

**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN: East of England**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
<b>Guaranteed Standard 1 - Regulation 7 - Supply Restoration</b>												
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	0	1222	62	50	49	37	32	2045	233	95	40	49
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	0	315	25	27	26	23	25	1397	209	54	29	41
Value of payments made under (Reg 7(2)(a))	£0.00	£36,660.00	£1,860.00	£1,500.00	£1,470.00	£1,110.00	£960.00	£61,350.00	£6,990.00	£2,850.00	£1,200.00	£1,470.00
Value of payments made under (Reg 7(2)(b))	£0.00	£13,830.00	£1,680.00	£2,340.00	£1,380.00	£2,280.00	£2,520.00	£50,280.00	£10,600.00	£4,860.00	£2,190.00	£2,430.00
<b>Total value of payments made under Regulation 7</b>	£0.00	£50,490.00	£3,540.00	£3,840.00	£2,850.00	£3,390.00	£3,480.00	£111,630.00	£17,590.00	£7,710.00	£3,390.00	£3,900.00
<b>Guaranteed Standard 2 - Regulation 8 - Reinstatement of customer's premises</b>												
<b>Domestic</b>												
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	0	14	25	11	12	5	8	7	3	1	1
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	0	8	17	8	7	3	7	7	3	0	1
Total value of payments made under Regulation 8 to domestic customers	£0.00	£0.00	£1,750.00	£4,700.00	£2,250.00	£3,100.00	£750.00	£1,100.00	£1,100.00	£1,150.00	£50.00	£200.00
<b>Non Domestic</b>												
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	0	0	0	0	0	0	0	0	0	0	0
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	0	0	0	0	0	0	0	0	0	0	0
Total value of payments made under Regulation 8 to non-domestic customers	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Total Value of payments made under regulation 8</b>	£0.00	£0.00	£1,750.00	£4,700.00	£2,250.00	£3,100.00	£750.00	£1,100.00	£1,100.00	£1,150.00	£50.00	£200.00

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	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
<b>Guaranteed Standard 3 - Regulation 9 - Priority domestic customers</b>												
Number of supply interruptions to priority domestic customers' premises (Reg 9(1))	0	2633	897	833	873	741	722	857	1625	2391	755	785
<b>Planned interruptions</b>												
Number of planned interruptions to priority domestic customers' premises (Reg 9(2)(a))	0	1355	760	675	749	620	613	677	1314	1958	603	569
Value of payments made under Reg 9(2)(a)	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Unplanned interruptions (less than 250 premises)</b>												
Number of unplanned interruptions to priority domestic customers' premises where less than 250 customers' premises are affected (Reg 9(2)(b)(i))	0	220	137	158	94	104	72	160	311	433	152	216
Value of payments made under Reg 9(2)(b)(i)	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Unplanned interruptions (more than 250 premises)</b>												
Number of unplanned interruptions to priority domestic customers' premises where 250 or more customers' premises are affected (Reg 9(2)(b)(ii))	0	1058	0	0	30	17	37	20	0	0	0	0
Value of payments made under Reg 9(2)(b)(ii)	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Total value of payments made under Regulation 9</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>
<b>Guaranteed Standard 4 - Regulation 10 - Provision of standard connection quotations =&lt;275kWh per hour</b>												
Number of requests for standard quote =<275kWh per hour (Reg 10(1)(a))	0	8592	4893	5316	3611	3571	3132	3121	3551	3518	2785	2877
Number of standard quotations provided within timescale (Reg 10 (3) (a))	0	8527	4788	5279	3587	3530	3028	3064	3502	3402	2664	2778
<b>Guaranteed Standard 5 - Regulation 10 - Provision of non-standard connection quotations =&lt;275kWh per hour</b>												
Number of requests for non-standard quote =<275kWh per hour (Reg 10(1)(a))	0	3496	1352	1117	895	818	870	785	650	456	955	935
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(i))	0	3480	1348	1115	892	803	842	746	613	440	919	907
<b>Guaranteed Standard 6 - Regulation 10 - Provision of non-standard connection quotations &gt; 275kWh per hour</b>												
Number of requests for non-standard quote >275kWh per hour (Reg 10(1)(a))	0	1120	490	279	332	213	237	210	161	99	236	201

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	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(ii))	0	1118	489	277	329	213	226	202	157	94	221	194

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	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
<b>Guaranteed Standard 9 - Regulation 10 - Offering a date for commencement and substantial completion of connection</b>												
<b>works (=&lt;275kWh per hour)</b>												
Number of quotations accepted (Reg 10(1)(d))	0	7171	4714	4036	3809	3838	2672	2747	2648	3086	2042	2154
Number where both dates offered within timescale (Reg 10(3)(e)(i))	0	7141	4710	4027	3799	3838	2665	2747	2648	3083	2039	2154
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	0	30	4	9	10	0	7	0	0	3	3	0
<b>Guaranteed Standard 10 - Regulation 10 - Offering a date for commencement and substantial completion of connection</b>												
<b>works (&gt; 275kWh per hour)</b>												
Number of quotations accepted (Reg 10(1)(d))	0	191	27	26	33	20	27	14	8	4	0	0
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	0	186	27	26	33	20	27	14	8	4	0	0
Number where at least one date not offered within timescale (Reg 10(3)(e)(ii))	0	5	0	0	0	0	0	0	0	0	0	0
<b>Guaranteed Standard 11 - Regulation 10 - Substantial completion on agreed date</b>												
Total Number of Substantially Completed Quotations	0	4259	3497	3723	3911	3173	3543	2606	2868	3073	2986	2548
Total number substantially completed within agreed timescale	0	4021	3362	3501	3763	3044	3302	2518	2813	3008	2900	2447

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	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
<b>Guaranteed Standard 12 - Regulation 12 - Payments</b>												
<b>Domestic</b>												
Number of payments due under Reg 12	0	101	146	207	65	30	80	1843	151	46	190	55
<b>Non Domestic</b>												
Number of payments due under Reg 12	0	0	0	0	0	0	0	0	0	0	150	142
* The Regulations referred to above are the Gas (Standards of Performance) Regulations 2005 (SI no 1135/2005)												
<b>Standard Special Condition D10. Provision of standard connection quotations =&lt;275 kWh per hour</b>												
Number of requests for standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))									4264	4027	3407	3575
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))									98.55%	96.50%	95.30%	95.72%
<b>Standard Special Condition D10. Provision of non-standard connection quotations =&lt;275kWh per hour</b>												
Number of requests for non-standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))									860	465	955	950
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))									95.58%	95.91%	96.23%	97.05%
<b>Standard Special Condition D10. Provision of non-standard connections quotations &gt;275kWh per hour</b>												
Number of requests for non-standard quotation >275kWh per hour (Standard Special Condition D10 (1)(a))									196	116	246	212
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))									96.94%	95.69%	93.90%	96.70%
<b>Standard Special Condition D10. Accuracy of quotations</b>												
Number of quotations challenged under accuracy scheme (Standard Special Condition D10 (3))									28	16	8	7
Number of quotations found not to be accurate (Standard Special Condition D10 (3))									2	1	4	2

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	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
<b>Standard Special Condition D10. Response to land enquiries</b>												
Number of land enquiry requests received (Standard Special Condition D10 (1)(c))									232	308	360	487
Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))									98.28%	97.08%	99.44%	99.18%
<b>Standard Special Condition D10. Provision of a date for commencement and substantial completion</b>												
Number of quotations accepted									3475	3681	2487	2680
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))									100.00%	99.89%	99.84%	99.96%
<b>Standard Special Condition D10. Substantial completion of works within timescales agreed with the customer.</b>												
Total number of projects completed									3971	3970	3538	3308
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))									98.24%	97.91%	97.15%	96.22%

