

**Guaranteed standards of performance
for gas transporters**

**Consultation on the draft Statutory
Instrument**

January 2002

Executive summary

The Utilities Act 2000 ('the Utilities Act') provides for the Authority, with the consent of the Secretary of State for Trade and Industry, to make regulations for guaranteed standards of performance for gas transporters (GTs). The Utilities Act also provides for the Authority to separately determine overall standards of performance. It is now proposed to introduce guaranteed and overall standards of performance in respect of certain non-contestable activities carried out by the GTs, similar to those in place on electricity distribution companies.

The final proposals for Transco's standards of performance were published in September 2001 as part of the final proposals for the Transco price control review. Final proposals for independent gas transporters' (IGTs) standards of performance were published in December 2001. It is appropriate that consumers on IGT networks are afforded the same protection with regards to standards of performance as consumers on Transco's network. The same standards of performance will therefore apply to both Transco and the IGTs. The main difference with the arrangements for IGTs from those proposed for Transco is that performance against the overall standards of performance will be measured over three years rather than on an annual basis.

This document invites comment and suggestions on draft regulations required to implement the guaranteed standards of performance for gas transporters from April 2002. The draft regulations are set out in Annex A.

A separate consultation will be issued shortly on the overall standards of performance and modifications to the GT standard licence conditions to avoid overlap between the existing standards of service and the new standards of performance.

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1. Introduction

Background and purpose of this document

- 1.1 The Utilities Act 2000 ('the Utilities Act') amends the Gas Act 1986 so as to provide for the Authority, with the consent of the Secretary for State of Trade and Industry, to make regulations for guaranteed standards of performance for gas transporters (GTs). The Act also provides for the Authority to separately determine overall standards of performance. It is now proposed to introduce guaranteed and overall standards of performance in respect of certain non-contestable activities carried out by the GTs, similar to those in place on electricity distribution companies. Previously, gas regulation has relied on licence conditions, industry agreements and voluntary service undertakings to provide safeguards for consumers on standards of service.
- 1.2 Guaranteed standards of performance set service levels that must be met in each individual case. If the licensee fails to meet the required level of service, it is required to pay a fixed level of compensation to the affected consumer. Overall standards of performance cover areas where it is considered inappropriate to have individual guarantees, but where consumers in general have a right to expect the licensee to deliver pre-determined minimum levels of service. These standards are set in consultation with energywatch, the licensees and other interested parties.
- 1.3 The final proposals for Transco's standards of performance were published in September 2001 as part of the final proposals for the Transco price control review¹. The final proposals for independent gas transporters' (IGTs) standards of performance were published in December 2001².
- 1.4 This document invites comments and suggestions on draft regulations required to implement the guaranteed standards of performance for gas transporters from April 2002. The draft regulations take the form of amendments to the existing

¹ Ofgem publication 56/01: 'Review of Transco's Price Control from 2002, Final Proposals', September 2001.

² Ofgem publication 79/01: 'Guaranteed and overall standards of performance for independent GTs, Final Proposals', December 2001.

Gas (Standards of Performance) Regulations 2001, which set out the guaranteed standards of performance for gas suppliers.

- 1.5 A separate consultation will be issued shortly on the overall standards of performance and draft modifications to the GT standard licence conditions to avoid overlap between the existing standards of service and new standards of performance.

Structure of the document

- 1.6 Section 2 of this document provides a summary of the proposed standards of performance for gas transporters. Section 3 sets out the mechanism for paying compensation to consumers, the information that gas transporters will be required to provide to consumers and the scope and application of exemptions to the guaranteed standards of performance. Section 4 discusses ongoing work including the consultation on the draft Determinations to implement the overall standards of performance. Annex A sets out the draft regulations to implement the guaranteed standards of performance for GTs. Annex B sets out the existing Gas Standards of Performance Regulations.

Timetable

- 1.7 Responses to this consultation should be received by 21 February 2002. They should be sent to:

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- 1.8 Where possible, it would be helpful if responses could also be sent in an electronic form. Unless marked as confidential, all responses will be published by placing them in Ofgem's library. Any questions on this document should in

be directed to either Chris Watts on 020 7901 7333 or Richard Clay on 020 7901 7264.

2. Guaranteed standards of performance for gas transporters

2.1 Table 1 below summarises Ofgem's proposals for guaranteed standards of performance for gas transporters to take effect from 1 April 2002. It also shows the levels of compensation associated with each standard of performance. These are the minimum levels of compensation that GTs are required to pay for failure to meet a standard. Ofgem would encourage GTs to pay additional compensation where they consider it to be appropriate.

Table 1: Guaranteed Standards of Performance for Gas Transporters

No	Standard	Definition	Payment
1	Restoring domestic consumers' supplies after an unplanned interruption.	GTs should restore domestic consumers' 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 consumer affected. Further compensation will be paid for each additional period of 24 hours until the consumer's supply is restored. (This excludes third-party and water ingress interruptions and interruptions where more than 50,000 consumers are affected.)	£30 Cap per consumer of £1000
2	Reinstatement of consumers' premises	On completion of GT initiated work to re-lay service pipes on a consumer'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.	£50 (domestic) £100 (non-domestic)
3	Making and keeping appointments	GTs should arrange a morning or afternoon appointment for consumer initiated work, or a timed appointment if requested by the consumer. A fixed compensation payment will be made where the GTs fail to arrange an appointment or fail to attend without adequate prior notification to the consumer.	£20
4	Alternative heating and cooking facilities.	If a priority consumer's gas supply is discontinued because of a planned interruption the GT shall provide alternative heating and cooking facilities within 4 hours. If the supply to consumer's premises or gas fittings at those premises is discontinued because any other event (e.g. a gas emergency or unplanned interruption) where less than 250 (250 or more) consumers are affected the GT shall provide alternative heating and cooking facilities within 4 hours (8 hours) of it becoming aware that the consumer has been affected.	£24
5	Notifying consumers and making payments owed under the standards	GTs shall write to the relevant consumer (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.	£20

- 2.2 The same guaranteed standards of performance will apply to all GTs. The specific exemptions for each guaranteed standard of performance are outlined below. The generic exemptions for standards of performance are discussed in section 3.

