

**Regulatory Instructions and
Guidance for Reporting Outputs**

Version 2

February 2004

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1. Introduction

- 1.1 These Regulatory Instructions and Guidance (RIGs) have been produced in accordance with the performance reporting licence conditions for the NTS and Distribution Networks (Special Licence Conditions 35 and 36 respectively of Transco's GT Licence). The initial version of the RIGs was published in November 2001. Ofgem subsequently updated these, with the revised version published in February 2002 effective from 1st April 2002. This further update reflects experience from the first year's operation and is effective from 1st April 2003 except the resolution of shipper queries section which is effective from 1st April 2004.
- 1.2 The RIGs include definitions and related instructions and guidance for collating 'specified information' that is set out in the performance reporting licence conditions. Specified information includes:
- ◆ the number and duration of Network non-contractual supply interruptions;
 - ◆ the percentage of queries resolved within 4, 10 and 20 Transco Days and the mean time taken to resolve outstanding queries;
 - ◆ the reliability of the M-number CD-ROM service;
 - ◆ the kilometres of mains decommissioned and replacement mains installed per year;
 - ◆ the number of services decommissioned and transferred and replacement services installed per year;
 - ◆ Network peak demand;
 - ◆ data on the environmental performance of Transco's NTS and Distribution Networks and accompanying narrative; and
 - ◆ supporting information for Transco's NTS and Distribution Networks.

- 1.3 The definitions specified in the RIGs are used for price control outputs, supporting measures and environmental reporting. They may differ from definitions specified elsewhere.
- 1.4 The licence conditions set out the process for making changes to the RIGs. Changes to outputs are only made at price control reviews unless Ofgem has the prior agreement of Transco. Nevertheless changes to the RIGs can be made to improve definitions of output measures, remove inconsistencies, and improve presentation or style.
- 1.5 Where the relevant systems were in place for collecting information output measures, environmental measures and supporting information, Transco was required to start collecting data on 1 April 2002. Transco needed to develop new systems and processes for interruption measures. For these measures Transco was required to start collating information no later than 1 April 2003.
- 1.6 Transco's approach to medium-term performance and asset-risk management is monitored through Ofgem's Asset Risk Management surveys. Transco is therefore not required to routinely report detailed medium-term performance information.

Structure of this document

- 1.7 The RIGs cover the following areas:
- a) Definitions, instructions and guidance for collating information on:
- ◆ the number and duration of non-contractual Network supply interruptions –(section 2);
 - ◆ the resolution of shipper queries - (section 3);
 - ◆ reliability of the M-number CD-ROM service – (section 4);
 - ◆ Network mains and service replacement - (section 5);
 - ◆ Network peak demand (section 6);
 - ◆ environmental performance – (section 7); and

- ◆ supporting information – (section 8);
- b) An outline of the reporting arrangements for output measures, environmental performance reporting and supporting information (section 9);
- c) A tree-diagram illustrating the breakdown of interruptions by cause – Appendix 1.

Definition of "Distribution Networks" and "Network"

1.8 For the purposes of this document the following definitions shall apply:

- ◆ "Distribution Network" means the licensee's LDZ transportation system management units or other such network management units as the licensee may from time to time establish unless otherwise stated.
- ◆ "Network" means any individual LDZ transportation system management unit or such other network management unit as the licensee may from time to time establish unless otherwise stated.

These terms are analogous with the definitions of "LDZ Network" and "LDZ" respectively, as set out in Special Condition 36 of Transco's GT Licence.

2. Number and duration of non-contractual Network supply interruptions

Introduction

- 2.1 This section sets out definitions and related instructions and guidance for reporting:
- ◆ the number of non-contractual Network supply interruptions; and
 - ◆ the duration of non-contractual Network supply interruptions.
- 2.2 The final proposals for the price control¹ said that an incentive scheme on non-contractual interruptions would be introduced in April 2004. Following the consultation on the separation of Transco's distribution price control (June 2003), the incentive scheme will now commence in April 2005 thereby allowing Ofgem to ensure the scheme is set using robust data. In designing the scheme it will be important to consider how the information on interruptions will be used.

