

## Gas Distribution Quality of Service Regulatory Instructions and Guidance Version 4

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**Target Audience:** Gas distribution networks (DNs), consumers and their representatives and any other interested parties

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### Overview:

This document has been issued pursuant to Standard Special Condition D9 of the gas transporters licence.

It explains what gas distribution networks (DNs) need to do in order to comply with their licence obligation to report on their quality of supply performance. It has been updated to include changes to the quality of service arrangements introduced as part of the Gas Distribution Price Control Review, and supersedes the Gas Distribution Quality of Service Regulatory Instructions and Guidance Version 3.

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## Context

Ofgem places incentives on gas distribution networks (DNs) to operate efficiently. To protect against the risk that DNs will respond to these incentives by reducing the quality of service which they provide to customers, we also specify a number of outputs and standards of performance which DNs must deliver.

Under their licence (Standard Special Condition D9), DNs are required to collect information regarding their delivery of the outputs specified and report this to Ofgem. These Regulatory Instructions and Guidance (RIGs) explain what DNs need to do in order to comply with this licence condition and include definitions and guidance for collating information and data on these outputs.

This version of the Regulatory Instructions and Guidance has been updated to include changes to the quality of service arrangements introduced as part of the Gas Distribution Price Control Review, and supersedes the previous version.

## Associated Documents

- Gas Distribution Price Control Review Final Proposals Document, December 2007 (Ref 285/07)
- Gas Distribution Price Control Review Consumer Research Final Report, May 2007 (Ref 126/07)
- Gas Distribution Quality of Service Regulatory Instructions and Guidance Version 3, March 2005 (Ref 100/05)

## Table of Contents

<b>Summary .....</b>	<b>1</b>
<b>1. Introduction .....</b>	<b>2</b>
Purpose of this document.....	2
Background .....	2
Status of the RIGs .....	3
Structure of the document .....	3
<b>2. Number and duration of interruptions .....</b>	<b>4</b>
Information to be reported .....	4
Disaggregated reporting .....	4
Definitions .....	5
Accuracy of reporting .....	10
Reporting arrangements .....	10
<b>3. Customer satisfaction surveys .....</b>	<b>11</b>
Form of the surveys .....	11
Provision of information to the independent third party .....	12
Survey population .....	12
Exclusions .....	12
Sample selection and frequency of the surveys .....	13
Number of customers to be sampled .....	13
Frequency of the surveys.....	13
Calculating the results of the survey.....	13
Reporting arrangements .....	14
<b>4. Accuracy of pipe-line records .....</b>	<b>15</b>
Information to be reported .....	15
Disaggregated reporting .....	15
Definitions .....	16
Reporting arrangements .....	17
<b>5. Environmental performance and other supporting information ...</b>	<b>18</b>
Information to be reported and definitions.....	18
Reporting arrangements .....	19
<b>Appendices .....</b>	<b>20</b>
<b>Appendix 1 Customer satisfaction survey covering letter template</b>	<b>21</b>
<b>Appendix 2 Planned work survey template.....</b>	<b>22</b>
<b>Appendix 3 Emergency response and repair survey template.....</b>	<b>24</b>
<b>Appendix 4 Connections survey template .....</b>	<b>26</b>

## Summary

Ofgem places incentives on gas distribution networks (DNs) to operate efficiently. To protect against the risk that DNs will respond to these incentives by reducing the quality of service which they provide to customers, we also specify a number of outputs and standards of performance which DNs must deliver.

Under their licence (Standard Special Condition D9), DNs are required to collect information regarding their delivery of the outputs specified and report this to Ofgem. These Regulatory Instructions and Guidance (RIGs) explain what DNs need to do in order to comply with this licence condition and include definitions and guidance for collating information and data on these outputs.

This version of the Regulatory Instructions and Guidance has been updated to include changes to the quality of service arrangements introduced as part of the Gas Distribution Price Control Review, and supersedes the previous version.

## 1. Introduction

### Chapter Summary

This chapter explains the purpose of the Gas Distribution Quality of Service Regulatory Instructions and Guidance, provides some background and outlines the structure of the document.

### Purpose of this document

1.1. Gas distribution networks (DNs) are subject to licence conditions which require them to submit information to Ofgem<sup>1</sup> about various aspects of their performance. We publish Regulatory Instructions and Guidance (or "RIGs") so that DNs and other interested parties have a clear understanding of what information must be included in the reports and how it should be collected.

1.2. This document explains what DNs need to do in order to report on their quality of supply performance. Standard Special Condition D9 (Distribution network transportation activity incentive scheme) of the DN licence requires DNs to report on specified information, where "specified information" is defined to include:

- number and duration of non-contractual interruptions,
- customer satisfaction surveys,
- accuracy of pipe-line records,
- environmental performance, and
- other supporting information.

1.3. This document describes the information to be reported, the definitions to adopt and the reporting arrangements in respect of each area of performance covered by Standard Special Condition D9.

