

Smell gas?

Call the National Gas Emergency Service
on 0800 111 999

Jemma Baker
Ofgem,
10 South Colonnade,
Canary Wharf,
London,
E14 4PU
Email: FutureConsumers@ofgem.gov.uk

20th December 2024

Dear Jemma Baker

Consumer Standards – Supplier 24/7 Metering Support Statutory Consultation

Thank you for the opportunity to provide a response to the above noted Statutory Consultation. Please note that this response is not confidential and therefore may be published in its entirety.

As a Gas Transporter we welcome Ofgem's decision to proceed with its statutory consultation process with the view to activating the currently dormant supplier Standard Licence Condition (SLC) 31G.3A(c) in both the gas and electricity supplier licences.

We do however note that the current licence drafting appears limited in scenarios where suppliers must provide 24/7 coverage. Expanding this provision would ensure that consumers experiencing other types of out-of-hours supply interruptions would be able to receive assistance without needing to resort to contacting the National Gas Emergency Service (NGES). Please note that where we mention NGES within this document, these comments would also be equally applicable to the emergency service for electricity.

It is crucial to establish clear procedures and lines of communication between a Supplier's 24/7 service and the NGES. This will ensure that any consumers who may contact the incorrect service can be assured that the relevant information will be efficiently redirected to the appropriate service. Suppliers must ensure that they are able to identify and hand over calls that relate to a gas emergency to NGES without unnecessary delay. Additionally they need to be able to ensure that NGES can hand over non-emergency calls to the suppliers. If suppliers maintain independent call centres rather than a centralised service, this could introduce additional complexities in the transmission of these details. Therefore, we request that suppliers give careful consideration to this aspect.

Finally, we would ask that Suppliers look to implement the solution as early as possible, rather than wait for April 2025, as demand for these services will naturally increase during the winter period and therefore a winter implementation would be of considerable benefit to end consumers.

Yours sincerely,

Tracey Saunders (via email)
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**we are
the network**

Northern Gas Networks Limited is registered in England and Wales, no. 5167070.
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Part of your monthly gas bill goes towards keeping your gas supply flowing and providing a fast and efficient emergency response service if you smell gas.
To find out more visit: northerngasnetworks.co.uk/goodtoknow

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