GS 1 – Restoring domestic consumers' supplies

- 2.3 Ofgem is proposing to introduce a guaranteed standard on the restoration of consumers' supplies within 24 hours following unplanned interruptions on their network (excluding third-party and water ingress interruptions and instances where the source of the interruption is on another GT's network). Where a GT fails to achieve this level of service it will be required to pay the consumer £30 compensation. GTs will be required to pay further compensation of £30 for each additional period of 24 hours until the consumer's supply is restored. The total payment for any particular consumer is capped at £1000 per incident.
- 2.4 The introduction of this standard will help align regulation in gas and electricity and it will also increase awareness of domestic consumers of their entitlement to compensation. The compensation scheme for non-domestic consumers connected to Transco's network will continue to be covered by Transco's Network Code. Ofgem indicated in its final proposals for guaranteed and overall standards for IGTs³ that these transporters would be encouraged to align their Network Codes with Transco's Network Code. However, if such modifications do not sufficiently protect consumers, Ofgem will consider future regulatory intervention.
- 2.5 Ofgem aims to extend the existing agreement with Transco, which requires it to pay out compensation to consumers for third-party and water ingress interruptions, to cover the 2002-2007 price control period. Under this agreement Transco pays out equivalent levels of compensation for third-party and water ingress interruptions as for other types of unplanned interruption on its network.
- 2.6 Transco's compensation payments for third-party and water ingress interruptions are capped at £10 million for each incident and £30 million in aggregate for the

³ Ofgem publication 79/01: 'Guaranteed and overall standards of performance for independent GTs, Final Proposals', December 2001, paragraph 2.6.

period up to and including 31 March 2002. The equivalent caps for the 2002-2007 price control period will be £20 million for each incident and £50 million annually in aggregate, consistent with the allowances in the new Transco price control to cover the cost of insurance for third-party and water ingress interruptions and any compensation payments that fall into the excess⁴.

- 2.7 Given the history of interruptions on Transco's network and the fact that Transco will be exempt from paying compensation for interruptions where more than 50,000 consumers are affected, it is unlikely that these caps will ever be binding. There has only been one interruption in the last fifteen years where more than 10,000 consumers were affected. (This involved 30,000 consumers in 1994). Even if consumers in such an incident were interrupted for an average of 7 days, the total level of compensation would be no more than £6.3 million. In practice customers would generally have their supplies restored much faster and the total level of compensation would therefore be substantially lower. This shows that it is unlikely that the £20 million cap for an individual incident would ever be breached. Further, a number of incidents of this scale would be required before the annual cap is breached.

GS 2 – Reinstatement of consumers' premises

- 2.8 This standard focuses on the reinstatement of access to any building on the consumer's premises so that it is fit for purpose and the reinstatement of other parts of the consumer's premises to a reasonable standard. It addresses an area, which is the source of a significant cause of complaint from consumers.
- 2.9 The standard requires GTs to reinstate a consumer's premises within 10 days following completion of work to re-lay a service pipe and any associated work to a distribution main within or under those premises. If the GT fails to achieve this level of service it will be required to make a payment of £50 to domestic consumers and £100 to non-domestic consumers. GTs will be required to pay further compensation of £50 for domestic consumers (or £100 for non-domestic consumers) for each subsequent period of 5 working days until the premises are reinstated.

⁴ Ofgem publication 56/01: 'Review of Transco's Price Control from 2002, Final Proposals', September 2001, page 40, paragraph 3.85.

- 2.10 A GT will be exempt from making payments under GS2 if the work undertaken relates to a request initiated by the consumer, for example moving a service pipe to accommodate an extension to the consumer's premises.
- 2.11 Ofgem is considering whether there should be an additional licence condition on GTs requiring them to reinstate access to the consumer's premises to an equivalent standard and description to those existing prior to the commencement of the work. If they failed to achieve this they would be required to pay the consumers affected appropriate compensation.

GS 3 – Making and keeping appointments

- 2.12 This standard requires a GT to make either a morning or afternoon appointment, or a timed appointment, if requested by a consumer for work initiated by that consumer. If the GT fails to arrange the appointment or fails to keep the appointment without providing adequate prior notice, it will be required to pay £20 compensation. The introduction of this standard will create greater alignment between gas and electricity.

GS 4 – Alternative heating and cooking facilities

- 2.13 This standard covers domestic consumers who are registered on the Priority Customer list. These consumers include those that are disabled or chronically sick and those of a pensionable age.
- 2.14 If a priority consumer's gas supply is discontinued because of a planned interruption the GT shall provide alternative heating and cooking facilities within 4 hours, excluding hours between 8 p.m. and 8 a.m.
- 2.15 If the gas supply to consumer's premises or gas fittings at those premises is discontinued because of any other event (e.g. a gas emergency or unplanned interruption) where less than 250 consumers are affected the GT shall provide alternative heating and cooking facilities within 4 hours of it becoming aware that the consumer has been affected, excluding hours between 8 p.m. and 8 a.m.
- 2.16 If the supply to consumer's premises or gas fittings at those premises is discontinued because of any other event (e.g. a gas emergency or unplanned

interruption) where 250 or more consumers are affected the GT shall provide alternative heating and cooking facilities within 8 hours of it becoming aware that the consumer has been affected, excluding hours between 8 p.m. and 8 a.m.

- 2.17 For the purposes of meeting this standard it will be sufficient for the GT to provide one electric fan heater and one single (electric or bottled gas) cooking ring or reasonable equivalent.
- 2.18 Where the GT fails to provide this level of service, it will be required to pay £24 compensation to the consumers affected. A GT may claim an exemption from this standard if the priority consumer already has equivalent alternative heating and cooking facilities available on its premises.
- 2.19 This standard will replace GTs' existing obligation under SLC 6 to provide adequate heating and cooking facilities to priority consumers following the disconnection of their gas supplies due to safety reasons. It will provide greater protection to priority consumers, as GTs will be required to provide these facilities following supply interruptions as well as emergency disconnections.

GS5 – Notifying consumers and making payments owed under the standards

- 2.20 This standard requires GTs to notify the relevant consumer (or shipper) of a failure to meet a standard and make payment within 20 working days. If the GT fails to meet this level of service it will be required to pay £20 compensation. The introduction of this standard will create greater alignment between gas and electricity and help ensure that consumers receive compensation promptly.
- 2.21 In defining this standard Ofgem has made allowance for this being a new obligation on GTs. It may take some time before the arrangements for notifying and paying consumers (or the relevant shippers) are fully bedded in. Ofgem has therefore allowed a 20 working day period rather than the 10 working day period presently defined in the Electricity (Standards of Performance) Regulations.
- 2.22 Nevertheless, Ofgem would expect GTs to notify and make payments to the relevant consumers (or shippers) within 10 working days in the majority of cases.

