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Your Ref: Ofgem doc 05/08

Dear Ms Uvais

**Amendment to the Gas (Standards of Performance) Regulations 2005:
statutory consultation**

energywatch welcomes the opportunity to consider the changes proposed in the statutory consultation. This response is non-confidential and we are happy for it to be published on the Ofgem website.

In line with our previous response on the proposed changes to the revised Standards of Performance Regulations, we agree with and fully support these changes. We reiterate our view that, in Regulation 9 (Priority domestic consumers), the offer made by a gas transporter to priority consumers of alternative cooking and heating facilities must be clearly communicated in a form that the consumer understands. Similarly, it must be clear to the priority consumer that, where no offer of facilities was made by a transporter, a claim for compensation can be raised within three months, again communicated in a form that the consumer understands.

If you do wish to discuss our response further please do not hesitate to contact me on 0191 2212072.

Yours sincerely

Carole Pitkeathley
Head of Regulatory Affairs