

GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE

GDN

East of England

	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07
Guaranteed Standard 4 - Regulation 10 - Provision of standard connection quotations = < 275kWh per hour									
Number of requests for standard quote = < 275kWh per hour (Reg 10(1)(a))	0	8592	4893	5316	3611	3571	3132	3121	3551
Number of standard quotations provided within timescale (Reg 10 (3) (a))	0	8527	4788	5279	3587	3530	3028	3064	3502
Guaranteed Standard 5 - Regulation 10 - Provision of non-standard connection quotations = < 275kWh per hour									
Number of requests for non-standard quote = < 275kWh per hour (Reg 10(1)(a))	0	3496	1352	1117	895	818	870	785	650
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(i))	0	3480	1348	1115	892	803	842	746	613
Guaranteed Standard 6 - Regulation 10 - Provision of non-standard connection quotations > 275kWh per hour									
Number of requests for non-standard quote > 275kWh per hour (Reg 10(1)(a))	0	1120	490	279	332	213	237	210	161
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(i))	0	1118	489	277	329	213	226	202	157
Guaranteed Standard 9 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (= < 275kWh per hour)									
Number of quotations accepted (Reg 10(1)(d))	0	7171	4714	4036	3809	3838	2672	2747	2648
Number where both dates offered within timescale (Reg 10(3)(e)(i))	0	7141	4710	4027	3799	3838	2665	2747	2648
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	0	30	4	9	10	0	7	0	0
Guaranteed Standard 10 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (> 275kWh per hour)									
Number of quotations accepted (Reg 10(1)(d))	0	191	27	26	33	20	27	14	8
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	0	186	27	26	33	20	27	14	8
Number where at least one date not offered within timescale (Reg 10(3)(e)(ii))	0	5	0	0	0	0	0	0	0
Guaranteed Standard 11 - Regulation 10 - Substantial completion on agreed date									
Total Number of Substantially Completed Quotations	0	4259	3497	3723	3911	3173	3543	2606	2868
Total number substantially completed within agreed timescale	0	4021	3362	3501	3763	3044	3302	2518	2813
Guaranteed Standard 12 - Regulation 12 - Payments									
Domestic									
Number of payments due under Reg 12	0	101	146	207	65	30	80	1843	151
Non Domestic									
Number of payments due under Reg 12	0	0	0	0	0	0	0	0	0

* The Regulations referred to above are the Gas (Standards of Performance) Regulations 2005 (SI no 1135/2005)

GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE

GDN

London

	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07
Guaranteed Standard 4 - Regulation 10 - Provision of standard connection quotations = < 275kWh per hour									
Number of requests for standard quote = < 275kWh per hour (Reg 10(1)(a))	0	2031	1997	2313	1855	1551	1580	1296	1567
Number of standard quotations provided within timescale (Reg 10 (3) (a))	0	2029	1976	2307	1854	1547	1554	1291	1559
Guaranteed Standard 5 - Regulation 10 - Provision of non-standard connection quotations = < 275kWh per hour									
Number of requests for non-standard quote = < 275kWh per hour (Reg 10(1)(a))	0	1729	657	567	425	486	414	461	398
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(i))	0	1723	655	567	418	455	394	438	379
Guaranteed Standard 6 - Regulation 10 - Provision of non-standard connection quotations > 275kWh per hour									
Number of requests for non-standard quote > 275kWh per hour (Reg 10(1)(a))	0	492	221	135	131	167	149	132	127
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(i))	0	490	221	135	131	163	143	122	114
Guaranteed Standard 9 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (= < 275kWh per hour)									
Number of quotations accepted (Reg 10(1)(d))	0	2976	1296	1769	2025	1697	1116	1275	1335
Number where both dates offered within timescale (Reg 10(3)(e)(i))	0	2959	1295	1714	2003	1634	1106	1269	1334
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	0	17	1	55	22	63	10	6	1
Guaranteed Standard 10 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (> 275kWh per hour)									
Number of quotations accepted (Reg 10(1)(d))	0	117	24	10	18	15	8	14	18
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	0	111	12	10	18	13	7	14	18
Number where at least one date not offered within timescale (Reg 10(3)(e)(ii))	0	6	12	0	0	2	1	0	0
Guaranteed Standard 11 - Regulation 10 - Substantial completion on agreed date									
Total Number of Substantially Completed Quotations	0	1771	1096	1056	1627	1822	1533	1072	1231
Total number substantially completed within agreed timescale	0	1630	1041	1006	1572	1725	1460	1046	1211
Guaranteed Standard 12 - Regulation 12 - Payments									
Domestic									
Number of payments due under Reg 12	0	178	202	333	197	45	86	367	706
Non Domestic									
Number of payments due under Reg 12	0	0	0	0	0	0	0	0	0