3. Compensation payments, information for consumers and exemptions

Compensation payments

- 3.1 Under standard condition 20 of the GT licence, GTs may either pay compensation directly to a consumer or pay compensation to the appropriate gas shipper for onwards transmission to the appropriate gas supplier and consumer. Where they choose to make the payment via a shipper they must ensure that the shipper is aware that the payment should be passed on to the relevant consumer. Gas shippers and suppliers face equivalent licence conditions to pass on in full any compensation payments they receive in relation to the guaranteed standards of performance. They should ensure that the compensation is paid promptly to the relevant party.

Provision of information to consumers

- 3.2 GTs should prepare and from time to time update statements setting out their standards of performance, actual performance against those standards and associated levels of compensation. These statements should be provided annually to suppliers who will be required to pass them on to consumers. GTs may provide separate statements for domestic and non-domestic consumers if they consider this to be appropriate. In addition GTs will be required to report data on their standards of performance to Ofgem.

Exemptions

- 3.3 Section 2 discussed those exemptions specific to each guaranteed standard of performance. There are also certain general exemptions that will apply to all of the guaranteed standards, subject to any qualification for a specific standard. These exemptions are:

- ◆ if the consumer 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 consumer 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 consumer to the GT, and the consumer either sends the information to an address other than the one the GT has indicated or in the case of the appointment standard 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 of the GT;
 - an action or default of someone other than an officer of, 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;
 - other exceptional circumstances beyond the control of the GT;
- ◆ if it was reasonable to regard information provided by the consumer as frivolous or vexatious; and
- ◆ if the consumer has committed an offence under the Gas Act 1986 ('the Gas Act')⁵. This includes acts such as tampering with meters and damaging any gas fittings and or service pipes for the supply of gas to the consumer's premises.

⁵ The Gas Act 1986 (as amended), Schedule 2B, Paragraph 10(a)

4. Further work

- 4.1 Under section 33BAA of the Gas Act, the statutory period for consultation on draft regulations for standards of performance is 28 days. In the light of this, responses to this consultation should be received by 21 February 2002. Following the consultation period and consideration of these responses, it will be necessary to produce a final version of the regulations to be made by the Authority with the consent of the Secretary of State. Ofgem aims to make the regulations by 8 March with a view to the guaranteed standards of performance being implemented on 1 April 2002. A more detailed timetable is set out below.

Table 5.1: Timetable for implementation of Guaranteed Standards of Performance

Date	Key milestone
23 January	Statutory consultation on SI
21 February	Closing date for consultation on SI
By 8 March	Authority make SI with the consent of the Secretary of State
1 April 2002	Implementation of gas transporter standards of performance

- 4.2 Ofgem is also empowered under section 33BA of the Act (as amended by section 91 of the Utilities Act 2000) to separately introduce overall standards of performance for gas transporters by means of Determinations. Ofgem intends to consult on the overall standards of performance in early February 2002 with a view to making the Determinations by mid-March. The timetable can be compressed for the overall standards because the Determinations do not require the Secretary of State's approval.
- 4.3 Ofgem expects to modify standard conditions 6 and 20 of the GT licence to avoid duplication between the existing standards of service and the new standards of performance that will be introduced from 1 April 2002. Ofgem intends to consult on the draft licence modifications together with the draft Determinations for the overall standards of performance.

Annex A

STATUTORY INSTRUMENTS

[2002 No.]

GAS

The Gas (Standards of Performance) (Amendment) Regulations 2002

Made - - - [2002]

Coming into force [1st April 2002]

The Gas and Electricity Markets Authority (a) in exercise of the powers conferred by sections 33AA, 33AB, 33D and 47 of the Gas Act 1986 (b) and all other enabling powers after consultation with the Gas and Electricity Consumer Council, gas suppliers and gas transporters (c) and with persons and bodies appearing to be representative of persons likely to be affected by the Regulations, after considering the results of research to discover the views of a representative sample of persons likely to be affected, and with the consent of the Secretary of State in accordance with section 33AA (2) of the Gas Act 1986, makes the following Regulations –

Citation and commencement

1. - (1) These Regulations may be cited as the Gas (Standards of Performance) (Amendment) Regulations 2002 and shall come into force on [1st April 2002].
- (2) In these Regulations “the Principal Regulations” means the Gas (Standards of Performance) Regulations 2001 (d).

Interpretation

2. In regulation 2 of the Principal Regulations there shall be inserted, in the appropriate alphabetical position, the following additional definitions –

“non-domestic customer” means any customer other than a domestic customer;

-
- (a) The Gas and Electricity Markets Authority was established under section 1 (1) of the Utilities Act 2000 (c.27)
- (b) 1986 c.44. Sections 33AA and 33AB were inserted by section 90 (2) of the Utilities Act 2000, and Section 33D was substituted by section 94 of the Utilities Act 2000.
- (c) The Utilities Act 2000 (Transitional Provisions) Regulations 2001 (S.I. 2001/1782) amends the requirement for consultation set out in section 33BAA of the Gas Act 1986.
- (d) S.I. 2001.

“priority domestic customer” means a domestic customer in respect of whom the relevant details included on the Priority Service Register maintained by gas suppliers in accordance with standard licence condition 37 of the gas suppliers licence have been provided to the relevant gas transporter;

“relevant event” means the occurrence as a result of which a regulation applies;

“relevant gas transporter” means, in relation to a customer, the gas transporter to whose pipe-line system the premises of the customer are directly connected or, in relation to secondary sub-deduct premises, the primary sub-deduct premises are directly connected;

“relevant operator” means the relevant gas transporter or, as the case may be, gas supplier according to the circumstances of the relevant customer’s case;

“water undertaker” shall have the same meaning as in the Water Industry Act 1991;

3. After regulation 4 of the Principal Regulations, there shall be inserted the following new regulations –

“Gas transporter’s individual standards of performance

Supply restoration

4A–(1) This regulation applies where the conveyance of gas to a domestic customer’s premises is discontinued as a result of a failure of, fault in or damage to the pipe-line system operated by the relevant gas transporter.