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	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
<b>Guaranteed Standard 1 - Regulation 7 - Supply Restoration</b>												
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	0	464	268	463	646	379	727	591	1011	683	613	347
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	0	436	229	423	593	317	694	539	983	666	576	336
Value of payments made under (Reg 7(2)(a))	£0.00	£13,920.00	£8,040.00	£13,890.00	£19,380.00	£11,370.00	£21,810.00	£17,730.00	30,330.00	20,490.00	18,390.00	10,410.00
Value of payments made under (Reg 7(2)(b))	£0.00	£151,700.00	£70,860.00	£103,870.00	£182,350.00	£114,810.00	£245,230.00	£193,750.00	356,310.00	203,290.00	139,959.80	74,790.00
<b>Total value of payments made under Regulation 7</b>	<b>£0.00</b>	<b>£165,620.00</b>	<b>£78,900.00</b>	<b>£117,760.00</b>	<b>£201,730.00</b>	<b>£126,180.00</b>	<b>£267,040.00</b>	<b>£211,480.00</b>	<b>386,640.00</b>	<b>223,780.00</b>	<b>158,349.80</b>	<b>85,200.00</b>
<b>Guaranteed Standard 2 - Regulation 8 - Reinstatement of customer's premises</b>												
<b>Domestic</b>												
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	0	33	62	54	80	31	50	12	12	7	8
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	0	20	44	47	61	21	35	10	8	4	8
Total value of payments made under Regulation 8 to domestic customers	£0.00	£0.00	£4,100.00	£11,850.00	£12,100.00	£17,600.00	£5,050.00	£6,600.00	£2,100.00	£1,450.00	£900.00	£1,950.00
<b>Non Domestic</b>												
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	0	0	0	0	0	0	0	0	0	0	0
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	0	0	0	0	0	0	0	0	0	0	0
Total value of payments made under Regulation 8 to non-domestic customers	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Total Value of payments made under regulation 8</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£4,100.00</b>	<b>£11,850.00</b>	<b>£12,100.00</b>	<b>£17,600.00</b>	<b>£5,050.00</b>	<b>£6,600.00</b>	<b>£2,100.00</b>	<b>£1,450.00</b>	<b>£900.00</b>	<b>£1,950.00</b>

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	2005/06				2006/07				2007/08			
<b>Guaranteed Standard 3 - Regulation 9 - Priority domestic customers</b>												
Number of supply interruptions to priority domestic customers' premises (Reg 9(1))	0	545	454	643	630	563	445	586	999	1437	467	516
<b>Planned interruptions</b>												
Number of planned interruptions to priority domestic customers' premises (Reg 9(2)(a))	0	360	316	484	508	430	342	394	688	1013	318	356
Value of payments made under Reg 9(2)(a)	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Unplanned interruptions (less than 250 premises)</b>												
Number of unplanned interruptions to priority domestic customers' premises where less than 250 customers' premises are affected (Reg 9(2)(b)(i))	0	185	138	159	122	133	89	175	311	424	149	160
Value of payments made under Reg 9(2)(b)(i)	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£24.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Unplanned interruptions (more than 250 premises)</b>												
customers' premises where 250 or more customers' premises are affected (Reg 9(2)(b)(ii))	0	0	0	0	0	0	14	17	0	0	0	0
Value of payments made under Reg 9(2)(b)(ii)	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Total value of payments made under Regulation 9</b>	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£24.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Guaranteed Standard 4 - Regulation 10 - Provision of standard connection quotations =&lt;275kWh per hour</b>												
Number of requests for standard quote =<275kWh per hour (Reg 10(1)(a))	0	2031	1997	2313	1855	1551	1580	1296	1567	1544	1327	1494
Number of standard quotations provided within timescale (Reg 10 (3) (a))	0	2029	1976	2307	1854	1547	1554	1291	1559	1507	1261	1443
<b>Guaranteed Standard 5 - Regulation 10 - Provision of non-standard connection quotations =&lt;275kWh per hour</b>												
Number of requests for non-standard quote =<275kWh per hour (Reg 10(1)(a))	0	1729	657	567	425	486	414	461	398	266	507	502
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(i))	0	1723	655	567	418	455	394	438	379	258	484	494
<b>Guaranteed Standard 6 - Regulation 10 - Provision of non-standard connection quotations &gt; 275kWh per hour</b>												
Number of requests for non-standard quote >275kWh per hour (Reg 10(1)(a))	0	492	221	135	131	167	149	132	127	77	190	150

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**GDN: London**

	2005/06				2006/07				2007/08			
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(ii))	0	490	221	135	131	163	143	122	114	75	183	140
<b>Guaranteed Standard 9 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (=<math>275\text{kWh}</math> per hour)</b>												
Number of quotations accepted (Reg 10(1)(d))	0	2976	1296	1769	2025	1697	1116	1275	1335	987	748	837
Number where both dates offered within timescale (Reg 10(3)(e)(i))	0	2959	1295	1714	2003	1634	1106	1269	1334	983	745	836
Number where at least one date not offered within timescale (Reg 10(3)(e)(ii))	0	17	1	55	22	63	10	6	1	4	3	1
<b>Guaranteed Standard 10 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (<math>&gt; 275\text{kWh}</math> per hour)</b>												
Number of quotations accepted (Reg 10(1)(d))	0	117	24	10	18	15	8	14	18	4	9	0
Number where both dates offered within timescale (Reg 10(3)(e)(i))	0	111	12	10	18	13	7	14	18	3	9	0
Number where at least one date not offered within timescale (Reg 10(3)(e)(ii))	0	6	12	0	0	2	1	0	0	1	0	0
<b>Guaranteed Standard 11 - Regulation 10 - Substantial completion on agreed date</b>												
Total Number of Substantially Completed Quotations	0	1771	1096	1056	1627	1822	1533	1072	1231	1070	931	991
Total number substantially completed within agreed timescale	0	1630	1041	1006	1572	1725	1460	1046	1211	1040	897	947

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<b>Guaranteed Standard 12 - Regulation 12 - Payments</b>												
<b>Domestic</b>												
Number of payments due under Reg 12	0	178	202	333	197	45	86	367	706	225	314.5	354
<b>Non Domestic</b>												
Number of payments due under Reg 12	0	0	0	0	0	0	0	0	0	0	105	16

\* The Regulations referred to above are the Gas (Standards of Performance) Regulations 2005 (SI no 1135/2005)

**Standard Special Condition D10. Provision of standard connection quotations =<275 kWh per hour**

Number of requests for standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))									1773	1833	1664	1842
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))									99.49%	97.11%	93.75%	96.20%

**Standard Special Condition D10. Provision of non-standard connection quotations =<275kWh per hour**

=<275kWh per hour (Standard Special Condition D10 (1)(a))									576	269	507	505
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))									96.35%	97.03%	95.46%	98.42%

**Standard Special Condition D10. Provision of non-standard connections quotations >275kWh per hour**

Number of requests for non-standard quotation >275kWh per hour (Standard Special Condition D10 (1)(a))									172	93	195	159
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))									90.12%	97.85%	96.41%	93.71%

**Standard Special Condition D10. Accuracy of quotations**

Number of quotations challenged under accuracy scheme (Standard Special Condition D10 (3))									17	16	8	7
Number of quotations found not to be accurate (Standard Special Condition D10 (3))									1	2	3	1

**Standard Special Condition D10. Response to land enquiries**

Number of land enquiry requests received (Standard Special Condition D10 (1)(c))									140	194	186	266
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Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))									97.86%	99.48%	98.92%	100.00%
<b>Standard Special Condition D10. Provision of a date for commencement and substantial completion</b>												
Number of quotations accepted									1653	1207	967	1077
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))									99.82%	98.92%	99.69%	98.98%
<b>Standard Special Condition D10. Substantial completion of works within timescales agreed with the customer.</b>												
Total number of projects completed									1705	1378	1181	1312
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))									97.65%	96.44%	96.53%	95.58%

