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(by e-mail)

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Dear Ayesha

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

Thank you for your invitation seeking representations to the proposed amendments to the Gas (Standards of Performance) Regulations.

ScottishPower support the proposed amendments to the Gas (Standards of Performance) Regulations. We believe it is a sensible step forward to introduce guaranteed standards for responding to customer complaints and notifying customers of planned interruptions. This supports the existing standards for gas suppliers.

Further, the removal of the current exclusion regarding compensation for third-party damage and water ingress incidents will lead to a better service for the end customer, allowing them to be compensated when this situation occurs.

With regards to the mechanics of what happens when an interruption originating on a GDN's network affects customers connected to another GDN or iGT network, we welcome the clarification in this area. It is important that there is a clear process in place to ensure that customers receive the compensation they are entitled to. Although we would note that in practice the transporter often does not hold customer details to allow them to make payments direct to them. The payment is normally passed to the supplier, who subsequently passes this onto the relevant customer.

Should you wish to discuss further please do not hesitate to contact me, using the above details.

Yours sincerely,

Lorraine McGregor  
Energy Commercial