- (2) Where this regulation applies, the relevant gas transporter shall, except in any of the circumstances described in paragraph (3), pay the prescribed sum to the customer-
- a) where the conveyance of gas is not resumed to the customer’s premises within the prescribed period from the applicable date; and
 - b) in respect of each succeeding period of 24 hours upon the expiry of which the conveyance of gas is not resumed.
- (3) The circumstances described in this paragraph are:
- (a) each of the circumstances described in regulation 8;
 - (b) that the relevant event was caused by the act or default of the customer;
 - (c) that the relevant event resulted in the discontinuance of conveyance of gas to more than 50,000 customers (whether domestic or non-domestic) of the relevant gas transporter;
 - (d) that the payment would cause the aggregate amount paid to the customer under this regulation as a result of the relevant event to exceed £1,000.

Reinstatement of customer's premises

- 4B–(1) This regulation applies where the relevant gas transporter has completed work to a service pipe to the customer's premises and any associated work to a distribution main where such pipe or main is situated under or within the premises of a customer.
- (2) Where this regulation applies, the relevant gas transporter shall, except in any of the circumstances described in paragraph (3), pay the prescribed sum to the customer where the relevant gas transporter has not completed the reinstatement of the customer's premises-
- (a) within the prescribed period from the applicable date; and
- (b) upon the expiry of each succeeding period of 5 working days.
- (3) The circumstances described in this paragraph are:
- (a) each of the circumstances described in regulation 8;
- (b) that the work related to the first installation or reconnection of or alteration to the position or capacity (in any such case requested by the customer) of a service pipe to the premises of the customer to whom a payment under this regulation would otherwise require to be made; and
- (c) that the work resulted from, the act or default of the customer or persons under his control.
- (4) For the purposes of paragraph (2), the customer's premises shall be deemed to have been reinstated where:
- (a) any drive, path or other route used to obtain access to any building on the customer's premises and any building or structure on those premises has been replaced or repaired so that the drive, path, other route, building or structure is reasonably fit for the type of access or use for which it was used prior to commencement of the work; and
- (b) any other part of the premises, including any garden or lawn, has been reinstated, so far as is reasonably practicable, to a reasonable standard and with reasonable care and skill having regard to its condition prior to commencement of the work.
- (5) In this regulation, "premises" includes any land or structure within the curtilage of the premises to which the gas is conveyed.

Priority domestic customers

- 4C–(1) This regulation applies (in addition to regulation 4A) where the conveyance of gas to a priority domestic customer's premises or to gas fittings at those premises is discontinued.
- (2) Where this regulation applies, the relevant gas transporter shall, except in any of the circumstances described in paragraph (3), pay the prescribed sum to the customer where it does not provide to the customer at the customer's premises alternative heating and cooking facilities:

- (a) where the relevant gas transporter had given prior notice to the customer of its intention to discontinue the conveyance of gas, within the prescribed period from the applicable date; and
 - (b) in any other case where -
 - (i) less than 250 customers (whether domestic or non-domestic) are affected by the relevant event, within the prescribed period from the relevant time; or
 - (ii) 250 or more customers (whether domestic or non-domestic) are affected by the relevant event within the prescribed period from the relevant time.
- (3) The circumstances described in this paragraph are:
- (a) each of the circumstances described in regulation 8;
 - (b) that the customer had alternative heating or cooking facilities (as the case may be).
- (4) For the purposes of this regulation:
- (a) alternative heating and cooking facilities means:
 - (i) in respect of heating, an electric fan; and
 - (ii) in respect of cooking, a single ring electric or bottled gas appliance,or, in either case, any reasonably equivalent appliance, having regard to the expected duration of the discontinuance and the weather conditions expected during that period;
 - (b) in calculating the prescribed period, the period between 8:00 p.m and 8:00 a.m shall be ignored;
 - (c) a relevant gas transporter shall be deemed to have been notified of a relevant event where the relevant event is notified to any person operating a service for receipt of such information on behalf of the relevant gas transporter; and
 - (d) 'the relevant time' means –
 - (i) the time when the relevant event occurred; or if later
 - (ii) the time when the relevant gas transporter was notified or became aware that the relevant event had occurred or of circumstances in which a prudent operator would expect that a relevant event had or was likely to occur in respect of the customer's premises

4. Before regulation 5, there shall be inserted as a heading:

"Gas supplier's and relevant gas transporter's individual standards"

5. Regulations 2(4), 5 (other than sub-paragraph (1)(b)), 6, and 8 and paragraphs (3) and (4) of regulation 7 shall be amended by substituting for the words "gas supplier" in each place that they occur the words "relevant operator".

6. Regulation 7 shall be amended –

(a) in paragraph (1) by substituting for the words "regulations 3 to 5 (inclusive)" the words "regulations 3, 4 or 5";

(b) by inserting the following new paragraph after paragraph (1)

"(1A) Paragraph 2A applies where a relevant gas transporter is obliged to make a payment to a customer under any of regulations 4A to 4C (inclusive) and 5";

(c) by inserting the following new paragraph after paragraph (2) –

"(2A) Where this paragraph applies and the relevant gas transporter fails within the prescribed period from the applicable date to dispatch a notice to the customer or to the gas shipper in respect of the customer's premises advising that the payment is due to the customer and to make the payment to the customer or, where the notice has been dispatched to the gas shipper, to the gas shipper for onward transmission to the gas supplier of the customer of the sum to which the customer is entitled, the relevant gas transporter shall, except in any of the circumstances described in paragraph (3) pay to the customer, or to the gas shipper for onward transmission to the gas supplier of the customer, the prescribed sum".

(d) by inserting the following new sub-paragraph after sub-paragraph (4)(c) –

" (d) where a relevant gas transporter elects to make any payment directly to a customer, payment by the relevant gas transporter to a person whom it reasonably believes to be the customer to the premises in relation to which the entitlement arises shall be a complete discharge of the obligation of the relevant gas transporter to make the payment to the actual customer of those premises."