### Background

1.4. Version 3 of the Quality of Service RIGs was introduced as part of the industry restructuring that occurred when National Grid (then National Grid Transco) sold four of its DNs to new owners. The recent Gas Distribution Price Control Review (GDPCR) provided the first opportunity focus solely on the activities of a DN separate to the transmission business. During GDPCR, we reviewed the quality of service arrangements applying to DNs to see if they could be improved.

1.5. Our final proposals included a number of important changes which were intended to rationalise and update the quality of service arrangements and improve

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<sup>1</sup> Ofgem is the office set up to assist the Gas and Electricity Markets Authority in carrying out its statutory functions.

the way in which DNS' performance is measured. Some of these changes affect the outputs reporting requirements as set out in the Quality of Service RIGs. We have updated the quality of service RIGs to include these changes. This document supersedes the previous version.<sup>2</sup>

## **Status of the RIGs**

1.6. The RIGs include definitions and related guidance for collating the specified information as set out in Standard Special Condition D9 of the DN licence. For the avoidance of doubt this RIGs document is subordinate to the licence conditions. Consequently, the RIGs will not change any definitions or obligations contained within the DNS' gas transporter licence (or its successor documents) and in the event of any ambiguity the licence condition will always take precedence.

1.7. This version of the Gas Distribution Quality of Service RIGs (Version 4) and the amended licence provisions come into effect on 1 April 2008. The DNS' reports for the year 1 April 2007 to 31 March 2008 (to be submitted by 31 July 2008) should comply with Version 3 of the RIGs.

## **Structure of the document**

1.8. The Gas Distribution Quality of Service RIGs are structured as follows:

- Chapter 2 - number and duration of interruptions,
- Chapter 3 - customer satisfaction surveys,
- Chapter 4 - accuracy of pipe-line records, and
- Chapter 5 - environmental performance and other supporting information.

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<sup>2</sup> Ofgem, Gas Distribution Quality of Service Regulatory Instructions and Guidance Version 3. March 2005.

## 2. Number and duration of interruptions

### Summary

This section sets out the regulatory instructions and guidance for reporting the number and duration of non-contractual interruptions.

### Information to be reported

2.1. Each DN must have in place systems and processes that allow it to accurately record:

- the number of customers interrupted by non-contractual network supply interruptions; and
- the duration of non-contractual network supply interruptions.

2.2. The number of non-contractual network supply interruptions per year is measured by the number of non-contractual network supply interruptions to customers from all planned and unplanned sources per 10,000 customers per year. It is calculated as:

$$\frac{\text{Total number of interruptions per year} * 10,000}{\text{Total number of customers}}$$

2.3. The duration of non-contractual network supply interruptions per year is measured by the average number of customer minutes lost per interruption resulting from non-contractual network supply interruptions to customers whose premises are connected to the DN. This is calculated as:

$$\frac{\text{Total number of customer minutes lost per year}}{\text{Total number of interruptions per year}}$$

2.4. The information must be submitted in both aggregate form and disaggregate form. Paragraphs - set out the requirements for disaggregated reporting.

### Disaggregated reporting

2.5. In addition to reporting the total number and duration of planned non-contractual supply interruptions, each DN must report the number and duration of planned non-contractual supply interruptions attributable to each of the categories set out in Table 2.1 (see page 6). Each DN must report the number and duration of unplanned non-contractual supply interruptions attributable to each the categories set out in Table 2.2 (see page 7).

2.6. DNs must separately report on major incidents. For each major incident, DNs must report:

- the cause of the incident;
- the number of customers that were interrupted as a result of the incident; and
- the total customer hours lost as a result of the incident.

2.7. For the avoidance of doubt, DNs should include major incidents when reporting the overall number and duration of interruptions.

2.8. Ofgem will monitor the materiality of these events and determine whether additional reporting is required.

## Definitions

2.9. For the purposes of paragraphs to , the following definitions apply.

### *Distribution Network (DN)*

2.10. Distribution Network has the meaning given in Special Condition E1 ('Revenue Restriction definitions in respect of the Distribution Network') of the DN's licence.

### *Customer*

2.11. A customer means any person to whose premises or pipe-line system gas has been conveyed by a DN. Customers should be identified from their unique Supply Meter Point Reference Number (MPRN) or connected system exit point (CSEP) location. The method adopted by DNs to identify customers from their MPRNs or CSEPs shall be agreed in advance with the Gas and Electricity Markets Authority (the "Authority").

### *Total number of customers*

2.12. The total number of customers connected to the DN is derived by the following equation:

$$\frac{\text{Total number of customers at the start of the reporting year} + \text{total number of customers at the end of the reporting year}}{2}$$

### *Interruptions*

2.13. An interruption is a loss of gas supply upstream of, or at, the customer's first emergency control valve (ECV). This includes planned and unplanned non-contractual network supply interruptions. Contractual network supply interruptions



and interruptions not caused by any of the activities set out in Tables 2.1 and 2.2 are excluded.

