

## OVERALL GAS TRANSPORTER STANDARDS OF PERFORMANCE FOR TRANSCO

The Gas and Electricity Markets Authority, in accordance with the powers contained in section 33BA of the Gas Act 1986 ("the Act") and after the consultation and research required by section 33BAA of the Act, hereby determines the standards of overall performance in connection with the provision of gas transportation services to be achieved by Transco plc ("the gas transporter") as follows-

1. (1) Unless the context otherwise requires, words and expressions used in this determination shall bear the same meaning as in Part I of the Act.

(2) The following words and expressions shall have the meaning attributed to them in the standard conditions of gas transporter licences incorporated in the gas transporter's licence treated as granted to the gas transporter under section 7 of the Act:

customer

primary sub-deduct premises

secondary sub-deduct premises

In this determination –

"the Authority" means the Gas and Electricity Markets Authority;

"LDZ" means any individual Local Distribution Zone transportation system management unit or such other network management unit as the gas transporter may from time to time establish;

"premises" shall include primary sub-deduct premises and secondary sub-deduct premises

"relevant year" means the period 1 April 2002 – 31 March 2003 and thereafter each succeeding period of 12 months starting on 1 April.

2. For the purpose of this determination:-

- (a) where more than one person is a customer in respect of a particular premises, a notice given by a gas transporter to one person who is a customer in respect of those premises shall be a sufficient notice to any other person who is a customer in respect of those premises at the time the notice is given;
  - (b) where a person is a customer in respect of more than one premises, a reference in this determination to "customer" is a reference to that person in respect of each of the premises of which that person is a customer to which the determination applies;
  - (c) any reference to a customer shall include any person having apparent authority to represent the customer; and
  - (d) "customer" includes any person whom the gas transporter reasonably believes to be the customer of the premises in relation to which the service relates.
3. The overall standard of performance to be achieved by the gas transporter in respect of each service described in column 1 is that, of the occasions during each relevant year upon which he is requested or required to perform the service, he shall provide the service within the time specified in column 1 in no less than the percentage of such occasions specified in column 2 opposite that service.
4. In addition to the overall standard of performance to be achieved under paragraph 3, the gas transporter shall also, in respect of each of the services 2 – 7 (inclusive) described in column 1 during each relevant year secure that the service is provided separately in relation to each LDZ within the time specified in column 1 in no less than the percentage of such occasions specified in column 2 opposite that service.

**Column 1**

**Column 2**

**Service 1**

In respect of telephone calls to:

- (a) the telephone service which the gas transporter operates or procures the operation of pursuant to standard condition 6 of the gas transporter licence, and
- (b) the dedicated meter enquiry line and meter point reference number helpline, to the extent, and during such hours that the gas transporter operates such lines

each telephone call will be answered by an individual within 30 seconds.

90 per cent

### **Service 2**

Where the gas transporter proposes to carry out maintenance or replacement work to its pipe-line system which will require it to interrupt the conveyance of gas to customers, the gas transporter will provide a written notification of the need for the interruption to each customer likely to be affected not less than 5 working days before the expected interruption.

95 per cent

### **Service 3**

Where

- a) the conveyance of gas to customers' premises is interrupted as a result of an emergency or other unplanned cause; and
- b) the gas transporter expects that the interruption will continue for more than 24 hours,

the gas transporter shall –

- (i) where 250 premises or less are affected, inform each customer (either orally or by means of an appropriate written notification delivered to the customer's premises) of the expected programme for (including the expected date of) restoration of supply and the means by which the gas transporter will comply with paragraph (iii) within 12 hours of the time at which the gas transporter is made aware that an interruption has or could reasonably be expected to have occurred;

97 per cent

- (ii) where more than 250 premises are affected, provide public announcements (including by means of local public address announcements, local radio or other equivalent means) throughout the area affected describing the expected programme for (including the expected date of) restoration of supply and the means by which the gas transporter will comply with paragraph (iii) within 12 hours of the time at which the gas transporter is made aware that an interruption has or could reasonably be expected to have occurred; and 97 per cent
- (iii) Upon the expiry of each succeeding period of 24 hours from the notification or announcement under (i) or (ii) above, provide, (including, where appropriate, but not limited to, by means of the telephone enquiry service provided under standard condition 6) a progress report and revised information on the expected date of restoration of supply 97 per cent

#### **Service 4**

Where the gas transporter receives:

- (a) a written communication relating to the provision of a connection to its pipe-line system, or
- (b) a written complaint relating to its licensable activities

to which it would reasonably expect that the customer would expect a response, the gas transporter shall provide an oral response or despatch a written response to the customer (including, where the response is not a substantive reply, a date by which a substantive reply is to be expected) within 5 working days of receipt of the communication, where the communication relates to:

- i) provision of a connection to its pipe-line system 90 per cent
- ii) a written complaint relating to its licensable activities. 90 per cent

### **Service 5**

Where the gas transporter receives a written communication or a written or oral complaint under Service 4 and considers that it is necessary for him to make a visit to the customer's premises to respond effectively to that communication or complaint, he will:

93 per cent  
93 per cent

- (a) within 2 working days contact the customer; and
- (b) make the visit within 5 working days (unless the customer otherwise agrees a later date) of:
  - (i) where the customer needs to be present, making an appointment with the customer; and
  - (ii) in any other case, of making contact under (a) above.

### **Service 6**

Where the gas transporter receives an oral or written complaint from a customer relating to its licensable activities, the gas transporter shall (other than in exceptional circumstances) despatch a substantive response, (including an indication of any further action that the gas transporter considers to be required) within 10 working days.

90 per cent

### **Service 7**

Where the gas transporter receives a report of a gas emergency including a gas escape, a significant escape of carbon monoxide, fumes or other hazardous situation to the telephone service operated under standard licence condition 6, the gas transporter shall attend or procure the attendance of an emergency service provider at the site of the incident as quickly as possibly and in any event-

- (a) in respect of an uncontrolled gas escape or other uncontrolled gas emergency, within 1 hour;
- (b) in respect of a controlled gas escape or other controlled gas emergency, within 2 hours

97 per cent

97 per cent

For the purpose of Service 7

"emergency service provider" shall have the same meaning as in the

Gas Safety (Management) Regulations 1996; and

“controlled gas escape or other controlled gas emergency” means a gas escape or other gas emergency where the person reporting the escape or other emergency, after carrying out (or causing to be carried out) the actions required by the telephone operator, advises the operator that the escape of gas or other emergency appears to have ceased.

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Duly Authorised by the Authority