7. Regulation 10 shall be amended -

(a) in paragraph (1) by substituting for the words "regulations 3 to 9 (inclusive)" the words "regulations 3, 4, and 5 to 9 (inclusive)";

(b) by inserting the following new paragraph after paragraph (1) –

"(1A) In respect of the rights prescribed for the benefit of customers under regulations 4A to 4C (inclusive), 5 and 7 a relevant gas transporter shall prepare and from time to time revise a statement describing those rights and the effect of section 33AA (6) of the Act in a form and having a content which a relevant gas transporter could reasonably expect would be within the understanding of customers to whom the statement relates and shall –

(a) give a copy of the statement and of any revision of the statement to the Authority and to the Consumer Council, before he sends it to the gas suppliers referred to in sub-paragraph (b);

- (b) at least once in any period of 12 months dispatch to each gas supplier which supplies gas to customers connected to the relevant gas transporter's system for onward transmission to the gas supplier's customers a copy of the statement (in the form current at the time it is provided);
 - (c) make a copy of the statement (in its current form) available for inspection by any person at any offices fixed as appropriate by the relevant gas transporter for the purposes of section 46(3) of the Act or; if none at any premises of or occupied by the relevant gas transporter open to the public in the normal course of the relevant gas transporter's business during the normal opening hours of the premises; and
 - (d) dispatch a copy of the statement (in its current form) to any person who requests it"
- (c) by inserting the following new paragraph after paragraph (2) –

"(3) A gas supplier shall at least once in any period of 12 months dispatch to each customer of the gas supplier the information in any statement sent to him by a relevant gas transporter pursuant to paragraph (1A) in respect of the relevant gas transporter to whose pipe-line system the customer's premises are connected"

8. Regulation 11 shall be amended –

- (a) by inserting the following new paragraph after paragraph (1) –

"(1A) In respect of the overall standards of performance determined by the Authority under section 33BA of the Act a relevant gas transporter shall prepare and from time to time revise a statement describing those standards and the levels of performance achieved as respects those standards in a form and having a content which a relevant gas transporter could reasonably expect would be within the understanding of customers to which the statement relates and shall –

- (a) give a copy of the statement, and of any revision of the statement to the Authority and to the Consumer Council, before he sends it to the gas suppliers referred to in subparagraph (b);
- (b) at least once in any period of 12 months dispatch to each gas supplier which supplies gas to premises connected to the relevant gas transporters pipe-line system for onward transmission to the gas supplier's customers a copy of the statement (in the form current at the time it is provided);
- (c) make a copy of the statement (in its current form) available for inspection by any person at any premises of or occupied by the relevant gas transporter open to the public in the normal course of the relevant gas transporter's business during the normal opening hours of the premises; and
- (d) dispatch a copy of the statement (in its current form) to any person who requests it."

- (b) by inserting the following new paragraphs after paragraph (2) –

"(3) A relevant operator may prepare a separate statement for domestic and non-domestic customers.

(4) A gas supplier shall at least once in any period of 12 months dispatch to each domestic customer of the gas supplier the information in any statement sent to him by a relevant gas transporter pursuant to paragraph (1A) in respect of the relevant gas transporter to whose pipe-line system the customers' premises are connected, provided that where in relation to any premises more than one person is a domestic customer, the obligation shall be satisfied by dispatching such information to any one of them."

9. The Schedule to the Principal Regulations shall be amended by inserting, in the appropriate numerical position in the table set out in Part 1 of that Schedule, the following new rows and the additional column –

(1)	(2)	(3)	(4) Non-domestic customers
4A (2)	24 hours	£30	
4B (2)	10 working days	£50	£100
4C (2)(a)	4 hours	£24	
4C(2)(b)(i)	4 hours	£24	
4C(2)(b)(ii)	8 hours	£24	
7 (2A)	20 working days	£20	£20

The seal of the Gas and Electricity Markets Authority here affixed is authenticated by the signature of

.....
A member of the Authority
[2002]

I consent
[2002] Minister of State for Industry and Energy
Department of Trade and Industry

Annex B

STATUTORY INSTRUMENTS

2001 No.

GAS

The Gas (Standards of Performance) Regulations 2001

Made - - - - *2001*

Coming into force *1st April 2002*

ARRANGEMENT OF REGULATIONS

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SCHEDULE

1. Prescribed Periods and Prescribed sums applicable to all gas suppliers.
2. Working hours.

The Gas and Electricity Markets Authority (a) in exercise of the powers conferred by sections 33A, 33AB, 33D and 47 of the Gas Act 1986 (b) after consultation (c) with the Gas and Electricity Consumer Council (d), gas suppliers and gas transporters and with persons and bodies appearing to be representative of persons likely to be affected by the Regulations, after considering the results of research to discover the views of a representative sample of persons likely to be affected, and with the consent of the Secretary of State in accordance with section 33A(2) of the Gas Act 1986, makes the following Regulations -

Part I General

Citation and commencement

1. These Regulations may be cited as the Gas (Standards of Performance) Regulations 2001 and shall come into force on 1st April 2002.

Interpretation

2. - (1) In these Regulations, unless the context otherwise requires,

‘the Act’ means the Gas Act 1986;

‘applicable date’ means, in relation to each occasion upon which a regulation applies, the day upon which that regulation first applies, or, where

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- (a) The Gas and Electricity Markets Authority was established by section 1 of the Utilities Act 2000 (c.27).
 - (b) 1986 c.44. Section 33A was inserted by the Competition and Service (Utilities) Act 1992 (c.43) and amended by Schedule 3 paragraph 34 of the Gas Act 1995(c.45) and, section 90(1)(b) and Schedule 6, paragraph 13 to the Utilities Act 2000; section 33AB was inserted by section 90(2) of the Utilities Act 2000, and section 33D was substituted by section 94 of the Utilities Act 2000.
 - (c) The Utilities Act 2000 (Transitional Provisions) Regulations 2001 (S.I. 2001/1782) amends the requirement for consultation set out in section 33BAA of the Gas Act 1986 which was inserted by section 92 of the Utilities Act 2000.
 - (d) The Gas and Electricity Consumer Council was established under section 2 of the Utilities Act 2000.

a prescribed period in a paragraph of a regulation is expressed in hours, the time on that day when that regulation first applies;

‘appropriate meter’ means a meter stamped in accordance with the provisions of section 17 (a) of the Act or regulations made pursuant to that section;

‘the Authority’ means the Gas and Electricity Markets Authority;

‘Consumer Council’ means the Gas and Electricity Consumer Council;

‘customer’ means an owner or occupier of premises in Great Britain who is supplied or requiring to be supplied with gas conveyed to those premises through pipes;