*Planned non-contractual interruptions*

2.14. Planned non-contractual interruptions are non-contractual interruptions resulting from the DN's planned activities and include all non-contractual interruptions resulting from the planned activities set out in Table 2.1.

**Table 2.1 Non-contractual interruptions resulting from planned activities**

Activity	Definition	Example	Required notice
Customer/shipper initiated service alterations	Any change to a service pipe or associated DN plant at the request of a customer or shipper.	Alteration to route or size of service pipe for a housing extension.	By appointment.
Customer or Local Authority initiated mains diversions	Diversion of pipe-lines and mains at the request of a Local Authority, highway authorities, developer, agent of a developer, landowner, or any other agency.	A new development will encroach on the location of the pipe-line or main and will be diverted for safety reasons.	By appointment.
DN initiated	Mains replacement driven service transfers or replacement or any other DN initiated operation in association with planned programmes of work.  A relay and subsequent transfer will count as two non-contractual interruptions.	Safety and asset maintenance related replacement.	Five working days for customers due to be interrupted.

*Unplanned non-contractual interruptions*

2.15. Unplanned non-contractual interruptions are non-contractual interruptions resulting from unplanned activities and include all non-contractual interruptions resulting from the unplanned activities set out in Table 2.2 below. All unplanned interruptions upstream of, or at, the ECV may be attributed to one of the categories in Table 2.2.

**Table 2.2 Non-contractual interruptions resulting from unplanned activities**

Activity	Definition	Examples
Inadequate Network Capacity	An occurrence of insufficient system capability to provide the required quantity of gas to a supply point or CSEP as a result of the design of the network. This includes failure to construct adequate network capability in accordance with Standard Special Condition A9 of the DN licence.	Additional capacity not planned and/or completed in time.  System pressures not increased sufficiently.
1 in 20 peak demand conditions exceeded	An occurrence of insufficient system capability to provide the required quantity of gas to a supply point or CSEP as a result of 1 in 20 peak demand conditions being exceeded.	Severe weather conditions greater than 1 in 20 peak demand conditions.
Leakage from service pipes	Interruptions arising from repair or replacement due to corrosion, deterioration or joint failure resulting in leakage from service pipes and/or associated plant. Excludes failures resulting from third party actions or omissions.	Temporary disconnection due to metal service corroding resulting in leaking gas.
Mechanical Pipe / Plant Failure	Interruptions of supply arising from repair or replacement due to mechanical pipe/plant failure. This includes failures of pipe-lines and pressure control systems. Excludes failures resulting from third party actions or omissions.	Component failure Governor/PRS failure  Pipe fracture
Non-mechanical Pipe / Plant Failure	An occurrence of insufficient system capability to provide the required quantity of gas to a supply point and /or CSEPs as a result of non-mechanical plant/pipe failure. This includes errors and operational procedures and inadequate asset records. Excludes failures resulting from third party actions or omissions.	Maintenance procedures not followed.
NTS (upstream) failure	An occurrence of insufficient system capability to provide the required quantity of gas to a supply point and/or CSEP as a result of failures of NTS pipe-lines, pressure control systems, operational procedures and non-availability of beach gas irrespective of cause.	Gas not available at network boundary point.
Third Party action	An occurrence of isolation of a supply point resulting from third party action which reduces the capability of a DN's: <ul style="list-style-type: none"> <li>pipe-line, mains and associated control equipment</li> <li>service pipes and associated control equipment.</li> </ul> It also includes interruptions necessitated by release of gases from plant and pipe-work not owned or operated by a DN, and as necessitated by requests from civic authorities.	Contractor severing a DN's pipe-line.  A customer piercing a service pipe.  Third party water ingress incidents.  Police requests for supply to be disconnected.
Other upstream events	Any other interruptions to supply arising at or upstream of the ECV.	

### *Customer minutes lost*

2.16. Customer minutes lost, for any given interruption, is defined as the period of time between the start and end of the interruption, where the interruption start and interruption end are defined as set out below. Where the interruption spans two reporting periods, it should be allocated to the period in which it started.

### *Interruption start*

2.17. The interruption start time is the earlier of:

- the date and time at which the supply of gas to the premises is shut off by the DN's personnel (or in some emergency situations, by the customer);
- the date and time at which plant is isolated by the DN's personnel; or
- the date and time initially logged by the call centre following calls received to the Emergency Services number in respect of multiple losses of supply arising from a single cause.

### *Interruption end*

2.18. The interruption end is the date and time at which:

- gas is made available to the ECV by the DN's personnel; or
- there are considerations outside of the DN's control (in the absence of which the gas supply could be restored to the ECV) which prevent the restoration of supply.

