved for Overall Standard 5(a)		#DIV/0!

Overall Standard 5(b) - Controlled gas emergencies		DNs only
Where a DN receives a report of a controlled gas emergency, including a controlled gas escape, a significant escape of carbon monoxide, fumes or other hazardous situation to the telephone service operated under SSLCA8, it shall attend the emergency within 2 hours		
OSOP 5(b) prescribed performance level = 97%		
Number of controlled gas escapes or controlled other gas emergencies reported		
Number of responses within 2 hours		
Performance achieved for Overall Standard 5(b)		#DIV/0!

GAS TRANSPORTER THIRD PARTY & WATER INGRESS SUMMARY REPORTING TEMPLATE

COMPANY: 0

DNs only

Reporting Period: Quarter 1

Year: 2005/06

To be completed annually by 30 April of each year.

Domestic	Network
Number of customers' premises not restored within the prescribed period	
Number of payments made	0
Number of times the cap was reached for payments to individuals	
Total value of payments made to domestic customers	£0.00

Non Domestic (where annual usage does not exceed 73,200 kWh)	Network
Number of customers' premises not restored within the prescribed period	
Number of payments made	0
Total value of payments made to non-domestic customers (where annual usage does not exceed 73,200 kWh)	£0.00

Non Domestic (where annual usage exceeds 73,200 kWh)	Network
Number of customer's premises not restored within the prescribed period	
Number of payments made	
Total value of payments made to non-domestic customers (where annual usage exceeds 73,200 kWh)	

Number of times the cap was reached for an incident	
Was the annual aggregate cap reached (Y/N)	

Value of payments that fell within excess	
Value of payments paid and recovered via insurance arrangements	

Total value of payments made under the 3rd Party & Water Ingress arrangements	£0.00
--	--------------

NUMBER OF PROPERTIES RESTORED IN PERIOD

Domestic			Non Domestic (<73,200kWh)			Non Domestic (>73,200kWh)		
Period (hrs)	Network	Payment no.	Period (hrs)	Network	Payment no.	Period (hrs)	Network	Payment no.
0-24		0	0-24		0	0-24		0
25-48		0	25-48		0	25-48		0
49-72		0	49-72		0	49-72		0
73-96		0	73-96		0	73-96		0
97-120		0	97-120		0	97-120		0
121-144		0	121-144		0	121-144		0
145-168		0	145-168		0	145-168		0
169-192		0	169-192		0	169-192		0
193-216		0	193-216		0	193-216		0
217-240		0	217-240		0	217-240		0
241-264		0	241-264		0	241-264		0
265-288		0	265-288		0	265-288		0
289-312		0	289-312		0	289-312		0
313-336		0	313-336		0	313-336		0
337-360		0	337-360		0	337-360		0
361-384		0	361-384		0	361-384		0
385-408		0	385-408		0	385-408		0
409-432		0	409-432		0	409-432		0
433-456		0	433-456		0	433-456		0
457-480		0	457-480		0	457-480		0
481-504		0	481-504		0	481-504		0
505-528		0	505-528		0	505-528		0
529-552		0	529-552		0	529-552		0
553-576		0	553-576		0	553-576		0
577-600		0	577-600		0	577-600		0
601-624		0	601-624		0	601-624		0
625-648		0	625-648		0	625-648		0
649-672		0	649-672		0	649-672		0
Total	0	0	Total	0	0	Total	0	0

GAS TRANSPORTER VOLUNTARY SCHEME REPORTING TEMPLATE 2005/06

COMPANY: 0

Reporting Period: Quarter 1

Year: 2005/06

Guaranteed Standard 4 - Regulation 10 - Provision of standard connection quotations = < 275kWh per hour