‘domestic customer’ means a customer supplied or requiring to be supplied with gas at domestic premises (but excluding such customer in so far as he is supplied or requires to be supplied at premises other than domestic premises);

‘domestic premises’ means premises at which a supply is taken or to be taken wholly or mainly for domestic purposes;

‘gas supplier’ means, in relation to any premises, a gas supplier who supplies to those premises gas which is conveyed thereto (or, where the premises are secondary sub-deduct premises, to the relevant primary sub-deduct premises) by a gas transporter;

‘margins of error’ means, in relation to a meter, operating outside the standards prescribed pursuant to the Gas (Meters) Regulations 1983(b);

‘pay’ includes crediting the account of the customer for charges incurred or to be incurred in respect of the supply or in respect of the provision of any gas meter, and ‘payment’ shall be construed accordingly;

‘prescribed period’ means, in a paragraph or sub-paragraph of a regulation, the period in column 2 of Part I of the Schedule opposite the reference to that paragraph or sub-paragraph of the regulation in column 1 of Part I of the Schedule;

‘prescribed sum’ means, in a paragraph or sub-paragraph of a regulation, the amount in column 3 of Part I of the Schedule, opposite the reference to that paragraph or sub-paragraph of the regulation in column 1 of Part I of the Schedule;

‘primary sub-deduct premises’ means premises to which gas is conveyed by a gas transporter before being conveyed to secondary sub-deduct premises;

(a) Section 17 was substituted by Schedule 3 paragraph 13 to the Gas Act 1995.

(b) S.I. 1983/684 as amended by the Gas (Meters)(Amendment) Regulations 1993(S.I. 1993/1521) and to which there are other amendments not relevant to these regulations.

‘secondary sub-deduct premises’ means premises to which gas is conveyed in pursuance of an exemption from section 5(1)(a) **(a)** of the Act granted under section 6A **(b)** of the Act, for supply by the gas supplier;

‘specified time’ means-

- (a) unless sub-paragraph (b) applies, a part (specified by the gas supplier) of a day (also specified by the gas supplier) within the prescribed period from the applicable date, being either a part which falls either wholly before one o’clock in the afternoon or wholly after noon, or a part not exceeding two hours, or
- (b) such part of a day (whether or not within that period) as is requested by the customer and agreed with the gas supplier, such agreement not to be unreasonably withheld,

Provided -

- (i) that a part of a day may be a specified time for the purpose of a regulation notwithstanding that it was requested, agreed or specified prior to the time at which that regulation first applied ;and
- (ii) that the gas supplier shall not be obliged to agree part of a day less than two hours;

‘working day’ means any day other than a Saturday, a Sunday, Christmas Day, Good Friday or a day which is a bank holiday within the meaning of the Banking and Financial Dealings Act 1971 **(c)**; and

‘working hours’ means the period between the hours specified in Part II of the Schedule.

- (2) In these Regulations ‘the Schedule’ means the Schedule to these Regulations.
- (3) Any reference in these Regulations to a numbered regulation is a reference to the regulation in these Regulations bearing that number; and any reference in a regulation to a numbered paragraph or sub-paragraph is a reference to the paragraph or sub-paragraph of the regulation bearing that number.
- (4) For the purpose of these Regulations-
 - (a) where more than one person is a customer in respect of particular premises, a notice given by a gas supplier 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 a regulation to ‘customer’ is a reference to that person in

(a) Section 5(1)(a) was amended by Schedule 6 paragraph 3 to the Utilities Act 2000.

(b) Section 6A was amended by section 86 of the Utilities Act 2000.

(c) 1971 c.80

respect of each of the premises of which he is a customer to which the regulation applies;

- (c) any reference to the dispatch by a gas supplier of an explanation or reply within a particular period shall not require that the explanation or reply (if in writing) is received by the customer within that period and shall be satisfied if the gas supplier provides the explanation or reply orally to the customer within that period;
- (d) any reference to a customer shall (except in relation to the entitlement to any payment due from a gas supplier under these Regulations) include any person having apparent authority to represent the customer.

Part II

Gas supplier's individual standards of performance

Meter disputes

3. (1) This regulation applies where a gas supplier is notified by a domestic customer -
 - (a) that the customer considers that an appropriate meter is or may have been operating outside the margins of error; or
 - (b) that circumstances exist which a gas supplier might reasonably expect to have been caused by the meter operating outside the margins of error.
- (2) Where this regulation and paragraph (3) apply, and the gas supplier fails within the prescribed period from the applicable date to offer to visit the customer's premises to investigate the matter during a specified time the gas supplier shall, except in any of the circumstances described in paragraph (5), pay to the customer the prescribed sum.
- (3) This paragraph applies where the gas supplier is reasonably satisfied that he is unable to provide an explanation to the customer of the probable reason for the matters notified under paragraph (1) without visiting the customer's premises.
- (4) Where this regulation applies and the gas supplier -
 - (a) where paragraph (3) applies, fails to visit the customer's premises during the specified time he shall pay to the customer the prescribed sum; or
 - (b) where paragraph (3) does not apply, fails to dispatch to the customer an explanation of the probable reason for the matter notified under paragraph (1) within the prescribed period from the receipt of the notification he shall pay to the customer the prescribed sum;except in either case in any of the circumstances described in paragraph (5).
- (5) The circumstances described in this paragraph are each of the circumstances described in regulation 8 provided that, in relation to paragraph (6) of that regulation, the gas supplier gave the customer not less than one working

day's prior warning (whether or not in writing) that he would be unable to visit during the specified time or the circumstances referred to in that paragraph occurred at a time when it was not reasonably practicable to give such a warning.

Pre-payment Meters

4. (1) This regulation applies where a gas supplier is informed (other than by post) by a domestic customer who takes his supply through a pre-payment meter either that the pre-payment meter is not operating so as to permit a supply to the customer's premises in the manner for which it was designed, or of circumstances suggesting that the pre-payment meter is not so operating.
- (2) For the purposes of paragraph (1), where information is received by a gas supplier outside working hours it shall be deemed to have been received at the commencement of the next following period of working hours.
- (3) Where, within the prescribed period from the applicable date, an appropriate person fails to attend at the premises where the pre-payment meter is installed in order to repair or replace the pre-payment meter so as to permit a supply in the manner for which it was designed the gas supplier shall, except in any of the circumstances described in paragraph (4), pay to the customer the prescribed sum.
- (4) The circumstances described in this paragraph are:
 - (a) each of the circumstances described in regulation 8;
 - (b) that the customer requested the gas supplier not to attend the premises;
 - (c) that the customer requested the gas supplier not to restore the supply;
and
 - (d) that the pre-payment meter was found to be operating in the manner for which it was designed.
- (5) In this regulation, 'appropriate person' means a person employed or authorised by a gas supplier to repair and replace pre-payment meters.

