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Gas Post Emergency Metering Services

Dear Duncan

We support Ofgem's proposal for the introduction of a set of Guidelines for Gas Distribution Networks (GDN) that outlines the Post Emergency Metering Services (PEMS) that they should provide.

We welcome Ofgem's commitment to monitor the PEMS provided by the GDN and to take action should a service be withdrawn or fail to comply with the Guidelines. Allowing the industry to provide a solution to issues is a more satisfactory way forward than relying on licence obligations.

We are hopeful that a similar situation can be arrived at in the electricity sector via the recently proposed change to the Distribution Connection & Use of System Agreement (DCUSA).

We note your comments regarding the desire to leave the option open for a competitive solution for PEMS for gas suppliers but at this time have yet to see any viable proposals. As a consequence we believe that regulatory oversight in this area is inevitable and affords protection to customers from unnecessary poor levels of service.

Yours sincerely

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