

Ayesha Uvais  
Office of Gas & Electricity Markets  
9 Millbank  
London  
SW1P 3GE

14 February 2008

Dear Ayesha,

**Open letter on Amendment to the Gas (standards of performance) 2005**

I am writing further to the above open letter, please note we are responding separately to the Notice of proposals under Section 33BAA of the Gas Act.

We do not have any specific representations to the proposals contained in the letter however we note a few points of principle below.

Para A1.2 explains how the standards are subject to certain exemptions which are set out in the regulations and explained in the accompanying revised guidance document (Guidance for reporting on Standards of Performance and Standard Special Licence Condition D10, November 2005). The guidance document referenced has not (as yet) been updated to reflect the changes that will come into effect on the 1<sup>st</sup> April 2008. We look forward to receiving an updated version.

In Table A1, under GS1's specific exemptions there should be a reference to the specific exemption as detailed under Regulation 7 (e). That is namely; that the GT to whose network the customer is connected to is initially responsible for any payments for failure to restore however where the interruption originated on another GT's network, but the GT to whose network the customer is connected can claim an exemption from the responsibility to make the payment by notifying the other GT and providing appropriate information within 5 days of the end of the interruption.

Also in Table A1 but under GS3's specific exemptions, the table should include a reference to the specific exemption whereby the GT made alternative heating and cooking facilities available for collection, notified the customer of the location, on the basis that that it was reasonable to expect the customer to collect from this location and that the GT had regard to relevant circumstances and information in relation to the customer.

24 hour gas escape number  
Rhif 24 awr os bydd nwy yn gollwng

**0800 111 999\***

\*calls will be recorded and may be monitored  
caiff galwadau eu recordio a gellir eu monitro



If you require any further clarification please contact Chris Talbot, General Counsel on 02920 278542 or [chris.talbot@wwutilities.co.uk](mailto:chris.talbot@wwutilities.co.uk).

Yours sincerely,

A handwritten signature in black ink, appearing to read "Bob Westlake".

Bob Westlake  
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