



***Gas Distribution Price Control***  
***What consumers want***

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*What  
consumers tell  
us*

“I just want to know where I am with them”

“I think I trust them I am just not sure who I am trusting”

“I do not want to walk away feeling ripped off”

“It’s my house and my garden and they should respect that”

“Gas – what gas?”

“I have to get my details to them in their timescales but they just reply to me when they want”

“I just wish they would do what they say they will”

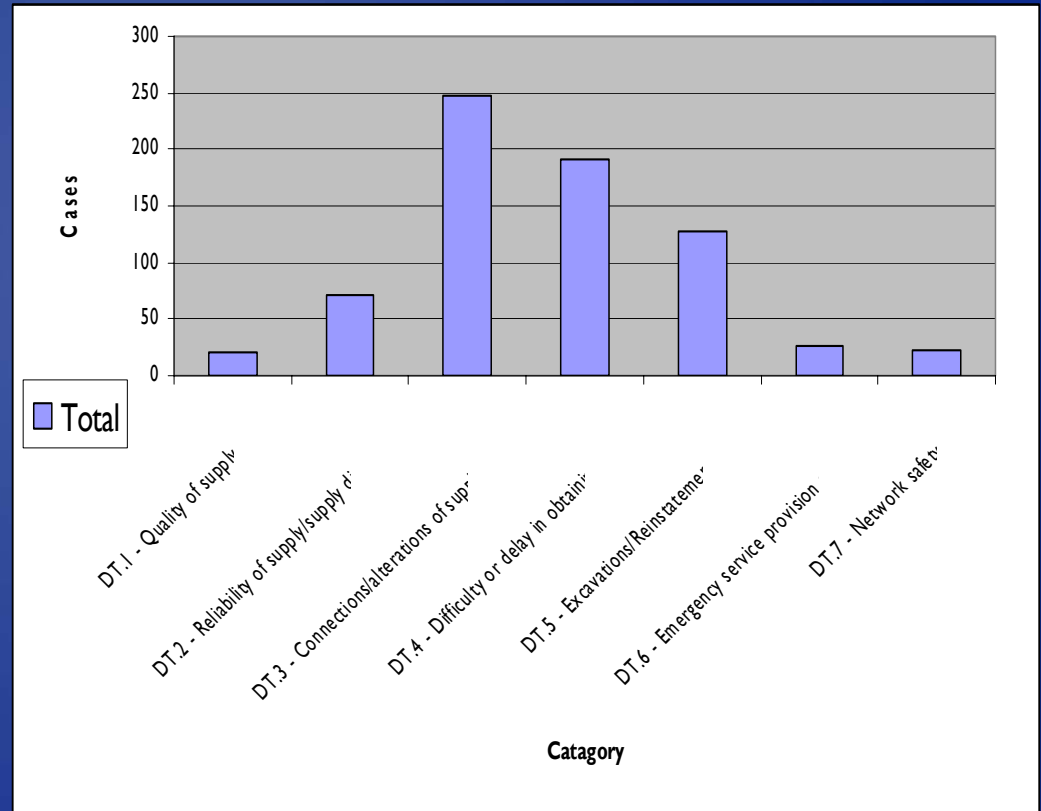


*How does  
that  
translate?*

- Information provision
- Benefit sharing
- Reasonable prices
- Rapid and appropriate redress
- Access to gas



## *Main areas of complaint and enquiry*





## *Providing information*

- Timely and accurate connection charge quotes
- Real awareness of Guaranteed Standards referenced at every opportunity and properly reported
- Improved notification for most vulnerable consumers
- Helping consumers understand the business and the processes



*Benefit sharing  
and reasonable  
prices*

- Efficiencies from sale of networks
- Effective competition in connections
- Improved connection processes

*Rapid and  
appropriate  
redress*

- Dealing with compensation claims quickly and appropriately
- Compensation to reflect the inconvenience, distress, etc.
- Applying guaranteed standards
- Strengthening standards to include dealing with complaints appropriately



## *Access to gas*

- 4.5 million households
- 1.3 million the fuel poor are off gas
- Almost all are in the vulnerable categories
- Improvements in health and financial welfare