

**Overall standards of performance for  
gas transportation**

**Consultation on Draft Determinations  
and associated modifications to the GT  
standard licence conditions**

**February 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 determine separately 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, where practicable, to both Transco and the IGTs, with Transco's performance against most of the standards being measured both nationally and on an LDZ basis. The main difference with the arrangements proposed 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 follows on from the January consultation on the regulations to implement the guaranteed standards of performance. It invites comment and suggestions on draft determinations required to implement the overall standards of performance for gas transporters from 1 April 2002. These are set out in Annex A to this paper.

This document will also form part of the statutory consultation process on proposed modifications to SLC 6 and 20 of the GT licence and amended SLC 20 of Transco's licence, in accordance with the notice under section 23(3) of the Gas Act, which is included as Annex B and will be published in the normal publications on 22 February. These modifications are being proposed to avoid overlap between the existing standards of service for gas transporters and the new standards of performance under the Utilities Act. Comments are therefore invited on the proposed licence modifications, which are set out in Annex C of this document.

## Table of contents

1. Introduction.....	3
Background and purpose of this document.....	3
Structure of the document .....	4
Timetable.....	4
2. Overall standards of performance for gas transporters .....	6
3. Reporting requirements for gas transporters .....	13
4. Proposed licence modifications .....	14
SLC 6 .....	14
SLC 20 of the GT licence and amended SLC 20 of Transco's licence .....	14
5. Further work.....	15
Statutory consultation .....	15
Annex A Draft determinations.....	16
Annex B Notice under s.23 (3) of the Gas Act 1986 .....	22
Annex C Proposed licence modifications .....	23

# 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. The existing standards for gas transporters result from licence conditions, Network Code obligations and voluntary service undertakings adopted by Transco rather than being prescribed or determined directly under statutory powers.
- 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 review<sup>1</sup>. The final proposals for independent gas transporters' (IGTs) standards of performance were published in December 2001<sup>2</sup>.
- 1.4 This document follows on from the January consultation on the regulations required to implement the guaranteed standards of performance<sup>3</sup>. It invites

---

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

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

<sup>3</sup> Ofgem publication 03/02: 'Guaranteed standards of performance for gas transporters - Consultation on the draft Statutory Instrument', January 2002.

comment and suggestions on the draft determinations required to implement the overall standards of performance for gas transporters from 1 April 2002.

- 1.5 This document will also form part of the statutory consultation process on proposed modifications to SLC 6 and 20 of the GT licence and amended SLC 20 of Transco's licence, in accordance with the notice under section 23(3) of the Gas Act in Annex B, which will also be published in the usual publications on 22 February. These modifications are being proposed to remove the existing standards of service for gas transporters when the new standards of performance under the Utilities Act are introduced on 1 April 2002. Comments are therefore invited on the proposed licence modifications.

### ***Structure of the document***

- 1.6 Section 2 of this document provides a summary of the proposed overall standards of performance for GTs. Section 3 discusses the requirements for reporting performance under the overall standards. Section 4 describes the proposed modifications to SLC 6 and 20 of the GT licence and amended SLC 20 of Transco's licence. Section 5 discusses the timetable for ongoing work to implement the overall standards and licence modifications. Annex A contains the draft Determinations, Annex B contains the notice under section 23(3) of the Gas Act and Annex C sets out the draft licence modifications.

