

Gas Distribution Price Control
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19th December 2007

Dear Sirs,

Open letter on Ofgem's proposals to implement revised standards of performance arrangements for gas transporters

I am writing in response to the above letter published on 23rd November 2007.

British Gas broadly supports the revision to the standards of performance arrangements proposed in the above letter.

We would also like to stress the importance of ensuring visibility of performance to customers and suppliers in meeting these standards. We note the proposal to remove the overall standards of performance for transporters and to transfer a number of obligations into the license. We would only support this if customers and suppliers continue to have visibility of transporters performance with regard to these standards.

In respect to the main changes are views are as follows:

We support the introduction of a guaranteed standard of performance for responding to customer complaints. Customers are unable to choose their gas transporter and it is therefore important to ensure a minimum standard of service is provided in respect to dealing with customer complaints.

We support the tightening of the guaranteed standard of performance for reinstatement of customers premises to 5 days.

We support the introduction of a standard to ensure customers are notified of a planned interruption to their supply.

We support the revision to the guaranteed standard of performance for supply restoration to include smaller non-domestic customers and to remove the exception for third-party and water ingress interruptions.

We also believe it is important to ensure it is clear who is responsible for making payments to customers where networks are connected to other networks. The amendment to the regulations appear to clarify this area.

Should you wish to discuss in detail any aspect of this response please do not hesitate to contact me.

Yours faithfully

Kevin Woollard
Regulatory Manager
British Gas