Information sources

- 2.3 Transco currently records data on unplanned interruptions in its Failure to Supply Database. This data is limited to unplanned interruptions lasting longer than 24 hours for which Transco is required to make compensation payments to consumers. Interruptions due to third-party damage and water ingress are not included.
- 2.4 Transco has been required to develop appropriate systems and processes to accurately record both the number and duration of non-contractual interruptions both at an overall and a disaggregated level. Transco was required to start recording data on interruptions no later than 1 April 2003.
- 2.5 For the purposes of reporting interruption measures, Transco must use the definitions contained in this document.

¹ Review of Transco's Price Control from 2002 – Final Proposals, Ofgem, September 2001

Key definitions

- ◆ **The number of non-contractual supply interruptions per year** is measured by the number of non-contractual supply interruptions to Network consumers from all planned and unplanned activities per 100 consumers per year. It is calculated as:

$$\frac{\text{The total number of consumer interruptions per year} * 100}{\text{The total number of Network consumers}}$$

- ◆ **The duration of interruptions to supply per year** is measured by the average number of consumer minutes lost per interruption, resulting from non-contractual supply interruptions to Network consumers. This is calculated as:

$$\frac{\text{The total number of consumer minutes lost per year}}{\text{The total number of consumer interruptions per year}}$$

Other definitions

- ◆ **A Network consumer** is any premises or independent network supplied from Transco's Distribution Networks. Consumers should be identified from their unique Meter Point Reference Number (MPRN) or connected system exit point (CSEP) location. The method adopted by Transco to identify consumers from MPRNs or CSEPs shall be agreed in advance with Ofgem.
- ◆ **The total number of Network consumers** is given by the following equation:

$$\frac{\text{The number of Network consumers at the start of the reporting year} + \text{the number of Network consumers at the end of the reporting year}}{2}$$

For reporting quarterly information the consumer count at the beginning and end of the quarter will be used if available.

- ◆ **A non-contractual interruption** is a non-contractual loss of gas supply upstream of, or at, the emergency control valve (ECV) to a Network

consumer. This includes planned and unplanned non-contractual interruptions. Contractual interruptions and interruptions not caused by any of the activities set out in tables 2.1 and 2.2 are excluded. A breakdown of non-contractual interruptions by cause is illustrated in Appendix 1.

- ◆ **A planned non-contractual interruption** is a non-contractual interruption that results from a planned activity. This includes all non-contractual interruptions resulting from the planned activities shown in Table 2.1 below.

Table 2.1: Non-contractual interruptions resulting from planned activities

Activity	Definition	Example	Required notice
Consumer/ship per initiated service alterations	Any change to a service pipe or associated Transco plant at the request of a consumer or shipper.	Alteration to route or size of service pipe for a housing extension.	By appointment
Consumer initiated mains diversions	Diversion of pipelines and mains at the request of a Local Authority, highway authorities, developer, agent of a developer, landowner, or any other agency.	A new development will encroach on the location of the pipeline or main and will be diverted for safety reasons.	By appointment
Transco initiated	Bulk service replacement, mains replacement driven service transfers or replacement or any other Transco initiated operation in association with planned programmes of work. A relay and subsequent transfer will count as two non-contractual interruptions.	Safety and asset maintenance related replacement.	5 working days for consumers due to be interrupted.

- ◆ **An unplanned non-contractual interruption** is a non-contractual interruption that results from an unplanned activity. This includes all non-contractual interruptions resulting from the unplanned activities shown in table 2.2 below. All unplanned interruptions upstream of the

Emergency Control Valve (ECV) should be attributed to one of the categories below.