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GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE

GDN

North West

	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07
Guaranteed Standard 4 - Regulation 10 - Provision of standard connection quotations = < 275kWh per hour									
Number of requests for standard quote = < 275kWh per hour (Reg 10(1)(a))	0	3644	2910	3072	2378	2515	1938	2161	2298
Number of standard quotations provided within timescale (Reg 10 (3) (a))	0	3643	2903	3065	2370	2503	1921	2152	2267
Guaranteed Standard 5 - Regulation 10 - Provision of non-standard connection quotations = < 275kWh per hour									
Number of requests for non-standard quote = < 275kWh per hour (Reg 10(1)(a))	0	2245	744	743	529	511	496	457	357
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(i))	0	2240	734	740	521	472	477	441	340
Guaranteed Standard 6 - Regulation 10 - Provision of non-standard connection quotations > 275kWh per hour									
Number of requests for non-standard quote > 275kWh per hour (Reg 10(1)(a))	0	708	247	161	154	208	153	138	105
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(i))	0	706	245	160	150	188	145	133	95
Guaranteed Standard 9 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (= < 275kWh per hour)									
Number of quotations accepted (Reg 10(1)(d))	0	4039	2075	2177	2035	2014	1735	1628	1737
Number where both dates offered within timescale (Reg 10(3)(e)(i))	0	4004	2071	2164	2034	2013	1722	1627	1737
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	0	35	4	13	1	1	13	1	0
Guaranteed Standard 10 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (> 275kWh per hour)									
Number of quotations accepted (Reg 10(1)(d))	0	135	23	11	15	18	7	11	3
Number where both dates offered within timescale (Reg 10(3)(e)(i))	0	133	22	11	15	18	7	11	3
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	0	2	1	0	0	0	0	0	0
Guaranteed Standard 11 - Regulation 10 - Substantial completion on agreed date									
Total Number of Substantially Completed Quotations	0	2442	2130	1939	2010	1796	1868	1675	1686
Total number substantially completed within agreed timescale	0	2323	2063	1898	1959	1747	1780	1576	1658
Guaranteed Standard 12 - Regulation 12 - Payments									
Domestic									
Number of payments due under Reg 12	0	42	99	74	52	31	40	106	27
Non Domestic									
Number of payments due under Reg 12	0	0	0	0	0	0	0	0	0

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GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE

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West Midlands

	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07
Guaranteed Standard 4 - Regulation 10 - Provision of standard connection quotations = < 275kWh per hour									
Number of requests for standard quote = < 275kWh per hour (Reg 10(1)(a))	0	3344	2028	2197	1653	1542	1558	1284	1448
Number of standard quotations provided within timescale (Reg 10 (3) (a))	0	3315	2018	2172	1648	1534	1543	1257	1423
Guaranteed Standard 5 - Regulation 10 - Provision of non-standard connection quotations = < 275kWh per hour									
Number of requests for non-standard quote = < 275kWh per hour (Reg 10(1)(a))	0	1467	636	469	396	421	448	369	282
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(i))	0	1462	636	464	394	418	432	356	265
Guaranteed Standard 6 - Regulation 10 - Provision of non-standard connection quotations > 275kWh per hour									
Number of requests for non-standard quote > 275kWh per hour (Reg 10(1)(a))	0	511	214	130	102	112	136	124	81
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(i))	0	510	214	129	102	110	131	118	76
Guaranteed Standard 9 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (= < 275kWh per hour)									
Number of quotations accepted (Reg 10(1)(d))	0	2931	1707	1545	1507	1299	824	1083	1065
Number where both dates offered within timescale (Reg 10(3)(e)(i))	0	2909	1705	1545	1507	1297	824	1083	1065
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	0	22	2	0	0	2	0	0	0
Guaranteed Standard 10 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (> 275kWh per hour)									
Number of quotations accepted (Reg 10(1)(d))	0	84	14	8	12	13	11	8	4
Number where both dates offered within timescale (Reg 10(3)(e)(i))	0	76	14	8	12	13	11	8	4
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	0	8	0	0	0	0	0	0	0
Guaranteed Standard 11 - Regulation 10 - Substantial completion on agreed date									
Total Number of Substantially Completed Quotations	0	1583	1362	1362	1816	1601	996	1037	1107
Total number substantially completed within agreed timescale	0	1477	1308	1298	1739	1554	963	1008	1081
Guaranteed Standard 12 - Regulation 12 - Payments									
Domestic									
Number of payments due under Reg 12	0	10	37	38	37	10	27	32	9
Non Domestic									
Number of payments due under Reg 12	0	0	0	0	0	0	0	0	0

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GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE

GDN

Northern

	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07
Guaranteed Standard 4 - Regulation 10 - Provision of standard connection quotations = < 275kWh per hour									
Number of requests for standard quote = < 275kWh per hour (Reg 10(1)(a))	1126	3238	2868	3149	2886	1483	1071	1169	1100
Number of standard quotations provided within timescale (Reg 10 (3) (a))	1126	3238	2867	3149	2882	1368	847	1102	1091
Guaranteed Standard 5 - Regulation 10 - Provision of non-standard connection quotations = < 275kWh per hour									
Number of requests for non-standard quote = < 275kWh per hour (Reg 10(1)(a))	388	885	766	861	844	350	476	604	622
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(i))	386	885	761	860	840	240	152	442	595
Guaranteed Standard 6 - Regulation 10 - Provision of non-standard connection quotations > 275kWh per hour									
Number of requests for non-standard quote > 275kWh per hour (Reg 10(1)(a))	35	143	109	96	106	75	58	60	44
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(i))	35	143	109	96	105	42	32	49	42
Guaranteed Standard 9 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (= < 275kWh per hour)									
Number of quotations accepted (Reg 10(1)(d))	764	2399	2258	2140	2165	1118	2617	2307	2107
Number where both dates offered within timescale (Reg 10(3)(e)(i))	761	2386	2249	2125	2163	568	1131	1597	1900
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	3	13	9	15	2	550	1486	710	207
Guaranteed Standard 10 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (> 275kWh per hour)									
Number of quotations accepted (Reg 10(1)(d))	4	10	22	10	7	26	47	47	26
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	4	9	22	10	7	14	12	20	21
Number where at least one date not offered within timescale (Reg 10(3)(e)(ii))	0	1	0	0	0	12	35	27	5
Guaranteed Standard 11 - Regulation 10 - Substantial completion on agreed date									
Total Number of Substantially Completed Quotations	496	2240	1968	1889	1698	1618	2092	2222	2085
Total number substantially completed within agreed timescale	464	2133	1925	1846	1663	1436	1634	1889	1952
Guaranteed Standard 12 - Regulation 12 - Payments									
Domestic									
Number of payments due under Reg 12	3	11	8	22	31	908	2514	805	43
Non Domestic									
Number of payments due under Reg 12	0	0	0	0	0	67	88	258	0

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GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE

GDN

Scotland

	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07
Guaranteed Standard 4 - Regulation 10 - Provision of standard connection quotations = < 275kWh per hour									
Number of requests for standard quote = < 275kWh per hour (Reg 10(1)(a))	1189	1934	1374	1086	681	676	536	717	835
Number of standard quotations provided within timescale (Reg 10 (3) (a))	1187	1932	1373	1083	671	673	534	700	814
Guaranteed Standard 5 - Regulation 10 - Provision of non-standard connection quotations = < 275kWh per hour									
Number of requests for non-standard quote = < 275kWh per hour (Reg 10(1)(a))	904	1482	1639	1890	2199	2154	1855	1945	2168
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(ii))	901	1479	1636	1889	2087	2102	1832	1872	2109
Guaranteed Standard 6 - Regulation 10 - Provision of non-standard connection quotations > 275kWh per hour									
Number of requests for non-standard quote > 275kWh per hour (Reg 10(1)(a))	59	109	95	117	127	120	59	48	57
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(ii))	59	109	95	117	123	117	59	48	57
Guaranteed Standard 9 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (= < 275kWh per hour)									
Number of quotations accepted (Reg 10(1)(d))	1051	2050	1967	1724	1140	2157	2058	2070	2451
Number where both dates offered within timescale (Reg 10(3)(e)(i))	1045	2035	1948	1715	1120	2101	2030	2038	2411
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	6	15	19	9	20	56	28	32	40
Guaranteed Standard 10 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (> 275kWh per hour)									
Number of quotations accepted (Reg 10(1)(d))	2	6	10	5	16	33	15	11	14
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	2	6	8	5	15	30	15	11	13
Number where at least one date not offered within timescale (Reg 10(3)(e)(ii))	0	0	2	0	1	3	0	0	1
Guaranteed Standard 11 - Regulation 10 - Substantial completion on agreed date									
Total Number of Substantially Completed Quotations	606	1857	1967	1659	803	1388	2075	1933	2167
Total number substantially completed within agreed timescale	564	1742	1895	1617	762	1298	2004	1855	2109
Guaranteed Standard 12 - Regulation 12 - Payments									
Domestic									
Number of payments due under Reg 12	6	9	13	201	85	14	19	14	11
Non Domestic									
Number of payments due under Reg 12	0	4	0	29	6	1	1	0	0

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GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE

GDN

Southern

	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07
Guaranteed Standard 4 - Regulation 10 - Provision of standard connection quotations = < 275kWh per hour									
Number of requests for standard quote = < 275kWh per hour (Reg 10(1)(a))	2443	3778	3065	1893	1775	1070	1450	1544	1704
Number of standard quotations provided within timescale (Reg 10 (3) (a))	2442	3775	3057	1891	1370	1069	1448	1539	1700
Guaranteed Standard 5 - Regulation 10 - Provision of non-standard connection quotations = < 275kWh per hour									
Number of requests for non-standard quote = < 275kWh per hour (Reg 10(1)(a))	958	1940	1925	1139	2640	2391	2005	2246	2595
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(ii))	958	1940	1923	1123	2064	2372	1992	2233	2544
Guaranteed Standard 6 - Regulation 10 - Provision of non-standard connection quotations > 275kWh per hour									
Number of requests for non-standard quote > 275kWh per hour (Reg 10(1)(a))	112	210	184	118	163	59	63	83	122
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(ii))	112	210	183	118	157	57	63	80	120
Guaranteed Standard 9 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (= < 275kWh per hour)									
Number of quotations accepted (Reg 10(1)(d))	1372	2866	2717	1667	1732	3043	2698	2635	2579
Number where both dates offered within timescale (Reg 10(3)(e)(i))	1357	2862	2716	1665	1727	3037	2692	2628	2569
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	15	4	1	2	5	6	6	7	10
Guaranteed Standard 10 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (> 275kWh per hour)									
Number of quotations accepted (Reg 10(1)(d))	6	12	14	9	33	33	13	22	29
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	6	12	14	9	33	31	13	22	29
Number where at least one date not offered within timescale (Reg 10(3)(e)(ii))	0	0	0	0	0	2	0	0	0
Guaranteed Standard 11 - Regulation 10 - Substantial completion on agreed date									
Total Number of Substantially Completed Quotations	588	2539	2663	1572	1176	2674	3076	2585	2307
Total number substantially completed within agreed timescale	552	2357	2499	1553	1154	2597	3032	2554	2281
Guaranteed Standard 12 - Regulation 12 - Payments									
Domestic									
Number of payments due under Reg 12	15	32	39	394	595	51	32	42	75
Non Domestic									
Number of payments due under Reg 12	0	1	2	56	23	1	1	0	0

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GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE

GDN

Wales & the West

	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07
Guaranteed Standard 4 - Regulation 10 - Provision of standard connection quotations = < 275kWh per hour									
Number of requests for standard quote = < 275kWh per hour (Reg 10(1)(a))	0	5468	2488	2887	1847	1962	1915	2225	2127
Number of standard quotations provided within timescale (Reg 10 (3) (a))	0	5397	2245	2886	1846	1962	1914	2225	2120
Guaranteed Standard 5 - Regulation 10 - Provision of non-standard connection quotations = < 275kWh per hour									
Number of requests for non-standard quote = < 275kWh per hour (Reg 10(1)(a))	0	2851	1757	2359	3286	2895	2674	2430	2514
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(i))	0	2792	1077	2359	3281	2892	2670	2425	2514
Guaranteed Standard 6 - Regulation 10 - Provision of non-standard connection quotations > 275kWh per hour									
Number of requests for non-standard quote > 275kWh per hour (Reg 10(1)(a))	0	316	78	146	132	84	61	38	30
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(i))	0	310	66	146	132	84	61	38	30
Guaranteed Standard 9 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (= < 275kWh per hour)									
Number of quotations accepted (Reg 10(1)(d))	0	4759	3819	3357	3220	3003	3332	2770	2749
Number where both dates offered within timescale (Reg 10(3)(e)(i))	0	4676	3643	3169	3205	2606	3051	2744	2744
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	0	83	176	188	15	397	281	26	5
Guaranteed Standard 10 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (> 275kWh per hour)									
Number of quotations accepted (Reg 10(1)(d))	0	68	34	61	49	40	37	20	14
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	0	63	24	49	47	31	28	20	14
Number where at least one date not offered within timescale (Reg 10(3)(e)(ii))	0	5	10	12	2	9	9	0	0
Guaranteed Standard 11 - Regulation 10 - Substantial completion on agreed date									
Total Number of Substantially Completed Quotations	0	4539	2204	2945	3288	680	3970	3932	2289
Total number substantially completed within agreed timescale	0	4070	1869	2659	3165	631	3645	3579	2235
Guaranteed Standard 12 - Regulation 12 - Payments									
Domestic									
Number of payments due under Reg 12	0	117	582	0	48	435	517	311	33
Non Domestic									
Number of payments due under Reg 12	0	27	803	0	15	34	49	31	4

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