### ***Timetable***

- 1.7 Responses relating to the draft determinations should be received by 20 March. Responses relating to the proposed licence modifications should be received by 25 March. They should be sent to:

Chris Watts  
Senior Manager, Quality of Supply and Reporting  
Ofgem  
9 Millbank  
London SW1P 3GE

Email: [chris.watts@ofgem.gov.uk](mailto:chris.watts@ofgem.gov.uk)  
Fax: 020 7901 7075  
Tel: 020 7901 7333

- 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. Overall standards of performance for gas transporters

- 2.1 Table 1 below summarises Ofgem's proposals for overall standards of performance for GTs to take effect from 1 April 2002. It also shows the target levels of performance, which GTs are expected to achieve in respect of each standard. Standard 1 will apply only to Transco and will be measured on a national basis. Standards 2 to 6 inclusive will apply to Transco (both nationally and by LDZ) and to all IGTs. Standard 7 will apply only to Transco and will be measured on a national basis and by LDZ.
- 2.2 The standards of performance for Transco will be measured on an annual basis, whereas the standards for IGTs will be measured over a three-year period from 1 April 2002 to 31 March 2005.

**Table 1: Overall Standards of Performance for Gas Transporters**

No	Standard	Definition	Target
1	Telephone calls (Transco only)	Telephone calls to the national emergency number (which operates 24 hours a day), the meter enquiry line and the meter point reference number helpline (during the hours which they operate) will be answered by an individual within 30 seconds.	90%
2	Notification of planned supply interruptions	For planned maintenance or replacement work, which involves interruption of the gas supply, the GT will provide written notification to the consumers affected specifying the date and duration of the interruption at least 5 working days in advance of starting the work.	95%
3	Informing consumers of when they are due to be reconnected	For unplanned supply interruptions or gas emergencies which are expected to last over 24 hours the GT shall: (a) Where up to 250 premises are affected, notify individual consumers of the expected programme for reconnection (including the expected date of reconnection) within 12 hours of it having knowledge of the interruption; and (b) Where more than 250 premises 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 it having knowledge of the interruption. (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.	97%  97%  97%
4	Acknowledging correspondence	GTs shall issue a written or oral response to: (a) correspondence relating to a provision of a connection to its system within 5 working days of receipt (b) other written or oral complaints relating to its licensable activities within 5 working days of receipt. (Where this is not a substantive response it will indicate when a substantive response is to be expected.)	90%  90%
5	Visits	Where a visit is appropriate following receipt of written correspondence or a complaint under standard 4 the GT will: a) Make contact within 2 working days of receipt of the correspondence or complaint; and b) Make the visit within 5 working days (unless the consumer agrees a later date) of making an appointment, where the consumer needs to be present, and in any other case of making contact.	93%  93%
6	Substantive response to complaints	The GT shall dispatch a substantive response to any oral or written complaint relating to its licensable activities within 10 working days other than in exceptional circumstances. (This will include an indication of any further work the GT considers to be required.).	90%
7	Gas emergencies (Transco only)	Where the GT receives a report of a gas escape or other gas emergency, including a significant escape of carbon monoxide or other hazardous situations, it will attend as quickly as possible within the following timescales: a) all uncontrolled gas escapes or uncontrolled gas emergencies within 1 hour; and b) all controlled gas escapes or other controlled gas emergencies within 2 hours	97%  97%



## **OS 1 – Telephone calls**

- 2.3 This standard will only apply to Transco. It requires all calls to the national emergency number (which operates 24 hours a days), the meter enquiry line and meter point reference number helpline (during the hours in which they operate) to be answered by a person within 30 seconds. This must be achieved in 90 per cent of cases.
- 2.4 The final proposals for Transco and IGT standards of performance stated that the telephone response standard should apply to all GTs and that Transco's performance should be measured both nationally and on an LDZ basis. Further discussions with the IGTs have made it clear that most of these companies do not have the call monitoring equipment necessary to measure their speed of telephone response. Further, the Gas Safety (Management) Regulations 1996, (SI 1996/551) the (GS(M)R) require Transco in its role as emergency service provider to operate a single national emergency number for all consumers, regardless of whether they are directly connected to Transco's network or to an independent gas transporters' network. Transco has indicated that it is not possible for it to split out those emergency telephone calls it receives from IGT consumers from those it receives from its own consumers.
- 2.5 In light of this, it is not appropriate to establish a standard on telephone response for IGTs at this stage. Ofgem intends to undertake further work to establish the type of telephony systems that each of the IGTs operates and the range of calls they receive with a view to establishing a standard of performance on the IGTs for non-emergency calls at a later date.
- 2.6 It is not appropriate for Transco's performance against this standard to be measured on an LDZ basis as all the relevant calls will be handled by Transco's 3 national emergency call centres rather than by individual LDZs.

