



Gas Transporters, Customers and  
their Representatives and any  
other interested parties

---

*Promoting choice and  
value for all customers*

Direct Dial: 020 7901 7418  
Email: [tom.wood@ofgem.gov.uk](mailto:tom.wood@ofgem.gov.uk)

Date: 1 August 2008

Dear Colleague

**Publication of Gas Distribution Quality of Service Regulatory Instructions and Guidance**

The purpose of this letter is to inform interested parties that version 4 of the Regulatory Instructions and Guidance ("RIGs") for Gas Distribution quality of service ("QoS") has now been published.

Kieran Donoghue's letter of 7 March 2008<sup>1</sup> invited views on draft RIGs documents in respect of revenue and QoS reporting as well as the price control review reporting rules.

In response to that letter, there were no substantive comments relating to the drafting of the QoS RIGs, with most of the matters arising having been addressed through the QoS work-stream process. One respondent encouraged Ofgem to publish all QoS information and expressed concerns about the scope of the customer satisfaction surveys to be carried out by gas distribution network operators, which currently excludes gas suppliers.

The QoS RIGs are now available on the Ofgem website.

We anticipate that the final versions of the price control review reporting rules and the RIGs in respect of revenue reporting will be published shortly.

Yours faithfully,

A handwritten signature in black ink, appearing to read "Tom Wood", written in a cursive style.

Tom Wood  
Senior Analyst, Gas Distribution

---

<sup>1</sup> <http://www.ofgem.gov.uk/Pages/MoreInformation.aspx?docid=432&refer=Networks/GasDistr/GDPCR7-13>