**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN: North West**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
<b>Guaranteed Standard 1 - Regulation 7 - Supply Restoration</b>												
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	0	348	122	159	85	58	86	85	77	71	61	105
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	0	89	57	73	45	43	61	54	52	46	39	71
Value of payments made under (Reg 7(2)(a))	£0.00	£10,440.00	£3,660.00	£4,770.00	£2,550.00	£1,740.00	£2,580.00	£2,550.00	2,310.00	2,130.00	1,830.00	3,150.00
Value of payments made under (Reg 7(2)(b))	£0.00	£5,460.00	£7,080.00	£6,360.00	£3,540.00	£4,020.00	£7,830.00	£4,410.00	7,090.00	4,170.00	3,450.00	6,600.00
<b>Total value of payments made under Regulation 7</b>	<b>£0.00</b>	<b>£15,900.00</b>	<b>£10,740.00</b>	<b>£11,130.00</b>	<b>£6,090.00</b>	<b>£5,760.00</b>	<b>£10,410.00</b>	<b>£6,960.00</b>	<b>9,400.00</b>	<b>6,300.00</b>	<b>5,280.00</b>	<b>9,750.00</b>
<b>Guaranteed Standard 2 - Regulation 8 - Reinstatement of customer's premises</b>												
<b>Domestic</b>												
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	12	8	6	6	23	45	29	33	7	26	29
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	10	5	6	5	22	42	23	21	7	20	25
Total value of payments made under Regulation 8 to domestic customers	£0.00	£2,450.00	£2,050.00	£2,300.00	£950.00	£7,450.00	£11,650.00	£4,350.00	£4,650.00	£1,050.00	£3,500.00	£6,400.00
<b>Non Domestic</b>												
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	0	0	0	0	1	0	0	0	0	0	0
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	0	0	0	0	1	0	0	0	0	0	0
Total value of payments made under Regulation 8 to non-domestic customers	£0.00	£0.00	£0.00	£0.00	£0.00	£100.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Total Value of payments made under regulation 8</b>	<b>£0.00</b>	<b>£2,450.00</b>	<b>£2,050.00</b>	<b>£2,300.00</b>	<b>£950.00</b>	<b>£7,950.00</b>	<b>£11,650.00</b>	<b>£4,350.00</b>	<b>£4,650.00</b>	<b>£1,050.00</b>	<b>£3,500.00</b>	<b>£6,400.00</b>
<b>Guaranteed Standard 3 - Regulation 9 - Priority domestic customers</b>												
Number of supply interruptions to priority domestic customers' premises (Reg 9(1))	0	1020	670	881	644	944	749	890	1513	2130	665	736
<b>Planned interruptions</b>												
Number of planned interruptions to priority domestic customers' premises (Reg 9(2)(a))	0	768	447	666	464	734	570	592	1054	1481	440	476
Value of payments made under Reg 9(2)(a)	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£48.00	£0.00
<b>Unplanned interruptions (less than 250 premises)</b>												
Number of unplanned interruptions to priority domestic customers' premises where less than 250 customers' premises are affected (Reg 9(2)(b)(i))	0	252	223	215	151	210	179	298	459	649	225	260
Value of payments made under Reg 9(2)(b)(i)	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Unplanned interruptions (more than 250 premises)</b>												

**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN: North West**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
Number of unplanned interruptions to priority domestic customers' premises where 250 or more customers' premises are affected (Reg 9(2)(b)(ii))	0	0	0	0	29	0	0	0	0	0	0	0
Value of payments made under Reg 9(2)(b)(ii)	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Total value of payments made under Regulation 9</b>	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£48.00	£0.00
<b>Guaranteed Standard 4 - Regulation 10 - Provision of standard connection quotations =&lt;275kWh per hour</b>												
Number of requests for standard quote =<275kWh per hour (Reg 10(1)(a))	0	3644	2910	3072	2378	2515	1938	2161	2298	1850	1609	1552
Number of standard quotations provided within timescale (Reg 10 (3) (a))	0	3643	2903	3065	2370	2503	1921	2152	2267	1785	1554	1516
<b>Guaranteed Standard 5 - Regulation 10 - Provision of non-standard connection quotations =&lt;275kWh per hour</b>												
Number of requests for non-standard quote =<275kWh per hour (Reg 10(1)(a))	0	2245	744	743	529	511	496	457	357	244	464	422
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(i))	0	2240	734	740	521	472	477	441	340	231	434	404
<b>Guaranteed Standard 6 - Regulation 10 - Provision of non-standard connection quotations &gt; 275kWh per hour</b>												
Number of requests for non-standard quote >275kWh per hour (Reg 10(1)(a))	0	708	247	161	154	208	153	138	105	70	133	110
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(ii))	0	706	245	160	150	188	145	133	95	65	127	103
<b>Guaranteed Standard 9 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (=&lt;275kWh per hour)</b>												
Number of quotations accepted (Reg 10(1)(d))	0	4039	2075	2177	2035	2014	1735	1628	1737	1459	1324	1108
Number where both dates offered within timescale (Reg 10(3)(e)(i))	0	4004	2071	2164	2034	2013	1722	1627	1737	1459	1323	1107
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	0	35	4	13	1	1	13	1	0	0	1	1
<b>Guaranteed Standard 10 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (&gt; 275kWh per hour)</b>												
Number of quotations accepted (Reg 10(1)(d))	0	135	23	11	15	18	7	11	3	2	1	0
Number where both dates offered within timescale (Reg 10(3)(e)(i))	0	133	22	11	15	18	7	11	3	2	1	0
Number where at least one date not offered within timescale (Reg 10(3)(e)(ii))	0	2	1	0	0	0	0	0	0	0	0	0

**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN: North West**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
<b>Guaranteed Standard 11 - Regulation 10 - Substantial completion on agreed date</b>												
Total Number of Substantially Completed Quotations	0	2442	2130	1939	2010	1796	1868	1675	1686	1566	1470	1313
Total number substantially completed within agreed timescale	0	2323	2063	1898	1959	1747	1780	1576	1658	1547	1418	1235
<b>Guaranteed Standard 12 - Regulation 12 - Payments</b>												
<b>Domestic</b>												
Number of payments due under Reg 12	0	42	99	74	52	31	40	106	27	10	57	57
<b>Non Domestic</b>												
Number of payments due under Reg 12	0	0	0	0	0	0	0	0	0	0	61	74

\* The Regulations referred to above are the Gas (Standards of Performance) Regulations 2005 (SI no 1135/2005)

<b>Standard Special Condition D10. Provision of standard connection quotations =&lt;275 kWh per hour</b>												
Number of requests for standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))									2490	2085	1889	1849
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))									98.71%	96.16%	96.35%	96.38%
<b>Standard Special Condition D10. Provision of non-standard connection quotations =&lt;275kWh per hour</b>												
Number of requests for non-standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))									461	252	465	424
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))									96.31%	94.84%	93.55%	95.75%
<b>Standard Special Condition D10. Provision of non-standard connections quotations &gt;275kWh per hour</b>												
Number of requests for non-standard quotation >275kWh per hour (Standard Special Condition D10 (1)(a))									126	89	145	133
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))									91.27%	94.38%	95.86%	94.74%
<b>Standard Special Condition D10. Accuracy of quotations</b>												
Number of quotations challenged under accuracy scheme (Standard Special Condition D10 (3))									6	6	7	3
Number of quotations found not to be accurate (Standard Special Condition D10 (3))									0	0	1	0
<b>Standard Special Condition D10. Response to land enquiries</b>												
Number of land enquiry requests received (Standard Special Condition D10 (1)(c))									144	212	218	319
Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))									95.83%	98.11%	99.54%	100.00%

**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN: North West**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
<b>Standard Special Condition D10. Provision of a date for commencement and substantial completion</b>												
Number of quotations accepted									2093	1716	1585	1419
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))									100.00%	100.00%	99.81%	98.87%
<b>Standard Special Condition D10. Substantial completion of works within timescales agreed with the customer.</b>												
Total number of projects completed									2085	1878	1730	1671
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))									98.61%	98.88%	96.47%	94.14%