2.19. In instances where there are considerations outside of the DN's control, the DN's personnel should record the reasons why supply could not be restored to the ECV.

## **Additional definitions**

2.20. This section sets out further definitions for the interpretation of paragraphs 2.1 to 2.19.

### *1 in 20 peak demand*

2.21. 1 in 20 peak demand has the meaning given in Standard Special Condition A9 (Pipeline System Security Standard) of the DN licences.

### *Connected System Exit Point (CSEP)*

2.22. CSEP has the meaning given in the Uniform Network Code (Transportation Principal Document, Section A3.3).

2.23. For clarity, each CSEP interrupted counts as one customer regardless of the number of end users whose premises are connected to the CSEP. Interruptions to CSEP customers which are not associated with an interruption on the DN are excluded from the Quality of Service RIGs.

*Emergency control valve (ECV)*

2.24. Emergency control valve means the valve for shutting off the supply of gas in an emergency, being a valve intended for use by a consumer of gas.

*Mains replacement driven service transfers*

2.25. The disconnection of an existing service from a main and subsequent reconnection onto a new main.

*Major incident*

2.26. A major incident occurs if 250 or more customers experience a non-contractual network supply interruption as a result of a single incident.

*Mechanical pipe/plant failure*

2.27. A mechanical pipe/plant failure occurs when equipment installed to convey gas ceases to operate.

*Supply Meter Point Reference Number*

2.28. Supply Meter Point Reference Number (MPRN) has the meaning given in the Uniform Network Code (Transportation Principal Document, Section G1.9.2(a)).

*Pressure Reduction Station*

2.29. A pressure reduction station (PRS) allows for the transfer of gas from a high pressure distribution network to a low pressure network. The main components of these installations may include: valves, filtering equipment, gas heating facilities, pressure regulator streams, metering facilities, and telemetry and instrumentation equipment.

*Service alteration*

2.30. Changes to the position and/or size of a customer's service pipe and associated plant including regulators, meters, valves, loggers etc.

### *Shipper*

2.31. Shipper has the meaning given to "gas shipper" in section 48(1) of the Gas Act 1986.

### *Supply point*

2.32. Supply point has the meaning given in the Uniform Network Code (Transportation Principal Document, Section G1.1.1(a)).

## **Accuracy of reporting**

2.33. Standard Special Condition D9 of the DN licence enables Ofgem to issue instructions and guidance that include requirements as to the standards of accuracy and reliability with which specified information is recorded.

2.34. The reported data on the number and duration of interruptions must be at least 95 per cent complete. The completeness of the data should be verified by reviewing a statistically robust sample of planned and unplanned jobs which would have given rise to interruptions and in each case verifying whether the interruption and the duration of the interruption were recorded on the companies' interruption recording systems. Having established these targets we will look to improve them over time subject to cost implications.

2.35. At present, there is no secondary data with which to validate information on the duration of interruptions as it is entered by staff in the field.

2.36. Standard Special Condition D9 provides for the DN's data collection systems, processes and procedures to be examined by a person nominated by Ofgem. DN's must develop appropriate auditing and governance procedures to demonstrate to Ofgem that they have satisfied the requirements for the completeness of their interruptions data.

2.37. Ofgem intends to undertake an audit of DN's interruptions reporting systems and data early in this price control period. Where information is not sufficiently robust, Ofgem will take appropriate action to ensure future compliance in this area.

## **Reporting arrangements**

2.38. DN's must submit the information set out in this chapter by 31 July in each relevant year. Where Ofgem provides a template, DN's must submit the information in the format specified in the template.

2.39. The obligation to submit data on the number and duration of interruptions that is 95 per cent complete applies from the formula year commencing 1 April 2009.

### 3. Customer satisfaction surveys

#### Summary

This section sets out the regulatory instructions and guidance for reporting on the results of the customer satisfaction surveys.

3.1. Each DN must carry out and submit to Ofgem on a quarterly basis the results of three customer satisfaction surveys. Each survey should reflect the views of a sample of customers who are likely to have experienced certain aspects of the DN's customer service, where the relevant service areas are emergency response and repair, planned work and connections services.

3.2. This chapter details:

- the form of the customer satisfaction surveys and the manner in which they are to be conducted;
- the provision of information to the independent third parties appointed to carry out the surveys;
- the sample selection and timing of the surveys;
- the method of calculating the results of the customer survey; and
- the arrangements for reporting the survey results to Ofgem.

#### Form of the surveys

3.3. Each DN is required to appoint an independent third party, such as a market research company, to undertake regular postal customer satisfaction surveys. The terms of reference used to appoint the independent third party must be submitted to Ofgem for approval. A DN can appoint different third parties to carry out each quarterly survey but in this case the terms of reference for each third party must be agreed with Ofgem.

3.4. DNs (or their appointed third party) must not use financial or non-financial incentives to encourage customers to return completed surveys.