	Network
Number of requests for standard quotations = < 275kWh per hour under voluntary scheme (Reg 10(1)(a))	0
Number of standard quotations provided within timescale under voluntary scheme (Reg 10 (3) (a))	
Number of standard quotations not provided within timescale under voluntary scheme (Reg 10(3)(a))	
Number of payments made under voluntary scheme (Reg 10(3)(a))	
Number of times cap reached for payments under voluntary scheme (Reg 10(6)(b)(i))	
Value of payments made under voluntary scheme (Regulation 10(3)(a))	£0.00

Guaranteed Standard 5 - Regulation 10 - Provision of non-standard connection quotations = < 275kWh per hour

	Network
Number of requests for non-standard quotations = < 275kWh per hour under voluntary scheme (Reg 10(1)(a))	0
Number of non-standard quotations provided within timescale under voluntary scheme (Reg 10(3)(b)(i))	
Number of non-standard quotations not provided within timescale under voluntary scheme (Reg 10(3)(b)(i))	
Number of payments made under voluntary scheme (Reg 10(3)(b)(i))	
Number of times cap reached for payments under voluntary scheme (Reg 10(6)(b)(i))	
Value of payments made under voluntary scheme (Regulation 10(3)(b)(i))	£0.00

Guaranteed Standard 6 - Regulation 10 - Provision of non-standard connection quotations > 275kWh per hour

	Network
Number of requests for non-standard quotations > 275kWh per hour under voluntary scheme (Reg 10(1)(a))	0
Number of non-standard quotations provided within timescale under voluntary scheme (Reg 10(3)(b)(ii))	
Number of non-standard quotations not provided within timescale under voluntary scheme (Reg 10(3)(b)(ii))	
Number of payments made under voluntary scheme (Reg 10(3)(b)(ii))	
Number of times cap reached for payments under voluntary scheme (Reg 10(6)(b)(ii))	
Value of payments made under voluntary scheme (Regulation 10 (3)(b)(ii))	£0.00

Guaranteed Standard 7 - Regulation 10 - Accuracy of quotations

	Network
Number of quotations challenged under voluntary accuracy scheme (Reg 10(1)(b))	
Number of quotations found not to be accurate under voluntary scheme (Reg 10(3)(c))	
Number of refunds issued following accuracy scheme challenge for voluntary scheme	
Value of refunds issued under voluntary accuracy scheme (Reg 10 (3)(c))	£0.00

Guaranteed Standard 8 - Regulation 10 - Response to land enquiries

	Network
Number of land enquiry requests received under voluntary scheme (Reg 10(1)(c))	0
Number of land enquiry requests responded to within timescale under voluntary scheme (Reg 10(3)(d))	
Number of land enquiry requests not responded to within timescale under voluntary scheme (Reg 10(3)(d))	
Number of payments made under voluntary scheme (Reg 10(3)(d))	
Number of times cap reached for payments under voluntary scheme (Reg 10(6)(c)(i)(ii))	
Value of payments made under voluntary scheme (Regulation 10(3)(d))	£0.00

Guaranteed Standard 9 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (= < 275kWh per hour)

	Network
Number of quotations accepted under voluntary scheme (Reg 10(1)(d))	0
Number where both dates offered within timescale under voluntary scheme (Reg 10(3)(e)(i))	
Number where at least one date not offered within timescale under voluntary scheme (Reg 10(3)(e)(i))	
Number of payments made under voluntary scheme (Reg 10(3)(e)(i))	
Number of times cap reached for payments under voluntary scheme (Reg 10(6)(d)(i))	
Value of payments made under voluntary scheme (Regulation 10(3)(e)(i))	£0.00

Guaranteed Standard 10 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (> 275kWh per hour)

	Network
Number of quotations accepted under voluntary scheme (Reg 10(1)(d))	0
Number where both dates offered within timescale under voluntary scheme (Reg 10(3)(e)(ii))	0
Number where at least one date not offered within timescale under voluntary scheme (Reg 10(3)(e)(ii))	0
Number of payments made under voluntary scheme (Reg 10(3)(e)(ii))	0
Number of times cap reached for payments under voluntary scheme (Reg 10(6)(d)(ii))	0
Value of payments made under voluntary scheme (Regulation 10(3)(e)(ii))	£0.00