Appointments

5. - (1) This regulation applies where-
 - (a) a domestic customer informs the gas supplier that the customer wishes the gas supplier to visit the customer's premises, or
 - (b) the gas supplier informs a domestic customer that the gas supplier wishes to visit the customer's premises,being in either case a visit in connection with the activities which the gas supplier is required or authorised to carry on under his licence which requires access to be afforded to his representative or for which it would otherwise be reasonable to expect the customer to be present.

- (2) Where this regulation applies and the gas supplier fails within a reasonable period from the applicable date to offer a timed appointment, the gas supplier shall, except in the circumstances described in paragraph (5), pay to the customer the prescribed sum.
- (3) Where this regulation applies and the gas supplier fails to keep a timed appointment, the gas supplier shall, except in the circumstances described in paragraph (5), pay to the customer the prescribed sum.
- (4) Where a timed appointment is made for more than one purpose, the gas supplier shall not be required to pay more than one prescribed sum under paragraph (3) in respect of that timed appointment.
- (5) The circumstances described in this paragraph are-
 - (a) each of the circumstances described in regulation 8 provided that in relation to paragraph (6) of that regulation, the gas supplier gave the customer not less than one working day's prior warning (whether or not in writing) that he would be unable to keep the timed appointment or the circumstances referred to in that paragraph occurred at a time when it was not reasonably practicable to give such a warning;
 - (b) that the visit is for the purpose of responding to information received under regulation 3 or 4; and
 - (c) that the visit is wholly or mainly in connection with disconnecting the premises in exercise of the power contained in paragraph 7 of Schedule 2B to the Act.
- (6) In this regulation, 'timed appointment' means an appointment to make a visit to a customer's premises commencing-
 - (a) unless sub-paragraph (b) applies, during a part (specified by the gas supplier) of a day (also specified by the gas supplier) within a reasonable period from the applicable date, having regard to the purpose of visit, being either a part which falls either wholly before one o'clock in the afternoon or wholly after noon, or a part not exceeding two hours; or
 - (b) during such part of a day as is requested by the customer and agreed with the gas supplier, such agreement not to be unreasonably withheld, provided that the gas supplier shall not be obliged to agree a part of a day less than two hours.

Disputes

6. (1) Where a dispute is referred to the Authority for determination under sub-section 33AB(1) of the Act, the parties shall furnish to the Authority or, if the Authority so notifies the parties, to a person prescribed by the Authority pursuant to sub-section 33AB(1)(b) of the Act, such evidence in such form and at such time as it or the person so directs that it or the person may reasonably require to enable determination of the dispute.
- (2) Where a dispute is determined by an order requiring a gas supplier to make a payment to the customer and the gas supplier fails to make that payment, the

customer may set-off the amount so ordered to be paid against any charges that are owed by the customer to the gas supplier.

- (3) An order determining a dispute-
 - (a) may include a provision requiring the gas supplier or the customer to pay a sum in respect of the costs or expenses incurred by the person making the order; and
 - (b) shall not (where there is more than one customer at the premises) determine who is beneficially entitled to any payment required to be made by the order.

Payments

7. (1) Paragraph (2) applies where a gas supplier is obliged to make a payment to a customer under any of regulations 3 to 5 (inclusive).
- (2) Where this paragraph applies and the gas supplier fails within the prescribed period from the applicable date to dispatch a notice to the customer advising that the payment is due to the customer and to make payment to the customer of the sum to which he is entitled, the gas supplier shall, except in any of the circumstances described in paragraph (3), pay to the customer the prescribed sum.
- (3) The circumstances described in this paragraph are-
 - (a) each of the circumstances described in regulation 8; and
 - (b) that there is a genuine dispute between the gas supplier and the customer as to whether the gas supplier is obliged to make the payment.
- (4) Where a gas supplier is required to make a payment under these Regulations-
 - (a) in relation to any premises of which more than one person is a customer, a payment to any one or more of the customers of those premises shall be a complete discharge of the obligation of the gas supplier to make the payment to all the customers of those premises;
 - (b) nothing in, or done by a gas supplier in consequence of, these Regulations shall determine who is beneficially entitled to any payment made in pursuance of these Regulations; and
 - (c) nothing in these Regulations shall permit a gas supplier to make a payment other than by means of-
 - (i) a cheque or cash; or
 - (ii) a credit to the account of the customer for charges incurred or to be incurred in respect of the supply or the provision of any gas meter.

Exemptions

8. (1) The circumstances described in paragraphs (2) to (4) and (6) to (8) are the circumstances described in this regulation.

- (2) The customer informs the gas supplier before the applicable date that the customer does not wish the gas supplier to take any action, or any further action in relation to the matter.
- (3) The customer agrees with the gas supplier that the action taken by the gas supplier before the applicable date shall be treated as the taking by the gas supplier of the action required by the regulation and, where the action taken by the gas supplier includes a promise to perform any action (whether before or after the applicable date), the gas supplier duly performs that promise.
- (4) Where information is or is required to be provided by the customer to the gas supplier, the information is provided to an address or by use of a telephone number other than the address or telephone number which the gas supplier has advised the customer is appropriate for receipt of information of that type or, in the case of information given by telephone for the purpose of regulation 5(1) was given outside such reasonable hours as the gas supplier has advised the customer are the hours during which the telephone number will be available for the receipt of information of that type.
- (5) For the purposes of paragraph (4) the gas supplier may advise the customer by publishing the address, the telephone number or the hours in such a manner as may be appropriate for the purpose of bringing the advice to the attention of customers likely to be affected by it.
- (6) It was not reasonably practicable for the gas supplier to take the action required by the regulation before the applicable date as a result of-
 - (a) severe weather conditions;
 - (b) industrial action by the employees of the gas supplier;
 - (c) the act or default of a person other than an officer, employee or agent of the gas supplier, or a person acting on behalf of an agent of the gas supplier;
 - (d) the inability of the gas supplier to obtain any necessary access to any premises;
 - (e) the existence of circumstances by reason of which the gas supplier could reasonably expect that if he took the action he would or would be likely to be in breach of an enactment; or
 - (f) other circumstances of an exceptional nature beyond the control of the gas supplier;and the gas supplier 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.
- (7) The gas supplier reasonably considers that the information given by the customer was frivolous or vexatious.
- (8) The customer has-
 - (a) committed an offence under paragraph 10 (a) of Schedule 2B to the Act, or

(a) paragraph 10 was amended by Schedule 6 paragraph 2 to the Utilities Act 2000.

