



**QUALITY OF SERVICE DISCRETIONARY REWARD SCHEME
GAS DISTRIBUTION NETWORK OPERATORS
ENTRY FORM**

Please note that the deadline for receipt of applications is 5pm, 15 May 2009.

GDN DETAILS: (please complete)	CONTACT DETAILS: (please complete)
Company: NGN Networks: North of England	Name: Alex Wiseman Title: Regulation Director Telephone: 0113 397 5321 Email: awiseman@northerngas.co.uk
Address: 1100 Century Way Thorpe Park Business Park Colton, Leeds Postcode: LS15 8TU	CATEGORY: (please tick)
	Initiatives to reduce environmental impact of gas distribution Initiatives to facilitate network extensions Schemes to promote gas safety <input checked="" type="checkbox"/>

INTRODUCTION

The aim of the discretionary reward scheme is to encourage and drive performance in areas that cannot be easily measured or incentivised through more mechanistic regimes.

The scheme will achieve this by recognising leading performance and beacons of excellence within the industry and driving innovation and creativity through the promotion of best practice.

The scheme is designed to reward the performance of those GDNs which best serve the interests of customers across the chosen categories throughout the year, particularly those which exceed their license requirements.

GUIDANCE FOR COMPLETING YOUR APPLICATION

- Keep it brief and simple. Keep to the page limits specified below, it will be the weight of your initiative(s) rather than the length of your application which will impress the Panel.
- Be specific, give examples and provide evidence where possible.
- Attach your application to this covering entry form.
- Your application should include:
 - A description of the initiative(s);
 - Background information on the initiative(s) (how it was identified, why it was implemented, the objectives, etc);
 - Information on how the initiative(s) was monitored, how success was measured and the current and future benefits to customers and the business ;
 - A description of how the minimum requirements were met and exceeded.

THE RULES

1. Entries will be judged by a Panel appointed by Ofgem who will recommend award winners to the Authority. The final decision rests with the Authority.
2. Each GDN may submit one entry per category. GDNs must complete a separate entry form for each category. A GDN group may submit one entry per category which covers multiple networks, however, each of the networks covered by the entry must be clearly indicated in the relevant section of the entry form.
3. GDNs should ensure that their main submission for each category does not exceed 2 pages in length (excluding the covering entry form and any optional supplementary information). Supplementary information for each category must not exceed two pages in length per category
4. Entry forms must be received at Ofgem by no later than **5pm on 15 May 2009**. Entry forms should be sent to paul.branston@ofgem.gov.uk electronically, with a hard copy sent to: **Paul Branston, Gas Distribution, Ofgem, 9 Millbank, London SW1P 3GE.**
5. Award winners will be announced during Quarter Two (July- September). Winners may include the category and year they received an award in advertising and promotional materials.

MINIMUM REQUIREMENTS

Initiatives which reduce the environmental impact of gas distribution including those that reduce shrinkage but which may not be rewarded through the shrinkage incentive and those that improve the measurement of shrinkage

- GDNs are pro-active in developing systems and processes that reduce gas shrinkage, the effects of which do not currently feed into the leakage model and can demonstrate meaningful improvements to the measurement of shrinkage;
- The GDNs look to develop and supplement the information in the leakage model to improve the measurement of shrinkage; and
- GDNs have effective and efficient systems, procedures and processes in place and ensure these effectively reduce the environmental impact of gas distribution and that performance in this area is regularly monitored.

Initiatives which facilitate network extensions, particularly those that increase the affordability of network extensions for fuel poor consumers

- GDNs provide meaningful assistance to fuel poor customers in accessing available resources¹ so that they can benefit from extensions to the gas network by making associated 'in house works' more affordable;
- GDNs have appropriate and targeted communication strategies to ensure that information about their network extension programmes and initiatives is effective and reaching their target audience. GDNs should demonstrate how they measure and monitor their success in this area;
- GDNs develop appropriate partnerships with relevant stakeholders to assist in targeting these initiatives at the fuel poor customers and communities which are generally harder to reach; and
- GDNs seek feedback from their customers, stakeholders, partners and staff and use this feedback to improve their network extensions programmes and initiatives.