Table 2.2: Non-contractual interruptions resulting from unplanned activities

Activity	Definition	Example
Inadequate Network Capacity	An occurrence of insufficient system capability to provide the required quantity of gas to a supply point or Connected System Exit Point (CSEP) as a result of the design of the network. This includes failure to construct adequate network capability in accordance with standard condition 16 of Transco's GT Licence conditions.	Additional capacity not planned and/ or completed in time. System pressures not increased sufficiently.
1 in 20 conditions exceeded	An occurrence of insufficient system capability to provide the required quantity of gas to a supply point or Connected System Exit Point (CSEP) as a result of 1 in 20 conditions being exceeded.	Severe weather conditions greater than 1 in 20
Leaking services	Interruptions of supply arising from repair or replacement due to corrosion, deterioration or joint failure resulting in leakage from service pipes and / or associated plant. This excludes causes resulting from 3 rd party action.	Temporary disconnection due to metal service corroding resulting in leaking gas.
Mechanical Pipe / Plant Failure	Interruptions of supply arising from repair or replacement due to mechanical pipe /plant failure. This includes failures of mains, pipelines, and pressure control systems. This excludes causes resulting from 3 rd party action.	Component failure Governor/PRS failure Pipe fracture
Non-mechanical Pipe / Plant Failure	An occurrence of insufficient system capability to provide the required quantity of gas to a supply point and /or Connected System Exit Point (CSEPs) as a result of non-mechanical plant/pipe failure. This includes errors and operational procedures and inadequate asset records. This excludes causes resulting from 3 rd party action.	Maintenance procedures not followed.
NTS (upstream) failure	An occurrence of insufficient system capability to provide the required quantity of gas to a supply point and /or Connected System Exit Point (CSEP) as a result of (upstream) failures of NTS pipelines, pressure control systems, operational procedures and non-availability of beach gas irrespective of cause.	Gas not available at Network boundary point.
Third Party action	An occurrence of isolation of a supply point resulting from third party action which reduces the capability of: <ul style="list-style-type: none"> - Transco's Network pipeline, mains and associated control equipment - Transco's service pipes and associated control equipment Additionally it includes interruptions necessitated by release of gases from plant and pipe-work not owned by Transco, and as necessitated by requests from other authorities.	Contractor cutting through a Transco pipeline or main. A consumer piercing a service pipe while gardening. Fire or Police service request to cease gas supplies.
Other upstream events	Any other interruptions to supply arising upstream of the Emergency Control Valve.	E.g. Police requests for supply to be disconnected.

- ◆ **A major incident** is any unplanned activity on Transco's Networks that result in a non-contractual supply interruption to 250 or more Network supply points.
- ◆ **A domestic consumer** is any premises supplied by Transco's Networks where gas is taken off wholly or mainly for domestic purposes. (Further instructions and guidance are given below.)
- ◆ **A non-domestic consumer** is any premises supplied by Transco's Networks where gas is taken off wholly or mainly for non-domestic purposes. (Further instructions and guidance are given below.)
- ◆ **A priority consumer** is any premises supplied by Transco's Networks where gas is taken off wholly or mainly for domestic purposes and where the occupier
 - (a) is a disabled or chronically sick person or is of pensionable age;
 - (b) does not share the occupancy of the premises with any person who is not a disabled or chronically sick person, not of pensionable age and not a minor; and
 - (c) is included in the information provided to Transco by the relevant suppliers in pursuance of Standard Condition 37 (3)(d) of the Gas Suppliers' Licence.

Suppliers are required to supply information to Transco to enable meter point information to be tagged against the above definition.

Interruptions will be reported based on the tagging information available at the start of the interruption.

- ◆ **A CSEP consumer** is any independent network supplied from Transco's Networks. These consumers should be identified from the connected system exit point (CSEP) location. Each CSEP interrupted counts as one consumer regardless of the number of end users connected to the CSEP. Interruptions to CSEP consumers due to faults on other Transporter's networks will not be included.

- ◆ **The start of an interruption** is the start date and time of the interruption and is the earlier of:
 - the date and time of closure of the meter control valve by Transco personnel (or in some emergency situations the consumer);
 - the date and time of plant isolation by Transco personnel; and
 - the time initially logged by call centres for multiple losses of supply arising from a single cause.

