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18th March 2005

Dear Richard,

Amendments to gas distribution Regulatory Instructions and Guidance (RIGs)

Thank you for your letter of 18th February, which I note constitutes formal notice under special licence conditions 35 and 36 of Transco's gas transportation licence to amend the Gas Distribution RIGs.

NGT has no substantive comments to make in respect of the proposed amendments and welcomes their proposed introduction.

As discussed at your meeting between with John Meehan on 14th March, NGT believes that it would be helpful to add an appendix detailing the method to be used in the calculation of the results for the customer satisfaction survey and how they should be presented. Also as discussed, NGT believes there are a small number of minor presentational improvements that could be made.

If you have any questions regarding this letter please contact John Meehan, telephone number 01926 655355.

Yours sincerely

Tim Tutton