Schemes to promote gas safety including awareness of carbon monoxide

- GDNs have a scheme, or range of schemes, that improve public awareness of gas safety (including carbon monoxide poisoning) and that are tailored to particular target audiences
- The GDNs have processes in place to monitor such schemes to ensure that they are effective in reaching their target audiences and in getting their message across; and
- GDNs seek feedback from customers, stakeholders, partners and staff regarding these schemes and their effectiveness and use this to improve their scheme.

DECLARATION AND CONSENT

I declare that the information contained in this application is correct and true to the best of my knowledge and belief and I give consent for Ofgem to use the information and contact details provided when publishing the Best Practice Register.

Signature:

Date:

¹ For example, from existing sources of government funding, such as those aimed at tackling fuel poverty and regeneration.

Schemes to promote gas safety including awareness of carbon monoxide

1. SUMMARY

This submission describes Northern Gas Network's (NGN's) substantial input into and commitment to improving carbon monoxide (CO) public awareness and hence to reducing CO related deaths or injuries.

Firstly, a new CO leaflet has been developed to be used by all GDNs to raise public awareness of the dangers of CO associated with gas appliances. This work was carried out by NGN in collaboration with the other GDNs, Ofgem and the ENA. This initiative has the potential to significantly improve CO awareness among gas consumers due to its design and delivery by gas emergency engineers when visiting households across the UK.

Secondly, NGN has developed and is distributing its own CO awareness leaflet to ensure public awareness and provide a stopgap until the joint leaflet is complete.

Thirdly, NGN has independently undertaken a number of specific initiatives to inform the wider population of the needs for gas safety and we have invested time and resources in developing informative display panels and in publicity campaigns.

Fourthly, NGN is capturing data on CO incidents to understand the specific nature of CO calls and hence make more informed decisions on improving customer awareness and reducing CO incidents.

2. BACKGROUND

Since April 2008 NGN has participated in an Ofgem sponsored industry CO workgroup. The terms of reference of the workgroup included consideration of how to minimise CO deaths and injuries and maximise consumer awareness of the dangers of CO. The GDNs have collaborated to explore alternative approaches and have identified that the most effective means of minimising deaths and injuries would be through awareness initiatives. The first initiative is provision of an enhanced CO leaflet described below.

3. GDN JOINT CARBON MONOXIDE LEAFLETS

The GDNs identified that one of the most cost-effective means to raise awareness of CO was by distributing a new CO information leaflet. A joint leaflet would ensure consistency across networks and would incorporate best practice from each GDN. The GDNs therefore agreed that a new leaflet should comprise the following characteristics:

- Appealing eye catching design
- Clear, simple and informative message and easy to read and understand
- Not limited to gas only CO advice and contacts
- Flexible enough to be utilised by other agencies and CO campaign groups
- Common design for all GDNs.

The leaflet is to be issued by FCOs when visiting any household during an emergency visit and when carrying out other work such as meter repairs or replacement and to be available for exhibitions and displays. FCOs currently visit around 2m properties annually.

A copy of the new CO leaflet, agreed by the work group in March 2009, is attached as appendix 1. We believe that the co-operative GDN approach with the support of the ENA, Ofgem, industry representatives, the HSE and CO charities represents the very best example of what the Discretionary Reward Scheme is designed to achieve.

The GDNs will monitor the impact of the leaflet on consumer awareness of CO through CO related emergency call volumes. Other organisations such as gas suppliers, CO charities, oil and solid fuel providers have already expressed an interest in adopting or distributing the leaflet with their own material. The leaflet design and approach taken has the full support of a cross-section of parties with an interest in CO. This leaflet will

contribute to greater consumer awareness of the dangers of CO, particularly as it is designed first and foremost to encourage consumers to read it.

4. NGN CARBON MONOXIDE LEAFLET

However, the production of this leaflet took considerably longer than anticipated and, because NGN believed it was important to impact public awareness as soon as possible, we produced our own bespoke information leaflet to achieve the same objectives and have been distributing these through FCOs at emergency jobs, and other occasions when we enter a property, since January 2009. A copy is attached as appendix 2.