- ◆ **The end of an interruption** is the end date and time of the interruption and shall be logged as the earlier of:
 - re-commissioning of consumer appliances (where it is safe to do so);
 - notification to the consumer's address that gas can be restored to the premises when access can be arranged. (This applies to properties which are unoccupied for a period of days or where Transco cannot gain access for other reasons);
 - notification to the consumer, or to the consumer's address, that there are considerations outside Transco's control (in the absence of which the gas supply could be restored to the premise) which prevent restoration of supply, following notification from Transco that the gas supply could be restored the consumer requests that restoration is delayed or reconnection is subject to the resolution of a dispute.

- ◆ Where the start and end date and time for an interruption spans two reporting periods, it will be allocated to the period in which the interruption started. Due to the requirement to report information within one month of a period end it may be necessary for Transco to re-report a period although it is not expected that this will have a material impact on the number or duration reported.

- ◆ **The Meter Point Reference Number (MPRN)** – is the unique number for identifying a particular metering point.

Instructions and guidance

Domestic consumers

- 2.6 Designation to this category will be based on information supplied to Transco by shippers based on the tagging of supply points against the definition.

Non-domestic consumers

- 2.7 Designation to this category will be based on information supplied to Transco by shippers based on the tagging of supply points against the definition.

Disaggregation of the number and duration of non-contractual interruptions

- 2.8 It is necessary for Transco to collect and report information on the number and duration of interruptions to supply at a disaggregated level. This will help in comparing performance between Networks and could be used in setting the incentive regime. To ensure consistency with the separated distribution formulae (due for implementation 1st April 2004) for the purposes of reporting at Network level this will be based on the best match of Network Code LDZs to Networks. The table below sets out the mapping of LDZ to Networks

Network	LDZs
Scotland	Scotland
North of England	Northern and North East
North West	North West
East of England	East Midlands and Eastern
West Midlands	West Midlands
Wales and the West	Wales North, Wales South and South West
South of England	South East and Southern
London	North Thames

- 2.9 Transco must report the number and duration of interruptions at the following levels of disaggregation:
- ◆ the overall number and duration of non-contractual interruptions;
 - ◆ the number and duration of non-contractual interruptions in each Network;
 - ◆ the number and duration of non-contractual interruptions in each Network for domestic consumers, non-domestic consumers, priority consumers and CSEP consumers;
 - ◆ the number and duration of planned non-contractual interruptions in each Network;
 - ◆ the number and duration of unplanned non-contractual interruptions in each Network;
 - ◆ the number and duration of non-contractual interruptions in each Network resulting from each planned activity listed in Table 2.1; and
 - ◆ the number and duration of non-contractual interruptions in each Network resulting from for each unplanned activity listed in Table 2.2 with the exception of “other upstream events”.
- 2.10 The number and duration of non-contractual interruptions related to each major incident shall be separately reported based upon the local recording processes. The cause of the incident shall also be noted.
- 2.11 Unplanned interruptions resulting from the activity “other upstream events” will be reported as a major incident, with cause, if 250 or more Network supply points are interrupted.
- 2.12 It is Ofgem’s intention to review the materiality of these events and determine whether additional reporting is required.

3. Resolution of shipper queries

Introduction

- 3.1 This section sets out definitions and related instructions and guidance for reporting:
- ◆ the percentage of shipper queries resolved within 4 Transco Days;
 - ◆ the percentage of shipper queries resolved within 10 Transco Days;
 - ◆ the percentage of shipper queries resolved within 20 Transco Days; and
 - ◆ the mean time taken to resolve outstanding queries
- 3.2 It covers queries relating to the transportation of gas on Transco's Networks (i.e. gas transportation queries).
- 3.3 These outputs are based on the requirements set out in Network Code Modification 565 which was implemented in October 2003. The instructions and guidance in this section are effective from reporting year 2004/5. For reporting year 2003/4 the reporting requirements will be as set out in the February 2002 instructions and guidance.

Information sources

- 3.4 Shippers have worked with Transco to develop the rules and service standards required for the resolution of shipper queries. These rules are reflected in Network Code Modification 565.
- 3.5 Query submission, enquiry and reconciliation information is available to shippers online, using the Transco ConQuest system.
- 3.6 For the purposes of reporting trends in shipper query submission and Transco query resolution Transco should use the definitions given below.