**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN; West Midlands**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
<b>Guaranteed Standard 1 - Regulation 7 - Supply Restoration</b>												
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	0	28	11	19	6	9	28	26	25	258	29	50
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	0	26	4	10	2	8	8	12	13	61	20	26
Value of payments made under (Reg 7(2)(a))	£0.00	£840.00	£330.00	£570.00	£240.00	£270.00	£840.00	£780.00	750.00	7,740.00	870.00	1,500.00
Value of payments made under (Reg 7(2)(b))	£0.00	£1,920.00	£330.00	£870.00	£90.00	£3,210.00	£450.00	£1,710.00	1,200.00	3,030.00	1,860.00	1,110.00
<b>Total value of payments made under Regulation 7</b>	<b>£0.00</b>	<b>£2,760.00</b>	<b>£660.00</b>	<b>£1,440.00</b>	<b>£330.00</b>	<b>£3,480.00</b>	<b>£1,290.00</b>	<b>£2,490.00</b>	<b>1,950.00</b>	<b>10,770.00</b>	<b>2,730.00</b>	<b>2,610.00</b>
<b>Guaranteed Standard 2 - Regulation 8 - Reinstatement of customer's premises</b>												
<b>Domestic</b>												
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	3	1	0	0	7	5	4	3	7	5	0
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	3	0	0	0	4	5	4	2	5	5	0
Total value of payments made under Regulation 8 to domestic customers	£0.00	£400.00	£50.00	£0.00	£0.00	£1,150.00	£1,650.00	£1,300.00	£250.00	£1,200.00	£1,650.00	£0.00
<b>Non Domestic</b>												
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	0	0	0	0	0	0	0	0	0	0	0
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	0	0	0	0	0	0	0	0	0	0	0
Total value of payments made under Regulation 8 to non-domestic customers	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Total Value of payments made under regulation 8</b>	<b>£0.00</b>	<b>£400.00</b>	<b>£50.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£1,150.00</b>	<b>£1,650.00</b>	<b>£1,300.00</b>	<b>£250.00</b>	<b>£1,200.00</b>	<b>£1,650.00</b>	<b>£0.00</b>
<b>Guaranteed Standard 3 - Regulation 9 - Priority domestic customers</b>												
Number of supply interruptions to priority domestic customers' premises (Reg 9(1))	0	942	572	607	633	609	519	743	1303	1808	465	487
<b>Planned interruptions</b>												
Number of planned interruptions to priority domestic customers' premises (Reg 9(2)(a))	0	803	427	509	537	498	429	568	1030	1424	347	345
Value of payments made under Reg 9(2)(a)	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£24.00	£0.00	£0.00
<b>Unplanned interruptions (less than 250 premises)</b>												
Number of unplanned interruptions to priority domestic customers' premises where less than 250 customers' premises are affected (Reg 9(2)(b)(i))	0	139	145	98	96	111	90	164	273	384	118	142
Value of payments made under Reg 9(2)(b)(i)	£0.00	£0.00	£0.00	£0.00	£24.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Unplanned interruptions (more than 250 premises)</b>												

**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN; West Midlands**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
Number of unplanned interruptions to priority domestic customers' premises where 250 or more customers' premises are affected (Reg 9(2)(b)(ii))	0	0	0	0	0	0	0	11	0	0	0	0
Value of payments made under Reg 9(2)(b)(ii)	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Total value of payments made under Regulation 9</b>	£0.00	£0.00	£0.00	£0.00	£24.00	£0.00	£0.00	£0.00	£0.00	£24.00	£0.00	£0.00
<b>Guaranteed Standard 4 - Regulation 10 - Provision of standard connection quotations =&lt;275kWh per hour</b>												
Number of requests for standard quote =<275kWh per hour (Reg 10(1)(a))	0	3344	2028	2197	1653	1542	1558	1284	1448	1453	1248	1231
Number of standard quotations provided within timescale (Reg 10 (3) (a))	0	3315	2018	2172	1648	1534	1543	1257	1423	1414	1185	1173
<b>Guaranteed Standard 5 - Regulation 10 - Provision of non-standard connection quotations =&lt;275kWh per hour</b>												
Number of requests for non-standard quote =<275kWh per hour (Reg 10(1)(a))	0	1467	636	469	396	421	448	369	282	195	397	381
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(i))	0	1462	636	464	394	418	432	356	265	181	377	344
<b>Guaranteed Standard 6 - Regulation 10 - Provision of non-standard connection quotations &gt; 275kWh per hour</b>												
Number of requests for non-standard quote >275kWh per hour (Reg 10(1)(a))	0	511	214	130	102	112	136	124	81	65	114	107
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(ii))	0	510	214	129	102	110	131	118	76	62	109	106
<b>Guaranteed Standard 9 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (&lt;=275kWh per hour)</b>												
Number of quotations accepted (Reg 10(1)(d))	0	2931	1707	1545	1507	1299	824	1083	1065	963	780	836
Number where both dates offered within timescale (Reg 10(3)(e)(i))	0	2909	1705	1545	1507	1297	824	1083	1065	963	779	835
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	0	22	2	0	0	2	0	0	0	0	1	1
<b>Guaranteed Standard 10 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (&gt; 275kWh per hour)</b>												
Number of quotations accepted (Reg 10(1)(d))	0	84	14	8	12	13	11	8	4	1	2	0
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	0	76	14	8	12	13	11	8	4	1	2	0

**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN; West Midlands**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
Number where at least one date not offered within timescale (Reg 10(3)(e)(ii))	0	8	0	0	0	0	0	0	0	0	0	0
<b>Guaranteed Standard 11 - Regulation 10 - Substantial completion on agreed date</b>												
Total Number of Substantially Completed Quotations	0	1583	1362	1362	1816	1601	996	1037	1107	1022	986	980
Total number substantially completed within agreed timescale	0	1477	1308	1298	1739	1554	963	1008	1081	982	925	944

**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN; West Midlands**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
<b>Guaranteed Standard 12 - Regulation 12 - Payments</b>												
<b>Domestic</b>												
Number of payments due under Reg 12	0	10	37	38	37	10	27	32	9	23	87	82
<b>Non Domestic</b>												
Number of payments due under Reg 12	0	0	0	0	0	0	0	0	0	0	87	78

\* The Regulations referred to above are the Gas (Standards of Performance) Regulations 2005 (SI no 1135/2005)

<b>Standard Special Condition D10. Provision of standard connection quotations =&lt;275 kWh per hour</b>												
Number of requests for standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))									1595	1656	1471	1454
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))									98.31%	97.10%	94.90%	93.95%
<b>Standard Special Condition D10. Provision of non-standard connection quotations =&lt;275kWh per hour</b>												
Number of requests for non-standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))									382	202	397	382
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))									95.29%	93.07%	94.96%	90.31%
<b>Standard Special Condition D10. Provision of non-standard connections quotations &gt;275kWh per hour</b>												
Number of requests for non-standard quotation >275kWh per hour (Standard Special Condition D10 (1)(a))									98	73	121	117
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))									94.90%	95.89%	95.87%	99.15%
<b>Standard Special Condition D10. Accuracy of quotations</b>												
Number of quotations challenged under accuracy scheme (Standard Special Condition D10 (3))									10	8	1	6
Number of quotations found not to be accurate (Standard Special Condition D10 (3))									2	0	0	2
<b>Standard Special Condition D10. Response to land enquiries</b>												
Number of land enquiry requests received (Standard Special Condition D10 (1)(c))									126	162	192	266

**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN; West Midlands**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))									100.00%	98.77%	98.96%	100.00%
<b>Standard Special Condition D10. Provision of a date for commencement and substantial completion</b>												
Number of quotations accepted									1312	1155	916	1072
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))									100.00%	100.00%	99.89%	99.72%
<b>Standard Special Condition D10. Substantial completion of works within timescales agreed with the customer.</b>												
Total number of projects completed									1481	1315	1169	1209
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))									97.70%	96.05%	94.35%	96.20%