3.5. The surveys and covering letter that accompanies the surveys must follow the standard templates set out in Appendices 1-4 of this document.

3.6. If a DN wishes to use a format that is different to the standard templates, they may apply to Ofgem for permission to do so. Any additional survey questions should appear after the questions required by the template.

3.7. DNs must satisfy themselves that in undertaking these customer surveys they comply with the relevant data protection and other information legislation.

## Provision of information to the independent third party

### Survey population

3.8. For each quarter, DNs must provide to the independent third party all relevant details of customers who have experienced an activity specified in Table 3.1 since the beginning of the quarter for which records are available, as well as any customers that experienced the activity in previous quarters but whose details were not presented for sampling in that quarter. The provision of information is subject to certain exclusions specified below.

**Table 3.1 Customer survey population**

Activity	Population
Planned work	Customers of the DN who have, during the relevant quarter, been affected by planned work carried out by the DN on service pipes which is likely to have caused an interruption to their gas supply.
Emergency and repair	Customers of the DN who have, during the relevant quarter: <ul style="list-style-type: none"><li>▪ been affected by work carried out by the DN on service pipes which is likely to have been associated with an unplanned interruption to their gas supply, and/or</li><li>▪ contacted the gas emergency telephone line to report a leak or interruption to their gas supply.</li></ul>
Connections	Domestic customers and non-domestic customers consuming less than 73,200 kWh per annum who have requested a quotation for obtaining a new or altering an existing gas connection during the relevant quarter. The sample group does not include customers whose dealings with the DN were via a gas supplier, independent gas transporter or utility infrastructure provider (UIP).

### Exclusions

3.9. Customers who have been sent a customer satisfaction survey in accordance with Standard Special Condition D9 in the previous twelve months should be excluded from the sample group.

3.10. In addition, DNs may exclude a customer from the survey if the customer has experienced, or is living within the vicinity of other customers that have experienced a major gas emergency situation such as an explosion or an incident involving carbon monoxide. In such cases the DN does not need to provide the relevant customer's details to the third party.

3.11. Each DN should inform Ofgem when the results are submitted of the number of customers that have been excluded from the data sent to the third party for sampling and the reasons for the exclusion.

## Sample selection and frequency of the surveys

### Number of customers to be sampled

3.12. The appointed independent third party is required to select the samples for each survey randomly from the information provided by the DN. The number of customers surveyed should be sufficient to ensure that a statistically robust sample of responses is returned by customers to the DN. Table 3.2 sets out the minimum number of survey forms that should be completed and returned to the DN for each type of survey in each quarter.

**Table 3.2 Minimum sample sizes (per quarter)**

Type of survey	Minimum number of survey returns
Emergency response and repair	200
Planned work	100
Connection services	150

3.13. If the number of survey forms returned for any survey in any quarter exceeds the minimum number, then the results should be calculated from all of the completed surveys.

3.14. DNs and their appointed independent third party must make reasonable endeavours to ensure that the number of returned surveys is broadly consistent in each quarter, subject to meeting the minimum requirements.

### Frequency of the surveys

3.15. Each DN is required to undertake the surveys on a quarterly basis. Surveys are carried out retrospectively. The emergency response and repair survey and the planned work survey should be undertaken after a three month lag. Given the longer time frames associated with connections work, the connections survey should be undertaken after a six month lag.

## Calculating the results of the survey

3.16. This section sets out how DNs should calculate the results from the returned customer surveys.

3.17. The survey has a number of screening questions and questions that ask customers to score the DN's performance. For the purpose of the RIGs, those questions which ask the customer to score the DN's performance (subject to the exception set out in paragraph ) are termed 'relevant questions'.



3.18. Questions 3 and 4 of the emergency and repair survey, which relate to the national gas emergency telephone service, should be excluded from the calculation of individual DN's customer satisfaction scores.

3.19. The customer satisfaction survey results for the relevant questions should be scored on a scale of one to ten, where a score of one indicates that the respondent is very dissatisfied and a score of ten indicates that the respondent is very satisfied.

3.20. Where Ofgem provides a template, DNs and their third parties should calculate the results of the survey in accordance with the template.

## Reporting arrangements

3.21. Each DN must report the results of each quarterly survey to Ofgem:

- three months after the end of each quarter (in the case of the emergency response and repair survey and the planned work surveys); and
- six months after the end of each quarter (in the case of the connections survey).

3.22. In addition, DNs are required to report cumulative annual results to Ofgem by no later than 30 September each year. Table 3.3 sets out the dates when DNs should provide these results.

**Table 3.3 Survey reporting timetable**

Date	Survey results reported to Ofgem		
	Emergency response & repair	Replacement	Connections
30 September	Q1 & annual results of previous year	Q1 & annual results of previous year	Q4 & annual results of previous year
31 December	Q2	Q2	Q1
31 March	Q3	Q3	Q2
30 June	Q4	Q4	Q3

3.23. Where Ofgem provides a template, DNs must submit the information in the format specified in the template.

3.24. Each DN must publish its own quarterly and annual results on its website within one month of the results being provided to Ofgem. Ofgem will also publish the quarterly and annual results on its website.