Definitions

- 3.7 The key definitions for reporting on shipper query resolution are set out below.

Key definitions

- 3.8 The percentage of shipper queries resolved within **D** Transco Days is calculated as:

$$\frac{\text{The sum of (number of queries resolved within D Transco Days) for each calendar month} * 100}{\text{The sum of (A - B - C) for each calendar month}}$$

Where **A** is the total number of queries resolved in the month
B is the number of shadow log relevant invalid queries
C is the sum of the daily excesses
D is 4, 10, or 20 Transco Days respectively.

- 3.9 The mean time taken to resolve outstanding shipper queries is measured by the mean time taken to investigate and resolve queries that are outstanding after 20 Transco Days. It is calculated as:
- 3.10 Sum of Transco Days taken to resolve each query cleared after 20 Transco Days/Total number of queries cleared after 20 Transco Days in the reporting year

Supporting definitions

- 3.11 The following supporting definitions are set out in the current version of Transco's document 'Standards of Service Query Management Operational Guidelines':
- ◆ GT operational query;
 - ◆ GT invoice query;
 - ◆ Shadow log relevant invalid query;
 - ◆ Daily Excesses; and
 - ◆ Transco Day.

Disaggregation of the shipper query measures

- 3.12 Transco must collect and report information on the shipper query measures at a disaggregated level. This will help ensure that all shippers receive a similar level of service and that different types of query are treated appropriately.
- 3.13 The shipper query measures must be collated and reported as follows:
- ◆ overall: GT invoicing and GT operational (non-domestic);
 - ◆ overall: GT invoicing and GT operational (domestic);
 - ◆ by shipper: GT invoicing and GT operational (non-domestic);
 - ◆ by shipper: GT invoicing and GT operational (domestic)
- 3.14 The designation into domestic and non-domestic queries will be based on the designation provided by the shipper when the query was submitted.

4. Reliability of M-number CD-ROM service

Introduction

- 4.1 This section sets out definitions and related instructions and guidance for reporting the reliability of the 'M Number Database' CD-ROM service. This should provide a useful indication of the work being carried out by Transco to improve the reliability of information provided to shippers. In addition to issuing the CD-ROM according to an agreed schedule, Transco will be required to report the number of instances of shippers reporting errors on the CD-ROM and the number of meter points for which data has been corrected or validated. It applies to Network M-number information.

Definitions

The reliability of the CD-ROM service is measured by the number of instances during the reporting year where Transco does and does not issue an updated version of the 'M Number Database' CD-ROM to a shipper according to the agreed timetable.

The agreed timetable is that an updated CD-ROM will be issued in April, July, October and January of the reporting year.

Invalid or out of date information – the number of instances of shippers reporting incorrect or invalid information on the CD-ROM since it was last issued.

Instructions and Guidance

- 4.2 Data on invalid or out of date information must be submitted for each version of the CD-ROM.

5. Network mains and service replacement

Introduction

- 5.1 In September 2001, following a review of Transco's mains replacement activity, the Health and Safety Executive (HSE) concluded that Transco should be required to implement a mains replacement programme from 2002 such that all iron mains within 30 metres of property should be replaced within thirty years. Transco has proposed, and the HSE has accepted, an initial programme for the first five years to 2007. Further details are included in chapter 4 of the price control final proposals document. Transco's performance against the programme will be monitored and any data on mains replacement will be shared with the HSE.

Definitions

- 5.2 The key definitions for reporting on Network mains and service replacement are set out below. All definitions refer to systems operating at low, medium and intermediate pressures, which include those at 7 bar gauge.
- ◆ **the number of kilometres of mains decommissioned per year** is the number of kilometres of mains per year of included materials permanently decommissioned.
 - ◆ **the number of kilometres of replacement mains installed per year** is the number of kilometres of mains of excluded materials installed as replacement for mains to be decommissioned per year.
 - ◆ **the number of services decommissioned per year** is the number of service pipes permanently decommissioned per year and not replaced.
 - ◆ **the number of replacement services installed per year** is the number of service pipes installed as replacement for services to be decommissioned.
 - ◆ **the number of services transferred per year** is the number of service pipes permanently transferred to another main per year to facilitate the decommission of mains.

