

By e-mail

Legal & Regulatory
Lakeside West, 1st Floor
30, The Causeway
Staines
Middx. TW18 3BY

Telephone 01784 874 000
Facsimile 01784 878 719

2nd November 2007

Dear Duncan,

Gas Post-Emergency Metering Services

Further to your letter dated 12 October 2007.

I can confirm that British Gas is in agreement with the conclusions as set out in the aforementioned letter. With regards to the draft 'Proposed Industry Guidelines' within Annex 2, we have the following comments.

Clause 1.7

Within the 2nd sentence, reference is made to 'non-domestic premises'. For consistency with the first sentence, which mentions 'domestic-sized meters', we believe that it should be amended to 'non-domestic sized meters' as a non-domestic premise could well be served by a domestic sized meter.

Clause 1.8

With regards to the subject of 'like for like exchange', we have debated in the past with the Distribution Networks, that in cases of extreme vulnerability the engineer should have the flexibility, for example, to install a credit meter in place of a prepayment meter where no prepayment meters are available, as an alternative to leaving the customer off supply and without gas.

Clause 1.11

We welcome the inclusion of the return of faulty 'flexes & governors' within this clause, as this is a principle which we have historically struggled to get the Distribution Networks to accept. It is important that the incumbent Meter Operator receives these faulty equipment items, in order to enable monitoring of the safety & suitability of their equipment.

Should you require any additional information or wish to discuss any of the comments provided please do not hesitate to contact me.

Yours sincerely,

Graham Wood
Regulatory Manager
British Gas