5. OTHER INFORMATION CAMPAIGNS

Northern Gas Networks' commitment to informing the wider population of the needs for gas safety, and specifically for carbon monoxide awareness, extends to other activities with a significant investment in staff time to undertake publicity activities.

During 2008/09 NGN arranged briefing sessions with approximately 5,000 primary school children through the PlaySafe StaySafe and Crucial Crew initiatives. Playsafe Staysafe delivers presentations to schools on gas safety, the danger of playing near roadworks, what to do in a gas emergency, and advising on carbon monoxide poisoning. Crucial Crew events are staged in partnership with the emergency services and other emergency providers, at urban locations and children are bussed-in for half-day briefings.

NGN has invested approximately £3,000 in bespoke display materials to provide relevant backdrops for these events. These initiatives are being developed and enhanced during 2009/10 to deliver the gas safety message to as many schools and young people as possible. Additionally, NGN is developing an extended outreach programme which will be detailed in next year's submission.

Additionally, NGN was the lead sponsor of the annual Kirklees Carbon Monoxide Campaign. This annual campaign delivers a high-profile series of events to local schools and other outlets warning of CO dangers. It has now developed a publicity plan which can be used anywhere in the UK. NGN provided £10,000 to the campaign during 2008/09.

6. CARBON MONOXIDE DATA ANALYSIS

As part of NGN's Carbon Monoxide awareness initiatives we have recognised the essential contribution that data analysis can make.

As part of the existing emergency procedures for dealing with gas escapes and other emergencies our engineers attend numerous CO related calls. During the investigations specific site details are captured in the field management systems and are transferred direct from site to our mainframe systems. This information is archived and is traditionally used as part of the annual workload analysis for our FCOs and feeds into the manpower resourcing models. In addition to field captured data, if on attending a customer's premise it is determined that occupiers show signs of CO poisoning then this is reported to the Health and Safety Executive under the Reportable Incidents and Dangerous Occurrence Regulations (RIDDOR).

We are combining these two data sets to better understand the specific nature of the CO related calls, and by doing so help NGN to make more informed decisions on how best to improve customer awareness of CO poisoning. For example analysis to date has identified that a significant number of calls relate to faulty CO alarms including battery failure and this has been used to feed back into our community safety awareness program to ensure we provide practical and focused advice. Further analysis is ongoing.

7. CONCLUSION

These activities show a clear commitment from NGN to work collaboratively with the other GDNs and also to deliver its own initiatives and to incorporate feedback to spread the vitally important message of carbon monoxide safety.

Appendix 1 - GDN joint CO awareness leaflet



CARBON MONOXIDE KILLS DON'T LET IT BE YOU



www.gas-safe.co.uk



PROTECT | **CONNECT** | **REJECT** | **SUSPECT**
your family with annual safety checks | *an audible carbon monoxide alarm* | *appliances fitted by unqualified people* | *CO poisoning if you recognise the signs*

- 24-hour national gas emergency number: 0800 111 999
 - Gas emergency minicom: 0800 37 17 87
 - Solid fuel advice number: 0845 6014 406
 - Health & Safety CO advice line: 0800 300 363
 - OFTEC oil-fired advice line: 0845 65 85 080
 - Gas Safe Register information: 0800 408 5500
- Chronic health problems?**
Visit your GP or phone your NHS information service
- NHS Direct: 0845 46 47 (minicom: 0845 606 4647)

what is carbon monoxide?

Carbon monoxide (CO) is a colourless, odourless, tasteless, poisonous gas which can be emitted by faulty appliances powered by any fuel that burns.

how can I protect myself?

Once a year, service all appliances powered by any fuel that burns: gas, coal, oil, petrol, wood etc. Sweep chimneys and flues. Landlords are legally bound to arrange annual gas safety checks and suppliers offer free yearly gas checks to some vulnerable customers.

can't I just fit an alarm?

CO alarms are important but ARE NOT a substitute for servicing or annual safety checks. Audible CO alarms SHOULD comply with BS EN 50291 and carry a British/European approval mark eg

who can work on my appliances?