Other definitions

Services

- 5.3 Services are pipes for distributing gas to premises from a main, being any pipe between the main and the outlet of the first emergency control valve downstream of the main.

Mains

- 5.4 Mains are the network of pipes which transport gas from the bulk supply transmission system to the service. They are not used for the purpose of carrying gas in bulk.

Instructions and Guidance

Replacement Mains

- 5.5 Replacement mains laid and decommissioned mains will be reported in the format in table 5.1 below for both the Networks in aggregate and by Network.

Table 5.1 Diameter bands for mains replacement

Mains Decommissioned (Internal Diameter)	Mains Decommissioned (km)	Replacement Mains Installed (External Diameter mm)	Replacement Mains Installed (km)
2-3"		</= 75mm	
4-5"		> 75-125mm	
6-7"		> 125-180mm	
8-9"		> 180-250mm	
10-12"		> 250-355mm	
> 12"		> 355	

- 5.6 For mains decommissioned, Imperial sizes have been selected to reflect the target population for replacement. Metric sizes should be reported as the nearest imperial equivalent. The sizes of replacement mains installed refer to the current convention for polyethylene pipes (i.e. based on external diameter). Other pipe materials should be reported as the nearest equivalent (based on internal diameter where appropriate).

Included Pipe materials

5.7 Mains of all materials decommissioned in the low, medium and intermediate pressure tiers with the exception of polyethylene and cathodically protected steel.

5.8 Excluded materials. Polyethylene and cathodically protected steel mains.

Reason for decommissioning

5.9 All decommissioning of mains of included materials is to be reported with the exception of re-chargeable diversions. Re-chargeable diversions are reported separately as part of the supporting information (see section 8).

Calculation of Decommissioned Lengths

5.10 The lengths decommissioned by diameter band will be derived from the change in Transco's asset population at the end of each reporting year, corrected as necessary to accurately reflect mains actually decommissioned.

Replacement Services

5.11 Transco is required to report all information on replacement services and services transferred for both the Networks in aggregate and by Network.

5.12 The number of replacement services installed must also be disaggregated by type of customer and cause as follows:

- ◆ the total number of replacement non-domestic services installed per year;
- ◆ the total number of replacement domestic services installed per year;
- ◆ the number of replacement domestic services installed in association with mains replacement per year;
- ◆ the number of replacement domestic services installed as a result of leakage per year; and
- ◆ the number of replacement domestic services installed for reason of condition (where no associated mains replacement takes place) excluding leakage per year.

Included Pipe materials

- 5.13 All material types are included.

Audit Arrangements

- 5.14 The lengths of mains and numbers of services reported will be subject to annual audit.

6. Network peak demand

Introduction

- 6.1 Transco currently reports the estimated 1 in 20 peak demand for the current supply year and the forecast 1 in 20 peak demand for the next 10 supply years as part of its Ten Year Statement. (A supply year lasts from 1 October to 30 September of the following year.)
- 6.2 Peak demand should be reported on a formula year basis consistent with other output information.

Definition

1 in 20 peak demand – the level of demand that, in a long series of winters, with connected load held at the levels appropriate for the winter in question, would be likely to be exceeded in one out of 20 winters, with each winter counted only once. A more detailed definition is set out in paragraph 2 of Standard Condition 16 of the gas transporters' licences

Connected load – the sum of demand for gas from all types of gas consumer other than those covered by Transco's interruptible transportation contracts.

Instructions and guidance

- 6.3 At the end of the reporting year Transco must submit the estimated 1 in 20 peak LDZ demand for each Network for that year and the forecast peak LDZ demand for the next ten reporting years. Transco must also provide confirmation that it has made sufficient capacity available to meet 1 in 20 demand in the reporting year. This information must be submitted both at an overall level and by Network.
- 6.4 Transco must explain the variance in forecasts for particular reporting years.