**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN: Northern**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
<b>Guaranteed Standard 1 - Regulation 7 - Supply Restoration</b>												
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	12	42	67	1666	174	521	168	6776	775	144	86	52
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	6	26	35	1636	104	341	96	4507	121	45	41	16
Value of payments made under (Reg 7(2)(a))	£360.00	£1,260.00	£2,010.00	£49,980.00	£5,220.00	£15,630.00	£5,040.00	£203,280.00	23,250.00	4,320.00	2,580.00	1,560.00
Value of payments made under (Reg 7(2)(b))	£300.00	£1,980.00	£2,610.00	£104,730.00	£6,420.00	£17,460.00	£6,780.00	£250,890.00	6,690.00	2,670.00	3,270.00	540.00
<b>Total value of payments made under Regulation 7</b>	<b>£660.00</b>	<b>£3,240.00</b>	<b>£4,620.00</b>	<b>£154,710.00</b>	<b>£11,640.00</b>	<b>£33,090.00</b>	<b>£11,820.00</b>	<b>£454,170.00</b>	<b>29,940.00</b>	<b>6,990.00</b>	<b>5,850.00</b>	<b>2,100.00</b>
<b>Guaranteed Standard 2 - Regulation 8 - Reinstatement of customer's premises</b>												
<b>Domestic</b>												
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	2	2	5	6	23	20	5	15	22	33	16
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	12	1	2	2	4	13	2	7	4	3	10
Total value of payments made under Regulation 8 to domestic customers	£0.00	£700.00	£600.00	£750.00	£950.00	£1,350.00	£2,850.00	£550.00	£2,200.00	£1,350.00	£2,050.00	£1,600.00
<b>Non Domestic</b>												
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	0	1	0	0	1	2	0	0	0	0	0
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	0	0	0	0	1	0	0	0	0	0	0
Total value of payments made under Regulation 8 to non-domestic customers	£0.00	£0.00	£100.00	£0.00	£0.00	£100.00	£200.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Total Value of payments made under regulation 8</b>	<b>£0.00</b>	<b>£700.00</b>	<b>£700.00</b>	<b>£750.00</b>	<b>£950.00</b>	<b>£1,550.00</b>	<b>£3,050.00</b>	<b>£550.00</b>	<b>£2,200.00</b>	<b>£1,350.00</b>	<b>£2,050.00</b>	<b>£1,600.00</b>
<b>Guaranteed Standard 3 - Regulation 9 - Priority domestic customers</b>												
Number of supply interruptions to priority domestic customers' premises (Reg 9(1))	233	381	278	380	343	377	333	513	427	375	352	400
<b>Planned interruptions</b>												
Number of planned interruptions to priority domestic customers' premises (Reg 9(2)(a))	174	304	210	268	278	259	252	270	344	297	276	281
Value of payments made under Reg 9(2)(a)	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£24.00	£48.00	£24.00
<b>Unplanned interruptions (less than 250 premises)</b>												
Number of unplanned interruptions to priority domestic customers' premises where less than 250 customers' premises are affected (Reg 9(2)(b)(i))	59	77	68	71	65	111	81	68	83	78	76	103
Value of payments made under Reg 9(2)(b)(i)	£0.00	£0.00	£0.00	£0.00	£0.00	£48.00	£0.00	£0.00	£0.00	£0.00	£24.00	£0.00
<b>Unplanned interruptions (more than 250 premises)</b>												

**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN: Northern**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
Number of unplanned interruptions to priority domestic customers' premises where 250 or more customers' premises are affected (Reg 9(2)(b)(ii))	0	0	0	41	0	7	0	175	0	0	0	16
Value of payments made under Reg 9(2)(b)(ii)	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Total value of payments made under Regulation 9</b>	£0.00	£0.00	£0.00	£0.00	£0.00	£48.00	£48.00	£96.00	£0.00	£24.00	£72.00	£24.00
<b>Guaranteed Standard 4 - Regulation 10 - Provision of standard connection quotations =&lt;275kWh per hour</b>												
Number of requests for standard quote =<275kWh per hour (Reg 10(1)(a))	1126	3238	2868	3149	2886	1483	1071	1169	1100	1065	943	1088
Number of standard quotations provided within timescale (Reg 10 (3) (a))	1126	3238	2867	3149	2882	1368	847	1102	1091	1061	934	1069
<b>Guaranteed Standard 5 - Regulation 10 - Provision of non-standard connection quotations =&lt;275kWh per hour</b>												
Number of requests for non-standard quote =<275kWh per hour (Reg 10(1)(a))	388	885	766	861	844	350	476	604	622	534	542	528
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(i))	386	885	761	860	840	240	152	442	595	523	523	518
<b>Guaranteed Standard 6 - Regulation 10 - Provision of non-standard connection quotations &gt; 275kWh per hour</b>												
Number of requests for non-standard quote >275kWh per hour (Reg 10(1)(a))	35	143	109	96	106	75	58	60	44	36	41	48
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(ii))	35	143	109	96	105	42	32	49	42	36	41	48
<b>Guaranteed Standard 9 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (= &lt;275kWh per hour)</b>												
Number of quotations accepted (Reg 10(1)(d))	764	2399	2258	2140	2165	1118	2617	2307	2107	2267	2004	1825
Number where both dates offered within timescale (Reg 10(3)(e)(i))	761	2386	2249	2125	2163	568	1131	1597	1900	2137	1996	1823
Number where at least one date not offered within timescale (Reg 10(3)(e)(ii))	3	13	9	15	2	550	1486	710	207	130	8	2
<b>Guaranteed Standard 10 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (&gt; 275kWh per hour)</b>												
Number of quotations accepted (Reg 10(1)(d))	4	10	22	10	7	26	47	47	26	23	11	13
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	4	9	22	10	7	14	12	20	21	23	11	13

**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN: Northern**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
Number where at least one date not offered within timescale (Reg 10(3)(e)(ii))	0	1	0	0	0	12	35	27	5	0	0	0
<b>Guaranteed Standard 11 - Regulation 10 - Substantial completion on agreed date</b>												
Total Number of Substantially Completed Quotations	496	2240	1968	1889	1698	1618	2092	2222	2085	1787	1784	1616
Total number substantially completed within agreed timescale	464	2133	1925	1846	1663	1436	1634	1889	1952	1675	1727	1606

**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN: Northern**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
<b>Guaranteed Standard 12 - Regulation 12 - Payments</b>												
<b>Domestic</b>												
Number of payments due under Reg 12	3	11	8	22	31	908	2514	805	43	23	14	1
<b>Non Domestic</b>												
Number of payments due under Reg 12	0	0	0	0	0	67	88	258	0	0	0	0

\* The Regulations referred to above are the Gas (Standards of Performance) Regulations 2005 (SI no 1135/2005)

**Standard Special Condition D10. Provision of standard connection quotations =<275 kWh per hour**

Number of requests for standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))									1765	1773	1433	1476
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))									99.15%	99.72%	99.16%	98.71%

**Standard Special Condition D10. Provision of non-standard connection quotations =<275kWh per hour**

Number of requests for non-standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))									870	868	827	851
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))									95.75%	98.16%	96.25%	98.71%

**Standard Special Condition D10. Provision of non-standard connections quotations >275kWh per hour**

Number of requests for non-standard quotation >275kWh per hour (Standard Special Condition D10 (1)(a))									81	86	98	116
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))									97.53%	100.00%	98.98%	100.00%

**Standard Special Condition D10. Accuracy of quotations**

Number of quotations challenged under accuracy scheme (Standard Special Condition D10 (3))									3	6	5	6
Number of quotations found not to be accurate (Standard Special Condition D10 (3))									0	1	0	1

**Standard Special Condition D10. Response to land enquiries**

Number of land enquiry requests received (Standard Special Condition D10 (1)(c))									330	256	218	252
Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))									94.24%	99.61%	100.00%	99.60%