## 4. Accuracy of pipe-line records

### Summary

This section sets out the regulatory instructions and guidance for reporting the DN's performance in maintaining accurate records of its pipe-line system.

### Information to be reported

4.1. Each DN must have in place systems and processes that allow it to accurately record:

- a. the total number of asset error correction reports submitted during the reporting period;
- b. the total number and length<sup>3</sup> of pipe-line records that were digitised during the reporting period;
- c. the total number and length of pipe-line records that were awaiting digitisation at the end of the reporting period; and
- d. the total length of pipe-lines commissioned or abandoned during the reporting period; also
- e. the date of the oldest pipe-line record awaiting digitisation at the end of the reporting period.

4.2. The information must be submitted in both aggregate form and disaggregate form. Paragraphs - set out the requirements for disaggregated reporting.

### Disaggregated reporting

4.3. In addition to the information to be submitted under paragraph a, DNs must also record:

- the number of asset error correction reports submitted during the reporting period as part of work undertaken by DNs or agents working on their behalf; and
- the number of asset error correction reports submitted during the reporting period as part of work undertaken by parties other than DNs.

4.4. In addition to the information to be submitted under paragraph b, DNs must also record:

- the number and length of pipeline records that were digitised within 30 business days of commissioning new or modified assets or the abandonment of redundant assets;

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<sup>3</sup> See paragraph .

- the number and length of pipeline records that were digitised between 30 and 60 business days after commissioning new or modified assets or the abandonment of redundant assets;
- the number and length of pipeline records that were digitised more than 60 business days after commissioning new or modified assets or the abandonment of redundant assets.

4.5. The information to be submitted under paragraph c must be submitted in the form specified below. DNs must record:

- the total number and length of pipe-line records awaiting digitisation at the end of the reporting period; and
- the number and length of pipe-line records awaiting digitisation at the end of the reporting period where more than 30 business days have elapsed since the commissioning new or modified assets or the abandonment of redundant assets.

## Definitions

### *Asset error correction report*

4.6. Asset error correction report means a report of an instance in which the records of a licensee do not accurately describe the location or nature of the licensee's assets.

### *Asset information*

4.7. Asset information means:

- the material that mains are made of;
- the diameters of mains;
- a representation of the location of mains;
- the pressure at which mains are operated: and
- other relevant information which, if incorrect, could result in an asset error correction report being submitted.

### *Commissioning new or modified assets or the abandonment of redundant assets*

4.8. Commissioning new or modified assets or the abandonment of redundant assets occurs no later than when the New Roads and Streetworks Act "works closed" notice is sent for that street. To aid comparison between DNs, the DNs' annual reports to Ofgem must specify how they determine when an asset record becomes outstanding.

### *Digitise*

4.9. Digitise means the process of making asset information available to view on the DNs' geo-spatial information system.

### *Length of pipe-line records*

4.10. For the purposes of these RIGs, the length of pipe-lines records means the length of the pipe-line for which records have been digitised/are yet to be digitised.

4.11. Where a DN uses an insertion technique to replace a length of pipe-line, the DN's calculation of the length of pipe-line records should include both the length of iron pipe-line that was abandoned and the length of polyethylene pipe-line that was inserted.

### *Oldest pipe-line record awaiting digitisation*

4.12. The age of the pipe-line records awaiting digitisation should be measured by reference to the date on which the commissioning of new or modified assets or the abandonment of redundant assets occurred.

### *Pipe-line record*

4.13. Pipe-line record means a record of the DNs asset information.

## **Reporting arrangements**

4.14. DNs must submit the information set out in this chapter by 31 July in each relevant year. Where Ofgem provides a template, DNs must submit the information in the format specified in the template.

## 5. Environmental performance and other supporting information

### Summary

This section sets out the regulatory instructions and guidance for reporting on environmental performance and other specified supporting information.

### Information to be reported and definitions

5.1. Each DN must have in place systems and processes that allow it to accurately record the information set out in Table 7.1.

**Table 5.1 Environmental performance and other supporting information**

Information	Definition	Reporting detail
Loss of containment	Number of incidents involving release of gas from network storage assets that are subject to reporting under COMAH	Number of incidents reported under COMAH. Total gas lost in tonnes
Publicly reported escapes	Number of internal reports	Total per DN
	Number of external reports	Total per DN. Disaggregate by pressure tier.
	Number of cases where no escape is found	Total per DN
	Histogram showing the annual numbers of uncontrolled and controlled escapes attended by time-band	Total per DN. Mean attendance time should be indicated
	Histogram showing the annual number of escape-related repairs deferred beyond 28 days, by time-band	Total per DN. Median repair time should be indicated.
	Date of oldest outstanding escape-related repair.	
Gas in Buildings	Gas in buildings associated with cast/spun iron mains fractures or ductile iron corrosion failures consistent with the latest DN Engineering Instructions and reports made to the HSE	Total and disaggregated by pressure tier and material
Fractures and corrosion failures	Number of instances of leakage being identified as a result of cast/spun iron mains fractures and ductile iron corrosion failures	Total and disaggregated by pressure tier and material. Normalise to instances per 1000 km of main.