- (b) failed to pay any charges due to the gas supplier after receiving a notice under paragraph 7 (b) of Schedule 2B to the Act, and the action taken or not taken by the gas supplier was in exercise of his powers under the relevant paragraph or sub-paragraph.

Timing of notification

- 9. For the purpose of regulation 3 where the requirements of paragraph (1) are satisfied after 4pm on a working day or at any time on any other day, they shall be deemed to have been satisfied on the next following working day.

Notice of rights

- 10.(1) In respect of the rights prescribed for the benefit of domestic customers under regulations 3 to 9 (inclusive) a gas supplier shall prepare and from time to time revise a statement describing the rights prescribed for the benefit of domestic customers under these Regulations and the effect of section 33A(5) of the Act in a form and having a content which a gas supplier could reasonably expect would be within the understanding of customers to which the statement relates and shall—
 - (a) give a copy of the statement, and of any revision of the statement to the Authority and to the Consumer Council, before he makes it available to customers;
 - (b) at least once in any period of 12 months dispatch to each domestic customer of the gas supplier a copy of the statement (in the form current at the time it is provided), provided that where in relation to any premises more than one person is a domestic customer, the obligation shall be satisfied by dispatching a copy of each such statement to any one of them;
 - (c) make a copy of the statement (in its current form) available for inspection by any person at any premises of or occupied by the supplier open to the public in the normal course of the supplier's business during the normal opening hours of the premises; and
 - (d) dispatch a copy of the statement (in its current form) to any person who requests it.
- (2) A gas supplier may satisfy his obligation under sub-paragraph (b) or (d) of paragraph (1) by dispatching the statement he has prepared to the class of customer to whom it relates.

(b) paragraph 7 was amended by section 84 of the Utilities Act 2000.

Part III
Overall standards of performance

Information to be given to customers about overall performance

11.(1) In respect of the overall standards of performance determined by the Authority under section 33B (a) of the Act a gas supplier shall prepare and from time to time revise a statement describing those standards and the levels of performance achieved as respects those standards in a form and having a content which a gas supplier could reasonably expect would be within the understanding of customers to which the statement relates and shall—

- (a) give a copy of the statement, and of any revision of the statement to the Authority and to the Consumer Council, before he makes it available to customers;
- (b) at least once in any period of 12 months dispatch to each domestic customer of the gas supplier a copy of the statement (in the form current at the time it is provided), provided that where in relation to any premises more than one person is a domestic customer, the obligation shall be satisfied by dispatching a copy of each such statement to any one of them;
- (c) make a copy of the statement (in its current form) available for inspection by any person at any premises of or occupied by the supplier open to customers in the normal course of the supplier's business during the normal opening hours of the premises; and
- (d) dispatch a copy of the statement (in its current form) to any person who requests it.

(2) A gas supplier may satisfy his obligation under sub-paragraph (b) or (d) of paragraph (1) by dispatching the statement he has prepared to the class of customer to whom it relates.

The seal of the Gas and Electricity Markets Authority
here affixed is authenticated by the signature of

.....
A member of the Authority
2001

I Consent
2001

.....
Minister of State for Industry and Energy
Department of Trade and Industry

(a) section 33B was inserted by section 11 of the Competition and Services (Utilities) Act 1992.

SCHEDULE

Regulation 2(1)

PART I

Prescribed periods and prescribed sums applicable to all gas suppliers

(1)	(2)	(3)
<i>Regulation</i>	<i>Prescribed period</i>	<i>Prescribed sum: domestic customer</i>
3(2)	7 working days	£20
3(4)(a)		£20
3(4)(b)	5 working days	£20
4(3)	4 hours on any day	£20
5(2)		£20
5(3)		£20
7(2)	10 working days	£20

PART II

Working Hours

8.00am and 8.00pm on each working day and 9.00am and 5.00pm on any other day.

EXPLANATORY NOTE

(This note is not part of the Regulations)

These Regulations prescribe the sum which a gas supplier must pay to a domestic customer by way of compensation for failure to meet specified standards of performance in respect of specified services to be provided by such gas suppliers.

The Regulations come into force on 1st April 2002. Regulation 1 provides for the citation and commencement of the Regulations, and regulation 2 provides for the general interpretation and incorporates the Schedule which sets out the period within which a standard is to be performed and the amount of compensation payable where it is not performed

Regulation 3 provides that where the supplier is notified that a meter may be operating outside the permitted margins of error, he must pay the prescribed compensation (where an inspection is needed) if no appointment is made within the prescribed period or any appointment made is not kept, or (where no inspection is necessary) if he does not respond within the prescribed period.

Regulation 4 provides that where the supplier is notified that a pre-payment meter is not operating in its designed manner, he must pay the prescribed compensation if he fails within the prescribed period to visit the premises to repair or replace the meter.

Regulation 5 provides that where a supplier agrees or notifies his intent to make a visit for specified purposes on a particular day, he must pay the prescribed compensation if he does not make the visit on that day.

Regulation 6 provides that disputes arising under these Regulations may be referred to the Authority or to a person prescribed by the Authority.

Regulation 7 provides that where a payment is due under any regulation, a supplier must pay the prescribed compensation if the customer is not advised of the liability of the supplier to make the payment within the prescribed period.

Regulation 8 sets out the exemptions which are (with some exceptions) applicable to each standard (in addition to any specific exemption contained in the relevant regulation) and regulation 9 provides for the timing of notifications under regulation 3.

Regulation 10 provides for information to be given by gas suppliers to domestic customers and others in relation to the rights prescribed by these Regulations.

Regulation 11 provides for information to be given by gas suppliers to domestic customers and others in relation to the overall standards of performance determined by the Authority under section 33B of the Act.