**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN: Northern**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
<b>Standard Special Condition D10. Provision of a date for commencement and substantial completion</b>												
Number of quotations accepted									2617	2843	2643	2350
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))									90.60%	94.83%	99.70%	99.91%
<b>Standard Special Condition D10. Substantial completion of works within timescales agreed with the customer.</b>												
Total number of projects completed									2509	2253	2247	2058
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))									93.10%	92.99%	97.20%	99.32%

**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN: Scotland**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
<b>Guaranteed Standard 1 - Regulation 7 - Supply Restoration</b>												
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	27	25	29	32	4437	43	353	176	28	64	85	24
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	24	16	20	19	1985	15	348	23	19	19	42	16
Value of payments made under (Reg 7(2)(a))	£810.00	£750.00	£870.00	£960.00	£133,110.00	£1,290.00	£10,590.00	£5,280.00	840.00	1,920.00	2,550.00	720.00
Value of payments made under (Reg 7(2)(b))	£1,380.00	£840.00	£1,470.00	£2,190.00	£62,130.00	£2,520.00	£21,630.00	£1,770.00	1,110.00	1,170.00	1,710.00	1,080.00
<b>Total value of payments made under Regulation 7</b>	<b>£2,190.00</b>	<b>£1,590.00</b>	<b>£2,340.00</b>	<b>£3,150.00</b>	<b>£195,240.00</b>	<b>£3,810.00</b>	<b>£32,220.00</b>	<b>£7,050.00</b>	<b>1,950.00</b>	<b>3,090.00</b>	<b>4,260.00</b>	<b>1,800.00</b>
<b>Guaranteed Standard 2 - Regulation 8 - Reinstatement of customer's premises</b>												
<b>Domestic</b>												
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	1	4	3	1	0	0	0	0	1	0	2	0
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	1	2	0	0	0	0	0	1	0	2	0
Total value of payments made under Regulation 8 to domestic customers	£50.00	£350.00	£350.00	£50.00	£0.00	£0.00	£0.00	£0.00	£200.00	£0.00	£1,650.00	£0.00
<b>Non Domestic</b>												
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	0	0	0	0	0	0	0	0	0	0	0
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	0	0	0	0	0	0	0	0	0	0	0
Total value of payments made under Regulation 8 to non-domestic customers	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Total Value of payments made under regulation 8</b>	<b>£50.00</b>	<b>£350.00</b>	<b>£350.00</b>	<b>£50.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£200.00</b>	<b>£0.00</b>	<b>£1,650.00</b>	<b>£0.00</b>
<b>Guaranteed Standard 3 - Regulation 9 - Priority domestic customers</b>												
Number of supply interruptions to priority domestic customers' premises (Reg 9(1))	577	915	1435	1421	640	1036	1363	1344	1424	1143	1475	1423
<b>Planned interruptions</b>												
Number of planned interruptions to priority domestic customers' premises (Reg 9(2)(a))	52	166	167	159	245	335	335	151	428	257	278	227
Value of payments made under Reg 9(2)(a)	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Unplanned interruptions (less than 250 premises)</b>												
Number of unplanned interruptions to priority domestic customers' premises where less than 250 customers' premises are affected (Reg 9(2)(b)(i))	525	749	1250	1262	248	701	1016	1193	996	886	1175	1196
Value of payments made under Reg 9(2)(b)(i)	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Unplanned interruptions (more than 250 premises)</b>												

**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN: Scotland**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
Number of unplanned interruptions to priority domestic customers' premises where 250 or more customers' premises are affected (Reg 9(2)(b)(ii))	0	0	18	0	147	0	12	0	0	0	22	0
Value of payments made under Reg 9(2)(b)(ii)	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Total value of payments made under Regulation 9</b>	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Guaranteed Standard 4 - Regulation 10 - Provision of standard connection quotations =&lt;275kWh per hour</b>												
Number of requests for standard quote =<275kWh per hour (Reg 10(1)(a))	1189	1934	1374	1086	681	676	536	717	835	888	720	866
Number of standard quotations provided within timescale (Reg 10 (3) (a))	1187	1932	1373	1083	671	673	534	700	814	882	716	860
<b>Guaranteed Standard 5 - Regulation 10 - Provision of non-standard connection quotations =&lt;275kWh per hour</b>												
Number of requests for non-standard quote =<275kWh per hour (Reg 10(1)(a))	904	1482	1639	1890	2199	2154	1855	1945	2168	1944	1898	1827
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(i))	901	1479	1636	1889	2087	2102	1832	1872	2109	1921	1880	1792
<b>Guaranteed Standard 6 - Regulation 10 - Provision of non-standard connection quotations &gt; 275kWh per hour</b>												
Number of requests for non-standard quote >275kWh per hour (Reg 10(1)(a))	59	109	95	117	127	120	59	48	57	53	12	17
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(ii))	59	109	95	117	123	117	59	48	57	53	11	17
<b>Guaranteed Standard 9 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (= &lt;275kWh per hour)</b>												
Number of quotations accepted (Reg 10(1)(d))	1051	2050	1967	1724	1140	2157	2058	2070	2451	2337	2381	1990
Number where both dates offered within timescale (Reg 10(3)(e)(i))	1045	2035	1948	1715	1120	2101	2030	2038	2411	2297	2364	1987
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	6	15	19	9	20	56	28	32	40	40	17	3
<b>Guaranteed Standard 10 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (&gt; 275kWh per hour)</b>												
Number of quotations accepted (Reg 10(1)(d))	2	6	10	5	16	33	15	11	14	8	6	3
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	2	6	8	5	15	30	15	11	13	8	6	3

**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN: Scotland**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
Number where at least one date not offered within timescale (Reg 10(3)(e)(ii))	0	0	2	0	1	3	0	0	1	0	0	0
<b>Guaranteed Standard 11 - Regulation 10 - Substantial completion on agreed date</b>												
Total Number of Substantially Completed Quotations	606	1857	1967	1659	803	1388	2075	1933	2167	1960	2112	1879
Total number substantially completed within agreed timescale	564	1742	1895	1617	762	1298	2004	1855	2109	1910	1997	1754

**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN: Scotland**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08

**Guaranteed Standard 12 - Regulation 12 - Payments**

**Domestic**

Number of payments due under Reg 12	6	9	13	201	85	14	19	14	11	19	40	29
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**Non Domestic**

Number of payments due under Reg 12	0	4	0	29	6	1	1	0	0	1	0	1
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\* The Regulations referred to above are the Gas (Standards of Performance) Regulations 2005 (SI no 1135/2005)

**Standard Special Condition D10. Provision of standard connection quotations =<275 kWh per hour**

Number of requests for standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))									880	916	720	871
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))									97.50%	99.34%	99.44%	99.31%

**Standard Special Condition D10. Provision of non-standard connection quotations =<275kWh per hour**

Number of requests for non-standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))									2580	2384	2309	2223
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))									97.44%	98.70%	98.87%	97.89%

**Standard Special Condition D10. Provision of non-standard connections quotations >275kWh per hour**

Number of requests for non-standard quotation >275kWh per hour (Standard Special Condition D10 (1)(a))									230	223	181	221
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))									97.83%	98.65%	97.24%	97.74%

**Standard Special Condition D10. Accuracy of quotations**

Number of quotations challenged under accuracy scheme (Standard Special Condition D10 (3))									1	1	10	6
Number of quotations found not to be accurate (Standard Special Condition D10 (3))									0	0	1	0

**Standard Special Condition D10. Response to land enquiries**

Number of land enquiry requests received (Standard Special Condition D10 (1)(c))									176	150	110	101
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**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN: Scotland**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))									98.86%	100.00%	100.00%	93.07%
<b>Standard Special Condition D10. Provision of a date for commencement and substantial completion</b>												
Number of quotations accepted									2736	2609	2659	2221
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))									98.17%	98.16%	99.25%	99.77%
<b>Standard Special Condition D10. Substantial completion of works within timescales agreed with the customer.</b>												
Total number of projects completed									2441	2193	2375	2086
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))									97.26%	97.36%	94.57%	93.77%

