

OVERALL GAS TRANSPORTER STANDARDS OF PERFORMANCE – GENERIC
VERSION FOR IGTs

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 [*company name*] ("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;

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

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

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 the relevant 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.

Column 1

Column 2

Service 1

[not used]

Service 2

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

95 per cent

Service 3

Where

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

the gas transporter shall –

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

97 per cent

- (iii) Upon the expiry of each succeeding period of 24 hours from the notification or announcement under (i) or (ii) above, provide, (including, where appropriate, but not limited to, by means of the telephone enquiry service provided under standard condition 6) a progress report and revised information on the expected date of restoration of supply 97 per cent

Service 4

Where the gas transporter receives:

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

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

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

Service 5

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

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

90 per cent

Service 7

[not used]

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Duly Authorised by the Authority