Guaranteed Standard 11 - Regulation 10 - Substantial completion on agreed date

Quotation value up to and including £1,000	Network
Number substantially completed within timescale agreed with customer under voluntary scheme (Reg 10(3)(f)(i))	0
Number not substantially completed within timescale agreed with customer under voluntary scheme (Reg 10(3)(f)(i))	0
Number of payments made under voluntary scheme (Reg 10(3)(f)(i))	0
Number of times cap reached for payments under voluntary scheme (Reg 10(6)(e))	0
Value of payments made under voluntary scheme (Regulation 10(3)(f)(i))	£0.00

Quotation value over £1,000 but not exceeding £4,000	Network
Number substantially completed within timescale agreed with customer under voluntary scheme (Reg 10(3)(f)(ii))	0
Number not substantially completed within timescale agreed with customer under voluntary scheme (Reg 10(3)(f)(ii))	0
Number of payments made under voluntary scheme (Reg 10(3)(f)(ii))	0
Number of times cap reached for payments under voluntary scheme (Reg 10(6)(f))	0
Value of payments made under voluntary scheme (Regulation 10(3)(f)(ii))	£0.00

Quotation value over £4,000 but not exceeding £20,000	Network
Number substantially completed within timescale agreed with customer under voluntary scheme (Reg 10(3)(f)(iii))	0
Number not substantially completed within timescale agreed with customer under voluntary scheme (Reg 10(3)(f)(iii))	0
Number of payments made under voluntary scheme (Reg 10(3)(f)(iii))	0
Number of times cap reached for payments under voluntary scheme (Reg 10(6)(f))	0
Value of payments made under voluntary scheme (Regulation 10(3)(f)(iii))	£0.00

Quotation value above £20,000 but not exceeding £50,000	Network
Number substantially completed within timescale agreed with customer under voluntary scheme (Reg 10(3)(f)(iv))	0
Number not substantially completed within timescale agreed with customer under voluntary scheme (Reg 10(3)(f)(iv))	0
Number of payments made under voluntary scheme (Reg 10(3)(f)(iv))	0
Number of times cap reached for payments under voluntary scheme (Reg 10(6)(g))	0
Value of payments made under voluntary scheme (Regulation 10(3)(f)(iv))	£0.00

Quotation value above £50,000 but not exceeding £100,000	Network
Number substantially completed within timescale agreed with customer under voluntary scheme (Reg 10(3)(f)(v))	0
Number not substantially completed within timescale agreed with customer under voluntary scheme (Reg 10(3)(f)(v))	0
Number of payments made under voluntary scheme (Reg 10(3)(f)(v))	0
Number of times cap reached for payments under voluntary scheme (Reg 10(6)(h))	0
Value of payments made under voluntary scheme (Regulation 10(3)(f)(v))	£0.00

Total Amount	Network
Total number of substantially completed quotations	0
Total number substantially completed within agreed timescale under voluntary scheme (Reg 10(3)(f))	0
Total number not substantially completed within agreed timescale under voluntary scheme (Reg 10(3)(f))	0
Total number of payments made under voluntary scheme (Reg 10(3)(f))	0
Total number of times cap reached for payments under voluntary scheme (Reg 10(6)(e) - (h))	0
Total value of payments made under voluntary scheme (Regulation 10(3)(f))	£0.00

GAS TRANSPORTER EXCLUDED CONNECTIONS REPORTING TEMPLATE 2005/06

Excluded connections, complex connections, deferrals, lack of minimum information and connections not covered by the SI

COMPANY: 0

Reporting Period: Quarter 1

Year: 2005/06

Guaranteed Standard 4 - Regulation 10 - Provision of standard connection quotations = < 275kWh per hour