**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN: Southern**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
<b>Guaranteed Standard 1 - Regulation 7 - Supply Restoration</b>												
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	21	45	76	92	101	100	617	180	148	120	219	197
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	18	34	58	55	89	97	106	204	131	100	187	179
Value of payments made under (Reg 7(2)(a))	£630.00	£1,350.00	£2,280.00	£2,760.00	£3,030.00	£3,000.00	£18,510.00	£5,400.00	4,440.00	3,600.00	6,570.00	5,910.00
Value of payments made under (Reg 7(2)(b))	£1,980.00	£14,400.00	£7,620.00	£3,900.00	£17,850.00	£40,080.00	£22,230.00	£21,240.00	31,500.00	25,740.00	27,780.00	35,550.00
<b>Total value of payments made under Regulation 7</b>	<b>£2,610.00</b>	<b>£15,750.00</b>	<b>£9,900.00</b>	<b>£6,660.00</b>	<b>£20,880.00</b>	<b>£43,080.00</b>	<b>£40,740.00</b>	<b>£26,640.00</b>	<b>35,940.00</b>	<b>29,340.00</b>	<b>34,350.00</b>	<b>41,460.00</b>
<b>Guaranteed Standard 2 - Regulation 8 - Reinstatement of customer's premises</b>												
<b>Domestic</b>												
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	10	8	3	0	2	0	3	0	2	2	2
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	8	4	1	0	0	0	0	0	0	1	0
Total value of payments made under Regulation 8 to domestic customers	£0.00	£1,900.00	£650.00	£450.00	£0.00	£100.00	£0.00	£150.00	£0.00	£100.00	£300.00	£100.00
<b>Non Domestic</b>												
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	0	0	0	0	0	0	0	0	0	0	0
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	0	0	0	0	0	0	0	0	0	0	0
Total value of payments made under Regulation 8 to non-domestic customers	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Total Value of payments made under regulation 8</b>	<b>£0.00</b>	<b>£1,900.00</b>	<b>£650.00</b>	<b>£450.00</b>	<b>£0.00</b>	<b>£100.00</b>	<b>£0.00</b>	<b>£150.00</b>	<b>£0.00</b>	<b>£100.00</b>	<b>£300.00</b>	<b>£100.00</b>
<b>Guaranteed Standard 3 - Regulation 9 - Priority domestic customers</b>												
Number of supply interruptions to priority domestic customers' premises (Reg 9(1))	1525	1837	2463	2510	1356	1977	2582	2728	2571	2131	2602	2584
<b>Planned interruptions</b>												
Number of planned interruptions to priority domestic customers' premises (Reg 9(2)(a))	180	413	437	518	437	510	597	721	1027	678	589	799
Value of payments made under Reg 9(2)(a)	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Unplanned interruptions (less than 250 premises)</b>												
Number of unplanned interruptions to priority domestic customers' premises where less than 250 customers' premises are affected (Reg 9(2)(b)(i))	1345	1424	2026	1992	919	1467	1936	2005	1544	1453	2013	1742
Value of payments made under Reg 9(2)(b)(i)	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Unplanned interruptions (more than 250 premises)</b>												

**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN: Southern**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
Number of unplanned interruptions to priority domestic customers' premises where 250 or more customers' premises are affected (Reg 9(2)(b)(ii))	0	0	0	0	0	0	49	2	0	0	0	43
Value of payments made under Reg 9(2)(b)(ii)	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Total value of payments made under Regulation 9</b>	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Guaranteed Standard 4 - Regulation 10 - Provision of standard connection quotations =&lt;275kWh per hour</b>												
Number of requests for standard quote =<275kWh per hour (Reg 10(1)(a))	2443	3778	3065	1893	1775	1070	1450	1544	1704	1372	1008	683
Number of standard quotations provided within timescale (Reg 10(3)(a))	2442	3775	3057	1891	1370	1069	1448	1539	1700	1370	998	679
<b>Guaranteed Standard 5 - Regulation 10 - Provision of non-standard connection quotations =&lt;275kWh per hour</b>												
Number of requests for non-standard quote =<275kWh per hour (Reg 10(1)(a))	958	1940	1925	1139	2640	2391	2005	2246	2595	2363	2120	1598
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(i))	958	1940	1923	1123	2064	2372	1992	2233	2544	2299	2055	1572
<b>Guaranteed Standard 6 - Regulation 10 - Provision of non-standard connection quotations &gt; 275kWh per hour</b>												
Number of requests for non-standard quote >275kWh per hour (Reg 10(1)(a))	112	210	184	118	163	59	63	83	122	107	51	42
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(ii))	112	210	183	118	157	57	63	80	120	105	49	42
<b>Guaranteed Standard 9 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (&lt;=275kWh per hour)</b>												
Number of quotations accepted (Reg 10(1)(d))	1372	2866	2717	1667	1732	3043	2698	2635	2579	2517	1900	1339
Number where both dates offered within timescale (Reg 10(3)(e)(i))	1357	2862	2716	1665	1727	3037	2692	2628	2569	2481	1847	1295
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	15	4	1	2	5	6	6	7	10	36	53	44
<b>Guaranteed Standard 10 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (&gt; 275kWh per hour)</b>												
Number of quotations accepted (Reg 10(1)(d))	6	12	14	9	33	33	13	22	29	31	15	15
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	6	12	14	9	33	31	13	22	29	31	13	14

**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN: Southern**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
Number where at least one date not offered within timescale (Reg 10(3)(e)(ii))	0	0	0	0	0	2	0	0	0	0	2	1
<b>Guaranteed Standard 11 - Regulation 10 - Substantial completion on agreed date</b>												
Total Number of Substantially Completed Quotations	588	2539	2663	1572	1176	2674	3076	2585	2307	2525	2057	1528
Total number substantially completed within agreed timescale	552	2357	2499	1553	1154	2597	3032	2554	2281	2480	2012	1464

**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN: Southern**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08

**Guaranteed Standard 12 - Regulation 12 - Payments**

**Domestic**

Number of payments due under Reg 12	15	32	39	394	595	51	32	42	75	27	74	73
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**Non Domestic**

Number of payments due under Reg 12	0	1	2	56	23	1	1	0	0	0	6	0
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\* The Regulations referred to above are the Gas (Standards of Performance) Regulations 2005 (SI no 1135/2005)

**Standard Special Condition D10. Provision of standard connection quotations =<275 kWh per hour**

Number of requests for standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))									2129	1931	1627	1618
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))									99.77%	99.53%	99.02%	99.69%

**Standard Special Condition D10. Provision of non-standard connection quotations =<275kWh per hour**

Number of requests for non-standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))									3858	4015	3988	4305
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))									97.82%	96.89%	96.36%	98.42%

**Standard Special Condition D10. Provision of non-standard connections quotations >275kWh per hour**

Number of requests for non-standard quotation >275kWh per hour (Standard Special Condition D10 (1)(a))									309	314	256	279
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))									98.06%	97.77%	96.88%	99.64%

**Standard Special Condition D10. Accuracy of quotations**

Number of quotations challenged under accuracy scheme (Standard Special Condition D10 (3))									3	1	6	1
Number of quotations found not to be accurate (Standard Special Condition D10 (3))									0	0	2	0

**Standard Special Condition D10. Response to land enquiries**

Number of land enquiry requests received (Standard Special Condition D10 (1)(c))									308	128	198	156
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**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN: Southern**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))									100.00%	100.00%	100.00%	87.18%
<b>Standard Special Condition D10. Provision of a date for commencement and substantial completion</b>												
Number of quotations accepted									3453	3628	3137	2847
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))									99.65%	98.65%	97.00%	95.86%
<b>Standard Special Condition D10. Substantial completion of works within timescales agreed with the customer.</b>												
Total number of projects completed									3193	3504	3228	2780
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))									98.97%	98.34%	97.68%	96.26%