## **OS 2 – Notification of planned supply interruptions**

- 2.7 This standard requires GTs to provide consumers at least 5 working days written notice before the start of planned maintenance or replacement work that requires the interruption of their gas supplies. The GT is required to set out the

expected date and duration of the interruption as part of this notification. GTs should meet this standard in 95 per cent of cases.

- 2.8 The results of qualitative research conducted by IFF on behalf of Ofgem suggested that 5 days was the appropriate amount of notice in advance of such work.

### **OS 3 – Informing consumers when they are due to be reconnected**

- 2.9 This standard will cover those consumers 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.
- 2.10 In instances where up to 250 premises are affected, the GT will inform each consumer of the expected restoration programme (including the expected date of reconnection) within 12 hours of it having knowledge of the interruption.
- 2.11 In instances where more than 250 premises are affected, the GT is required to inform its consumers, 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 local public address announcements, local radio or other equivalent means.
- 2.12 The GT shall also provide appropriate updates to the consumers affected, including any revisions to the expected restoration date. These updates will be provided upon the expiry of each succeeding period of 24 hours from the original notification or announcement.
- 2.13 GTs should meet each of the requirements of this standard in 97 per cent of cases.
- 2.14 The results of IFF's quantitative and qualitative research on standards of performance on behalf of Ofgem highlighted the importance of improving information to consumers in the event of unplanned interruptions.

#### **OS 4 – Acknowledging correspondence**

- 2.15 This standard will require GTs to provide a telephone response or despatch a written response (where the GT considers that the consumer would expect a reply) within 5 days of receipt of written correspondence relating to connections.
- 2.16 In addition GTs will be required to provide a telephone response or despatch a written response (where the GT considers that the consumer would expect a reply) within 5 days of receipt of any other written or telephone complaint relating to its licensed activities. Where such replies are not substantive, they should indicate when a substantive reply might be expected.
- 2.17 GTs will be required to meet each of the requirements of this standard in 90 per cent of cases.
- 2.18 IFF's quantitative research on behalf of Ofgem indicated that over 90 per cent of consumers would find it acceptable for their correspondence to be answered within 5 working days.

#### **OS 5 – Visits**

- 2.19 This standard will cover cases where the GT considers that it is necessary to visit the consumer's premises to respond appropriately to written correspondence or a complaint under OS 4.
- 2.20 The standard will require the GT to make initial contact with the consumer within two working days of receipt of the correspondence or complaint. The GT will then be required to make the visit within 5 working days (unless the consumer agrees to a later date) of making an appointment with the consumer, where the consumer needs to be present, or in any other case, of making contact.
- 2.21 GTs should meet each of the requirements of this standard in 93 per cent of cases.
- 2.22 IFF's quantitative research suggested that over 75 per cent of consumers would be satisfied with a visit occurring within 5 working days of contact.

## **OS 6 – Substantive response to complaints**

- 2.23 This standard covers oral or written complaints from consumers or submitted on a consumer's behalf by another party such as a supplier or energywatch. This standard is based on an existing Transco internal standard. It requires the GT to despatch a substantive response (other than in exceptional services) within 10 working days of receipt of the complaint. The substantive response should indicate any further work that the GT considers to be required to resolve the complaint.
- 2.24 The GTs should meet this standard in 90 per cent of cases.