7. Monitoring environmental performance

Introduction

- 7.1 The price control final proposals said that Transco would be required to submit an annual environmental report for the NTS and its Networks. The reports should include information on a number of pre-specified environmental performance measures and accompanying narrative.

Environmental measures

- 7.2 The environmental measures for Transco's NTS and Networks are set out in Table 7.1 below.

Table 7.1 Environmental measures

Measure	Definition	Applicable asset group(s)	Reporting Detail
Methane emissions	Methane emitted from plant.	NTS	Estimated Kg of methane emitted per annum, normalised by energy delivered – Kg methane per GWh
Methane emissions	Methane emitted from pipe networks due to leakage	Distribution Network asset group (MP and LP pressure tiers)	Disaggregate by Distribution Network asset group, estimated tonnes of methane per annum
CO ₂ emissions	Carbon dioxide emitted by gas-powered compressors.	NTS	Normalise by energy delivered – estimated Kg of CO ₂ per GWh.
NO _x emissions	NO _x emitted by gas-powered compressors.	NTS	Normalise by unit of annual throughput.
Loss of containment	Number of incidents involving release of gas that are subject to reporting under COMAH.	Network storage	Number reported and total gas lost in tonnes.

Instructions and Guidance

- 7.3 The environmental report will take into account guidance from the Government, the Environment Agency and other relevant bodies. It will explain levels of carbon dioxide, oxides of nitrogen and methane emissions (where appropriate) for the NTS and Transco's Networks and performance against any other relevant environmental targets. It will also describe in detail differences in performance between Networks.

8. Supporting information

Introduction

8.1 This section sets out definitions and related instructions and guidance for reporting supporting measures related to Transco's NTS and Networks. These measures are required to facilitate the development of an expenditure monitoring framework or are associated with the distribution price control formula and are supplemental to the consumer focused outputs and environmental performance reporting discussed in previous sections.

Definitions

8.2 The definitions of the supporting measures for the NTS and Transco's Networks are set out in Tables 8.1 and 8.2 respectively.

Table 8.1 General supporting measures (NTS and Networks)

Supporting measure	Definition	Reporting Detail
New Connections	Number of new connections completed in the reporting year.	NTS: total Networks: total and disaggregated by Network and the following categories of connection <ul style="list-style-type: none"> • Existing housing • New Housing • I&C • Independent connections; such as to other GTs or UIP connections The number of statutory and non-statutory connections shall also be provided by Network
Diversions	Number or length of re-chargeable diversion schemes completed in the reporting year	NTS/LTS: The number of diversion schemes by NTS/ Network: Below 7bar: The length in total and disaggregated by Network.
Accuracy of 1 and 3 year ahead peak and annual demand forecasts	% error in 1 and 3-year ahead forecasts of annual demand and 1 in 20 peak demand.	Disaggregate by total, Network demand and NTS demand (Refer to relevant forecast figures in Transco's Ten Year Statement.)

Table 8.2 Network supporting measures

Supporting measure	Definition	Reporting Detail
Annual demand	The total volume of gas offtaken from Transco's Networks in the reporting year.	Total and disaggregated by Network and by the following categories of load: <ul style="list-style-type: none"> • Firm load < 5860 MWh p.a. • Firm load > 5860 MWh p.a. and < 1,465,355 MWh p.a • Interruptible < 1,465,355 MWh p.a. • Firm and interruptible load > 1,465,355 MWh p.a.
Publicly reported escapes	<p>Number of internal reports</p> <p>Number of external reports and number of cases where no escape is found</p> <p>Histogram showing the annual numbers of uncontrolled and controlled escapes attended by time-band, together with the mean.</p> <p>Histogram showing the annual number of escape-related repairs deferred beyond 28 days, by time-band, together with the median repair time</p>	<p>Total and disaggregated by Network and by pressure tier.</p> <p>Total and disaggregated by Network.</p> <p>Total and disaggregated by Network</p> <p>Total and disaggregated by Network. Date of oldest outstanding repair</p>
Gas in Buildings	Gas in Buildings associated with cast/spun iron mains fractures or ductile iron corrosion failures consistent with the latest Transco Engineering Instructions and reports made to the HSE.	Total and disaggregated by Network, pressure tier and material.
Cast/spun iron fractures and ductile iron corrosion failures	Number of instances of leakage being identified as a result of cast/spun iron mains fractures and ductile iron corrosion failures.	Total and disaggregated by Network, pressure tier and material. Normalise to instances per 1000 km of main.