**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN: Wales & the West**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
<b>Guaranteed Standard 1 - Regulation 7 - Supply Restoration</b>												
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	0	29	27	5	19	15	23	10	9	75	68	96
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	0	22	16	3	6	9	18	6	3	53	18	21
Value of payments made under (Reg 7(2)(a))	£0.00	£870.00	£810.00	£150.00	£570.00	£450.00	£690.00	£300.00	270.00	2,250.00	2,040.00	2,880.00
Value of payments made under (Reg 7(2)(b))	£0.00	£2,340.00	£1,140.00	£90.00	£510.00	£1,260.00	£870.00	£270.00	90.00	2,130.00	930.00	1,290.00
<b>Total value of payments made under Regulation 7</b>	<b>£0.00</b>	<b>£3,210.00</b>	<b>£1,950.00</b>	<b>£240.00</b>	<b>£1,080.00</b>	<b>£1,710.00</b>	<b>£1,560.00</b>	<b>£570.00</b>	<b>360.00</b>	<b>4,380.00</b>	<b>2,970.00</b>	<b>4,170.00</b>
<b>Guaranteed Standard 2 - Regulation 8 - Reinstatement of customer's premises</b>												
<b>Domestic</b>												
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	1	1	0	0	0	1	4	8	0	4	23
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	0	1	0	0	0	1	3	7	0	3	10
Total value of payments made under Regulation 8 to domestic customers	£0.00	£50.00	£200.00	£0.00	£0.00	£0.00	£400.00	£800.00	£1,550.00	£0.00	£400.00	£2,300.00
<b>Non Domestic</b>												
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	0	0	0	0	0	0	0	2	0	0	1
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	0	0	0	0	0	0	0	2	0	0	1
Total value of payments made under Regulation 8 to non-domestic customers	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£1,000.00	£0.00	£0.00	£300.00
<b>Total Value of payments made under regulation 8</b>	<b>£0.00</b>	<b>£50.00</b>	<b>£200.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£400.00</b>	<b>£800.00</b>	<b>£2,550.00</b>	<b>£0.00</b>	<b>£400.00</b>	<b>£2,600.00</b>
<b>Guaranteed Standard 3 - Regulation 9 - Priority domestic customers</b>												
Number of supply interruptions to priority domestic customers' premises (Reg 9(1))	0	0	0	0	0	0	0	0	0	0	0	0
<b>Planned interruptions</b>												
Number of planned interruptions to priority domestic customers' premises (Reg 9(2)(a))	0	0	0	0	0	0	0	0	0	0	0	0
Value of payments made under Reg 9(2)(a)	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Unplanned interruptions (less than 250 premises)</b>												
Number of unplanned interruptions to priority domestic customers' premises where less than 250 customers' premises are affected (Reg 9(2)(b)(i))	0	0	0	0	0	0	0	0	0	0	0	0
Value of payments made under Reg 9(2)(b)(i)	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Unplanned interruptions (more than 250 premises)</b>												

**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN: Wales & the West**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
Number of unplanned interruptions to priority domestic customers' premises where 250 or more customers' premises are affected (Reg 9(2)(b)(ii))	0	0	0	0	0	0	0	0	0	0	0	0
Value of payments made under Reg 9(2)(b)(ii)	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Total value of payments made under Regulation 9</b>	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
<b>Guaranteed Standard 4 - Regulation 10 - Provision of standard connection quotations =&lt;275kWh per hour</b>												
Number of requests for standard quote =<275kWh per hour (Reg 10(1)(a))	0	5468	2488	2887	1847	1962	1915	2225	2127	2359	2233	2092
Number of standard quotations provided within timescale (Reg 10 (3) (a))	0	5397	2245	2886	1846	1962	1914	2225	2120	2356	2219	2013
<b>Guaranteed Standard 5 - Regulation 10 - Provision of non-standard connection quotations =&lt;275kWh per hour</b>												
Number of requests for non-standard quote =<275kWh per hour (Reg 10(1)(a))	0	2851	1757	2359	3286	2895	2674	2430	2514	2498	2043	2157
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(i))	0	2792	1077	2359	3281	2892	2670	2425	2514	2496	1968	1989
<b>Guaranteed Standard 6 - Regulation 10 - Provision of non-standard connection quotations &gt; 275kWh per hour</b>												
Number of requests for non-standard quote >275kWh per hour (Reg 10(1)(a))	0	316	78	146	132	84	61	38	30	37	15	11
Number of non-standard quotations provided within timescale (Reg 10(3)(b)(ii))	0	310	66	146	132	84	61	38	30	37	15	10
<b>Guaranteed Standard 9 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (&lt;=275kWh per hour)</b>												
Number of quotations accepted (Reg 10(1)(d))	0	4759	3819	3357	3220	3003	3332	2770	2749	3225	2705	2381
Number where both dates offered within timescale (Reg 10(3)(e)(i))	0	4676	3643	3169	3205	2606	3051	2744	2744	3195	2668	2375
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	0	83	176	188	15	397	281	26	5	30	37	6
<b>Guaranteed Standard 10 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (&gt; 275kWh per hour)</b>												
Number of quotations accepted (Reg 10(1)(d))	0	68	34	61	49	40	37	20	14	20	15	5
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	0	63	24	49	47	31	28	20	14	20	14	5

**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN: Wales & the West**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
Number where at least one date not offered within timescale (Reg 10(3)(e)(ii))	0	5	10	12	2	9	9	0	0	0	1	0
<b>Guaranteed Standard 11 - Regulation 10 - Substantial completion on agreed date</b>												
Total Number of Substantially Completed Quotations	0	4539	2204	2945	3288	680	3970	3932	2289	3383	3009	2471
Total number substantially completed within agreed timescale	0	4070	1869	2659	3165	631	3645	3579	2235	3324	2923	2399

**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN: Wales & the West**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08

**Guaranteed Standard 12 - Regulation 12 - Payments**

**Domestic**

Number of payments due under Reg 12	0	117	582	0	48	435	517	311	33	53	78	120
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**Non Domestic**

Number of payments due under Reg 12	0	27	803	0	15	34	49	31	4	4	9	24
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\* The Regulations referred to above are the Gas (Standards of Performance) Regulations 2005 (SI no 1135/2005)

**Standard Special Condition D10. Provision of standard connection quotations =<275 kWh per hour**

Number of requests for standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))									2711	2849	2604	2413
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))									99.26%	99.86%	99.19%	95.94%

**Standard Special Condition D10. Provision of non-standard connection quotations =<275kWh per hour**

Number of requests for non-standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))									3322	3338	2972	3171
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))									100.00%	99.88%	95.93%	91.36%

**Standard Special Condition D10. Provision of non-standard connections quotations >275kWh per hour**

Number of requests for non-standard quotation >275kWh per hour (Standard Special Condition D10 (1)(a))									148	170	153	171
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))									100.00%	99.41%	97.39%	94.15%

**Standard Special Condition D10. Accuracy of quotations**

Number of quotations challenged under accuracy scheme (Standard Special Condition D10 (3))									0	0	0	2
Number of quotations found not to be accurate (Standard Special Condition D10 (3))									0	0	0	0

**Standard Special Condition D10. Response to land enquiries**

Number of land enquiry requests received (Standard Special Condition D10 (1)(c))									108	98	90	75
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**GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE**

**GDN: Wales & the West**

	2005/06				2006/07				2007/08			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	May-June 05	July-Sept 05	Oct-Dec 05	Jan-Mar 06	Apr-June 06	July-Sept 06	Oct-Dec 06	Jan-Mar 07	Apr-June 07	July-Sept 07	Oct - Dec 07	Jan - Apr 08
Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))									99.07%	98.98%	100.00%	98.67%
<b>Standard Special Condition D10. Provision of a date for commencement and substantial completion</b>												
Number of quotations accepted									3593	4109	3579	3123
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))									99.81%	98.95%	98.71%	99.68%
<b>Standard Special Condition D10. Substantial completion of works within timescales agreed with the customer.</b>												
Total number of projects completed									2998	4339	3748	3320
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))									97.73%	98.23%	96.82%	96.69%