## **OS 7 – Gas emergencies**

- 2.25 This standard will only apply to Transco as it currently provides the emergency service on behalf of all consumers. It provides this service on a contractual basis in respect of consumers on IGT networks. The standard covers cases where consumers report gas escapes or other gas emergencies, including significant escapes of carbon monoxide or other hazardous situations, via the national gas emergency number.
- 2.26 Transco as the emergency service provider is required to attend the site of the incident as quickly as possible and in any event:
- (i) within 1 hour of an uncontrolled gas escape or other uncontrolled gas emergency; or
  - (ii) within 2 hours of a controlled gas escape or other controlled gas emergencies.
- 2.27 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.

2.28 Transco is required to meet this standard for both types of escapes in 97% of cases.

### **3. Reporting requirements for gas transporters**

- 3.1 As indicated in the consultation on the draft regulations to implement the guaranteed standards of performance, GTs will be required to prepare statements setting out their overall standards and their actual performance against them. 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.

## 4. Proposed licence modifications

- 4.1 This document will form part of the statutory consultation process on proposed modifications to SLC 6 and 20 of the GT licence and amended SLC 20 of Transco's licence, in accordance with the notice under section 23(3) of the Gas Act in Annex B, which is also due to be published in the usual publications on 22 February. The modifications will delete the relevant paragraphs of each condition as described below. These modifications are being proposed to avoid overlap between the existing standards of service and the new guaranteed and overall standards of performance for gas transporters under the Utilities Act. The proposed licence modifications are set out in Annex C.

### ***SLC 6***

- 4.2 SLC 6 of the GT licence is the existing condition relating to emergency services and enquiry service obligations. With the introduction of the new standards, it will be necessary to delete paragraphs 10 to 11 inclusive. These paragraphs relate specifically to the requirement to provide appropriate heating and cooking facilities to priority consumers and will be replaced by GS 4 as set out in the January 2002 consultation paper on guaranteed standards of performance for gas transporters.

### ***SLC 20 of the GT licence and amended SLC 20 of Transco's licence***

- 4.3 SLC 20 of the GT licence and amended SLC 20 of Transco's licence relate to the existing standards of performance provisions. The introduction of the new standards of performance will mean that it is necessary to delete paragraphs 1 to 7 (inclusive) of SLC 20 and paragraphs 9 to 12 (inclusive) of amended SLC 20 of Transco's licence to remove the obligation in respect of the existing standards of performance. Paragraph 8 of these conditions (which allows GTs to make compensation directly to the consumer affected or to the appropriate shipper for onward transmission to the appropriate supplier and consumer) will be retained.

## 5. Further work

### *Statutory consultation*

- 5.1 This document invites comment and suggestions on the draft determinations required to implement the overall standards of performance for gas transporters from April 2002. It also invites views on comments on proposed modifications to SLC 6 and 20 of the GT licence and amended SLC 20 of Transco's licence, in accordance with the notice under section 23(3) of the Gas Act in Annex B, which will also be published in the usual publications on 22 February 2002.
- 5.2 Under section 33BAA of the Gas Act, the statutory period for consultation on draft determinations for overall standards of performance is not less than 28 days. Responses to the proposed determinations should therefore be received by 20 March. Following consideration of these responses, it will be necessary to produce a final version of the determinations to be made by the Authority for implementation of the overall standards on 1 April 2002. Responses to the proposed licence modifications should be received by 25 March. It will also be necessary to make the licence modifications, so as to be implemented on the same date that the new standards of performance take effect. A detailed timetable is set out below.

**Table 4.1: Timetable for implementation of Overall Standards of Performance**

<b>Date</b>	<b>Key Milestone</b>
19 February 2002	Statutory consultation on draft determinations and associated modifications to the GT standard (and amended standard) licence conditions
22 February 2002	Publication of section 23 notice in the standard publications.
20 March 2002	Closing date for consultation on draft determinations
25 March 2002	Closing date for section 23 consultation on proposed licence modifications
By 27 March 2002	Authority to make draft determinations Authority make modifications to the GT's licences
1 April 2002	Modifications of the GT licences come into effect removing the existing standards of performance Implementation of new standards of performance for gas transporters under the Utilities Act



## Annex A Draft determinations

Note: the draft determinations here are presented as a single document. Differences between GTs are indicated in square brackets.