Instructions and guidance

8.3 Transco must provide explanatory narrative for trends in each of the measures listed above.

9. Reporting arrangements

Introduction

- 9.1 It is important that robust arrangements are put in place for reporting output information under the price control. This section sets out the reporting arrangements to apply in each reporting year in relation to output measures, environmental reports and supporting information.
- 9.2 The normal reporting year for the provision of output information required under the price control will be from 1 April of the relevant year to 31 March of the following year. Any changes to the RIGs will be made in accordance with the performance reporting licence conditions.
- 9.3 Transco will normally be required to submit the data on the number and duration of non-contractual interruptions by 30 April following the end of the relevant year. (Paragraphs 9.6 to 9.7 discuss interim arrangements for 2003/04 to 2005/06). It will be required to submit the remaining information required under the licence conditions by 31 July.
- 9.4 Ofgem would expect its auditors to undertake a review of Transco's systems for recording interruptions and an audit of the interruption data during 2003/04 and subsequent reporting years to verify the accuracy of data used in the incentive scheme. The auditors will also be asked to recommend accuracy targets for this data.
- 9.5 Table 9.1 below sets out the key dates for a normal output reporting year.

Table 9.1: Key dates for normal output-reporting year

Date	Output
November	Ofgem publishes draft version of RIGs for consultation.
January	Ofgem publishes final version of RIGs to apply for next reporting year.
31 March	Reporting year ends.
1 April	New reporting year begins.
30 April	Interruption outputs data submitted to Ofgem (in normal reporting year)
31 July	All other information submitted to Ofgem (including remaining data for output measures, supporting measures, environmental information and supporting narrative).

Interim arrangements for collection and reporting of interruptions data

- 9.6 Subject to the introduction of the performance reporting licence conditions, Transco will need to develop new systems and processes to record data on interruptions. Transco should start collating information on interruptions no later than 1 April 2003. It should start reporting no later than 31 July 2003.
- 9.7 The information on interruptions should reported more frequently during the development of the interruption incentive scheme and during the first year of implementation of the scheme. Transco will therefore be required to report interruption information on a quarterly basis for the reporting years 2003/04 to 2005/06. Quarterly reports will show the information for the relevant quarter being reported. The relevant dates for submission of data are set out in Table 9.2 below. Thereafter all outputs should be reported on an annual basis.

Table 9.2 Key dates for submission of interruption data for 2003/04 to 2005/06 reporting years

Date	Information
31 July	1 st quarter interruption data submitted to Ofgem
31 October	2 nd quarter interruption data submitted to Ofgem
31 January	3 rd quarter interruption data submitted to Ofgem
30 April	4 th quarter and annual interruption data submitted to Ofgem

Due to the requirement to report information within one month of a period end it may be necessary for Transco to re-report a period although it is not expected that this will have a material impact on the number or duration reported.

Required level of accuracy for reporting interruptions

- 9.8 Information gathered for the incentive scheme on interruptions should be sufficiently accurate to enable comparisons to be made over time and between Networks. At present it is not practicable to specify the appropriate levels of accuracy for the information. Ofgem intends to conduct an audit of Transco's processes and initial data on interruptions to enable accuracy targets to be set for the beginning of the incentive scheme in April 2005. Minimum levels of accuracy will be set for the reporting of:

- ◆ the number of non-contractual supply interruptions – at both the overall level and disaggregated by cause, consumer type and by Network; and

- ◆ the duration non-contractual supply interruptions – at both the overall level and disaggregated by cause, consumer type and by Network.

Appendix 1 Breakdown of the number and duration of Network non-contractual interruptions by cause

Figure A.1 Interruptions diagram