5.2. Where appropriate, DNs should provide commentary to explain the results submitted, including narrative to explain trends.

## **Reporting arrangements**

5.3. DNs must submit the information set out in this chapter to Ofgem by 31 July in each relevant year. Where Ofgem provides a template, DNs must submit the information in the format specified in the template.

## Appendices

### Index

Appendix	Name of Appendix	Page Number
1	Customer satisfaction survey covering letter template	21
2	Planned work survey template	22
3	Emergency response and repair survey template	24
4	Connections survey template	26

## Appendix 1 Customer satisfaction survey covering letter template

Gas Customer  
[Customer Address]

[Date]

Dear Gas Customer,

### We want to know what you think

[Company] is responsible for ensuring that gas is piped safely and efficiently across the [geographical area], irrespective of who you choose as your gas supplier.

[Company] is always looking for ways to improve the service it offers to gas customers. To help in this process [Company] has commissioned [agency name], an independent company, to conduct a survey on its behalf. The results of this survey will also be reported to Ofgem, the industry regulator, and published on its website ([www.ofgem.gov.uk](http://www.ofgem.gov.uk)).

I enclose a questionnaire which seeks your views on the service provided by {Company} [when responding to your call to the gas emergency phone line and/or carrying out a repair to the gas pipes to your property]/[when replacing the gas mains outside your property]/[providing a connections quotation and/or completing connections work at your property].

The questionnaire should only take a couple of minutes to complete and any answers you give will be treated in complete confidence. Any information which personally identifies you will be destroyed unless otherwise requested by you. Please return the survey using the enclosed prepaid envelope.

If you need help to complete this survey, for instance if English is not your first language or you are blind or partially sighted, please contact us on [insert agency details]. If you have an issue that you would like to discuss directly with [company], please contact the [Company] Customer Service Team on [insert details].

Your views are valuable to us and we would like to thank you for your help in completing this survey.

Yours faithfully,

[Insert name]

**Safety note:** If you smell gas, please call the national 24 hour gas emergency service on freephone 0800 111 999 (calls will be recorded and may be monitored).



## Appendix 2 Planned work survey template

[Company name's] records show that they carried out work on your incoming gas supply. Please complete the questionnaire using a black pen to put a cross in the appropriate boxes like this ☒. Where the question asks you to indicate your level of satisfaction, please rate your level of satisfaction on a scale of one to ten.

1. If you are a domestic customer, are you on (or eligible for) your gas supplier's priority customer list? Priority customers include people who are disabled, chronically sick, of pensionable age or vulnerable in some other way.

☐ Yes ☐ No ☐ I don't know ☐ I am a business customer

2. Was your gas supply interrupted as a result of the work on your incoming gas supply?

☐ Yes ☐ No (please go to question )

3. For how many hours was your gas supply interrupted?

☐ 0-4 ☐ 5-8 ☐ 9-12 ☐ 13-16 ☐ 17-23 ☐ 24+ ☐ I don't know

4. How satisfied were you that your supply was restored as soon as possible?

Very dissatisfied										Very satisfied	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5	6	7	8	9	10		

5. Did you receive advance notice about the work on your incoming gas supply (for example, telephone calls, face to face contact, letters etc)?

☐ Yes ☐ No (please go to question )

6. How satisfied were you with the advance notice?

Very dissatisfied										Very satisfied	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5	6	7	8	9	10		

7. How satisfied were you with the communication from [company name] (or their contractors) while the work was being carried out (for example, telephone calls, face to face contact, letters, etc.)?

Very dissatisfied										Very satisfied	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5	6	7	8	9	10		

8. How satisfied were you with the skill and professionalism of the workforce that carried out the work at your property?

Very dissatisfied					Very satisfied				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5	6	7	8	9	10

9. How satisfied were you with the overall quality of work carried out?

Very dissatisfied					Very satisfied				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5	6	7	8	9	10

All information given here will be treated as confidential. Your responses and comments will be used only as part of this survey and will not be attributed to you or to your address. However, it is sometimes appropriate for us to pass on your comments, together with your contact details to [company name] for their attention. We will only do this if you tick the box below.

☐ Yes, I would like my contact details passed to [company name], as appropriate.

## Appendix 3 Emergency response and repair survey template

[Company name's] records show that:

- you reported a leak or interruption to your incoming gas supply; and/or
- they carried out a repair on your incoming gas supply.