Services and checks must ALWAYS be carried out by registered installers. DO NOT USE an appliance unless you are certain it's been professionally installed.

signs of carbon monoxide

Look out for gas appliances burning with a yellow/orange flame that's normally blue, extra condensation, pilot lights blowing out, sooting and/or yellow stains round appliances.

symptoms of carbon monoxide

- 'flu-like' symptoms
- chest or stomach pains
- erratic behaviour
- nausea and/or vomiting
- breathlessness
- feeling tired or drowsy
- giddiness/headaches
- visual problems

Suspect CO poisoning? Turn appliances off. Open doors and windows. Get everyone outside into fresh air immediately.

In a medical emergency, don't delay: phone 999



GAS



OIL



SOLID FUEL

Always use a qualified, accredited professional

© ENA 2009 This leaflet is produced by Energy Networks Association
Further info: www.energynetworks.org/CO

Appendix 2 - NGN CO awareness leaflet.



Carbon Monoxide (CO) poisoning

Important information for your safety



Why have I been given this leaflet?

This leaflet contains important advice aimed at increasing your awareness of the effects of Carbon Monoxide (CO) poisoning.

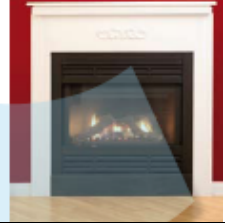
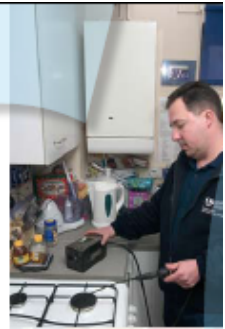
What is Carbon Monoxide (CO)?

Carbon Monoxide is a poisonous gas produced by burning any fossil fuel such as coal, wood or natural gas without adequate air ventilation. Known as 'the silent killer', Carbon Monoxide has no smell, taste or colour and it can kill without warning in a matter of hours. Around 50 people die in the UK every year from CO poisoning and many more are seriously injured. Older people and the young are particularly at risk.

You are at risk from CO poisoning if:

- your appliance was poorly installed;
- your appliance is not working properly;
- your appliance has not been checked for safety or maintained regularly;
- there is not enough fresh air in the room;
- your chimney or flue gets blocked up; or
- you allow non-CORGI registered engineers to install or maintain your appliance(s).

Apart from getting appliances checked, it is also important that they are used correctly. Appliances must have access to a good supply of fresh air - Carbon Monoxide is produced when there isn't enough air circulation.



What to look out for

Signs to look out for on boilers, fires, and cookers include:

- yellow or orange flames (except for fuel-effect fires which display this coloured flame);
- soot or stains around the appliance; and
- a pilot light that blows out frequently.

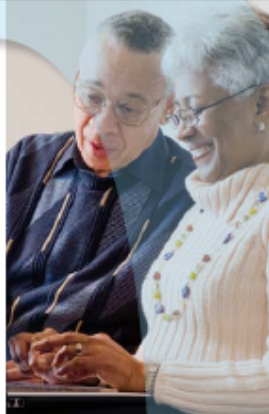
Symptoms of CO poisoning may include:

- headaches
- nausea;
- tiredness; or
- chest and/or stomach pains.

If you, or a member of your family, experience any of these symptoms, you are advised to seek urgent medical advice.

What do I need to do now?

If your appliances have not been serviced recently or have been deemed at risk, please call 0870 401 2300 to find a suitable registered CORGI engineer in your area or alternatively, look in Yellow Pages. If you are a tenant in the property concerned, please bring this leaflet to the attention of your landlord. It is the landlord's responsibility to ensure the appliances are inspected annually.



Want to know more?

Further information on Carbon Monoxide can be found at:

CORGI
www.corgi-gas-safety.com

Health & Safety Executive (HSE)
www.hse.gov.uk

Approved CO detectors are recommended and can be purchased from retailers, although they must not be used as a substitute for regular checks and servicing by a CORGI-registered installer.

If you smell gas indoors or outdoors
CALL FREE - NATIONAL GAS EMERGENCY SERVICE
immediately and tell us your location

0800 111 999*

*All calls will be recorded and may be monitored

Northern Gas Networks Limited
1100 Century Way
Colton
Leeds LS15 8TU

Telephone No: 0113 397 5300

www.northerngasnetworks.co.uk