	Network
Number of excluded connections	
Number of complex connections	
Number of connections where customer failed to provide required information	
Number of customer requested deferrals	
Number of connections not covered by SI (connections > 7 bar gauge, domestic developments and non-domestic developments)	

Guaranteed Standard 5 - Regulation 10 - Provision of non-standard connection quotations = < 275kWh per hour

	Network
Number of excluded connections	
Number of complex connections	
Number of connections where customer failed to provide required information	
Number of customer requested deferrals	
Number of connections not covered by SI (connections > 7 bar gauge, domestic developments and non-domestic developments)	

Guaranteed Standard 6 - Regulation 10 - Provision of non-standard connection quotations > 275kWh per hour

	Network
Number of excluded connections	
Number of complex connections	
Number of connections where customer failed to provide required information	
Number of customer requested deferrals	
Number of connections not covered by SI (connections > 7 bar gauge, domestic developments and non-domestic developments)	

Guaranteed Standard 7 - Regulation 10 - Accuracy of quotations

	Network
Number of excluded connections	
Number of complex connections	
Number of connections where customer failed to provide required information	
Number of customer requested deferrals	
Number of connections not covered by SI (connections > 7 bar gauge, domestic developments and non-domestic developments)	

Guaranteed Standard 8 - Regulation 10 - Response to land enquiries

	Network
Number of excluded connections	
Number of complex connections	
Number of connections where customer failed to provide required information	
Number of customer requested deferrals	
Number of connections not covered by SI (connections > 7 bar gauge, domestic developments and non-domestic developments)	

Standard Special Conditions applicable to all DN Licensees: Part D
Standard Special Condition D10. Provision of connections information.

COMPANY: 0

Reporting Period: Quarter 1

Year: 2005/06

DNs only

Standard Special Condition D10. Provision of standard connection quotations = < 275 kWh per hour

	Network
Number of requests for standard quotation = < 275kWh per hour (Standard Special Condition D10 (1)(a))	0
Number of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	0
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	#DIV/0!
Number of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	0
Percentage of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	#DIV/0!

Standard Special Condition D10. Provision of non-standard connection quotations = < 275kWh per hour

	Network
Number of requests for non-standard quotation = < 275kWh per hour (Standard Special Condition D10 (1)(a))	0
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	0
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	#DIV/0!
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	0
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	#DIV/0!

Standard Special Condition D10. Provision of non-standard connections quotations > 275kWh per hour

	Network
Number of requests for non-standard quotation > 275kWh per hour (Standard Special Condition D10 (1)(a))	0
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	0
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	#DIV/0!
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	0
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	#DIV/0!

Standard Special Condition D10. Accuracy of quotations

	Network
Number of quotations challenged under accuracy scheme (Standard Special Condition D10 (3))	0
Number of quotations found not to be accurate (Standard Special Condition D10 (3))	0
Number of refunds issued following accuracy scheme challenge (Standard Special Condition D10 (3))	0
Total value of refunds issued following accuracy scheme challenge (Standard Special Condition D10 (3))	£0.00

Standard Special Condition D10. Response to land enquiries

	Network
Number of land enquiry requests received (Standard Special Condition D10 (1)(c))	0
Number of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	0
Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	#DIV/0!
Number of land enquiry requests not responded to within timescale (Standard Special Condition D10 (2)(d))	0
Percentage of land enquiry requests not responded to within timescale (Standard Special Condition D10 (2)(d))	#DIV/0!

Standard Special Condition D10. Provision of a date for commencement and substantial completion

	Network
Number of quotations accepted	0
Number where both dates offered within timescale (Standard Special Condition D10 (2)(e))	0
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))	#DIV/0!
Number where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	0
Percentage where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	#DIV/0!

Standard Special Condition D10. Substantial completion of works within timescales agreed with the customer.

	Network
Total number of projects completed	0
Number substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	0
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	#DIV/0!
Number not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	0
Percentage not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	#DIV/0!