Please complete the questionnaire using a black pen to put a cross in the appropriate boxes like this ☒. Where the question asks you to indicate your level of satisfaction, please rate your level of satisfaction on a scale of one to ten.

1. If you are a domestic customer, are you on (or eligible for) your gas supplier's priority customer list? Priority customers include people who are disabled, chronically sick, of pensionable age or vulnerable in some other way.

☐ Yes ☐ No ☐ I don't know ☐ I am a business customer

2. Did you ring the national gas emergency telephone service (0800 111 999) to report a gas leak or an interruption to your gas supply?

☐ Yes ☐ No (please go to question )

3. How satisfied were you with the length of time it took to get through to an operator?

Very dissatisfied	Very satisfied
1	10

4. How satisfied were you with the information and safety advice provided by the operator?

Very dissatisfied	Very satisfied
1	10

5. Did a gas safety engineer attend your premises to investigate a gas leak or interruption to your gas supply?

☐ Yes ☐ No (please go to question )

6. How satisfied were you with the time it took for the engineer to attend your property in response to your reported gas leak or interruption to your gas supply?

Very dissatisfied	Very satisfied
1	10

7. If the \_\_\_\_\_ engineer

disconnected any appliances at your property, did he or she provide a list of Corgi registered engineers to contact to reconnect your appliances or provide the appliance helpline telephone number?

☐ Yes ☐ No ☐ I don't know ☐ Didn't disconnect

8. Was your gas supply interrupted? Please note that interruption here means the loss of the incoming gas supply to your property rather than an engineer disconnecting specific appliances.

☐ Yes ☐ No (please go to question )

9. For how many hours was your gas supply interrupted?

☐ 0-4 ☐ 5-8 ☐ 9-12 ☐ 13-16 ☐ 17-23 ☐ 24+ ☐ I don't know

10. How satisfied were you that your gas supply was restored as soon as possible?

Very dissatisfied					Very satisfied				
1	2	3	4	5	6	7	8	9	10

11. How satisfied were you with the way [company name] (or their contractors) communicated with you while your supply was interrupted? For instance, were you adequately updated of their progress in restoring your gas supply?

Very dissatisfied					Very satisfied				
1	2	3	4	5	6	7	8	9	10

12. How satisfied were you with the skill and professionalism of the workforce that carried out the work at your property?

Very dissatisfied					Very satisfied				
1	2	3	4	5	6	7	8	9	10

13. How satisfied were you with the overall quality of work carried out?

Very dissatisfied					Very satisfied				
1	2	3	4	5	6	7	8	9	10

All information given here will be treated as confidential. Your responses and comments will be used only as part of this survey and will not be attributed to you or to your address. However, it is sometimes appropriate for us to pass on your comments, together with your contact details to [company name] for their attention. We will only do this if you tick the box below.

☐ Yes, I would like my contact details passed to [company name], as appropriate.

## Appendix 4 Connections survey template

[Company name's] records show that they issued you a quotation and / or carried out work to lay a new connection, or to alter an existing gas supply to your property. Please complete the questionnaire using a black pen to put a cross in the appropriate boxes like this ☒. Where the question asks you to indicate your level of satisfaction, please rate your level of satisfaction on a scale of one to ten.

1. Are you a domestic or business customer?

☐ Domestic      ☐ Business

2. How satisfied were you with the application process and the clarity of the forms you were required to complete?

Very dissatisfied										Very satisfied	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1	2	3	4	5	6	7	8	9	10		

3. How satisfied were you with the time taken to provide the quotation?

Very dissatisfied										Very satisfied	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1	2	3	4	5	6	7	8	9	10		

4. Did you accept the quotation provided by [company name] and arrange for the connection work to be undertaken?

☐ Yes      ☐ No (please go to question )

5. How satisfied were you with the time it took for [company name] to schedule a date for your works to be carried out once you had accepted the quotation?

Very dissatisfied										Very satisfied	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1	2	3	4	5	6	7	8	9	10		

6. If the works at your property are complete, how satisfied were you with the length of time it took for the work to be carried out? If the works at your property are not complete, please go to question .

Very dissatisfied										Very satisfied	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1	2	3	4	5	6	7	8	9	10		

7. How satisfied were you with the skill and professionalism of the workforce?

Very dissatisfied					Very satisfied				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5	6	7	8	9	10

8. How satisfied were you with the overall quality of work completed?

Very dissatisfied					Very satisfied				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5	6	7	8	9	10

9. How satisfied were you with the overall communication from [company name]?

Very dissatisfied					Very satisfied				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5	6	7	8	9	10

All information given here will be treated as confidential. Your responses and comments will be used only as part of this survey and will not be attributed to you or to your address. However, it is sometimes appropriate for us to pass on your comments, together with your contact details to [company name] for their attention. We will only do this if you tick the box below.

☐ Yes, I would like my contact details passed to [company name], as appropriate.