### OVERALL GAS TRANSPORTER STANDARDS OF PERFORMANCE

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 [ ] ("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" shall have the same meaning as in Special Condition [ ] of the gas transporter licence of Transco plc; Transco only]

"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. Transco]

["relevant period" means the period commencing on 1 April 2002 and ending on 31 March 2005. IGTs]

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 [period] 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 – Transco only.]

**Column 1**

**Column 2**

**Service 1 [Transco only]**

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 operate 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 specifying the expected date and duration of the proposed interruption to each customer likely to be affected not less than 5 working days before the expected interruption.

95 per cent

**Service 3**

Where

- i) the conveyance of gas to customers' premises is interrupted as a result of an emergency or other unplanned cause; and
- ii) 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 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 or oral 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 or oral 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:

- |  |             |
|--|-------------|
| (a) within 2 working days contact the customer; and  | 93 per cent |
| (b) make the visit within 5 working days (unless the customer otherwise agrees a later date) of: | 93 per cent |
| (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 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 [Transco only]**

Where the gas transporter receives a report of a gas escape or other gas emergency including a significant escape of carbon monoxide 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 possible and in any event-

- |  |             |
|--|-------------|
| (a) in respect of an uncontrolled gas escape or other uncontrolled gas emergency, within 1 hour; | 97 per cent |
| (b) in respect of a controlled gas escape or other controlled gas emergency, within 2 hours      | 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.

## Annex B Notice under s.23 (3) of the Gas Act 1986

The Gas and Electricity Authority ("the Authority") hereby gives notice pursuant to section 23 (3) of the Gas Act 1986 ("the Act") as follows:

- 1 The Authority proposes:
  - (a) to modify the standard licence conditions contained in the licences of all gas transporters treated as granted under section 7 of the Act by omitting paragraphs 10-11 (inclusive) from standard licence condition 6 and paragraphs 1-7 (inclusive) from standard licence condition 20; and
  - (b) to modify the conditions of the gas transportation licence treated as granted to Transco plc ("Transco") under section 7 of the Act by omitting paragraphs 9-12 (inclusive) from amended standard licence condition 20.
- 2 The reason why the Authority proposes to make these licence modifications and their effect were published by the Authority in a document entitled "Overall standards of performance for gas transportation. Consultation on Draft Determinations and associated modifications to the gas transporter standard licence conditions, February 2002".
- 3 In summary, the effect is to prevent duplication in licence conditions of matters which it is intended from 1 April 2002 will be addressed by standards of performance in individual cases prescribed by the Authority under section 33AA of the Act and overall standards of performance determined by the Authority under section 33BA of the Act.
- 4 A copy of the proposed licence modifications which are set out in the document referred to in paragraph 2 above is available (free of charge) from the Ofgem library (telephone 0207 901 1600) or on the Ofgem website ([www.ofgem.gov.uk](http://www.ofgem.gov.uk)).
- 5 Any representations or objections to the proposed licence modifications may be made before 25 March 2002 to Chris Watts, Ofgem, 9 Millbank, London SW1P 3GE or by e-mail to [chris.watts@ofgem.gov.uk](mailto:chris.watts@ofgem.gov.uk)

Andrew Walker  
Director, Price Control and Transportation Regulation  
Authorised on behalf of the Authority

19 February 2002

## **Annex C Proposed licence modifications**

- 1 Standard licence condition 6 of each gas transporter's licence shall be modified by omitting paragraphs 10-11 (inclusive)
- 2 Standard licence condition 20 of each gas transporter's licence shall be modified by omitting paragraphs 1-7 (inclusive)
- 3 Amended standard licence condition 20 of the gas transporters licence of Transco plc shall be modified by omitting paragraphs 9-12 (inclusive)