

NATIONAL GRID GAS - EAST OF ENGLAND GDN

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<b>Guaranteed Standard 1 - Regulation 7 - Supply Restoration</b>				
<b>Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	37	21	91	541
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	34	14	48	524
Value of payments made under Reg 7(2)(a)	£1,110	£630	£2,730	£16,230
Value of payments made under Reg 7(2)(b)	£4,530	£1,500	£5,160	£7,590
<b>Total value of payments made under Regulation 7</b>	<b>£5,640</b>	<b>£2,130</b>	<b>£7,890</b>	<b>£23,820</b>

<b>Non Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	0	0	0	1
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	0	0	0	1
Value of payments made under Reg 7(2)(a)	£0.00	£0.00	£0.00	£50.00
Value of payments made under Reg 7(2)(b)	£0.00	£0.00	£0.00	£600.00
<b>Total value of payments made under Regulation 7</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£650.00</b>

<b>Guaranteed Standard 2 - Regulation 8 - Reinstatement of customer's premises</b>				
<b>Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	2	6	65	40
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	3	6	58	19
Value of payments made under Reg 8(2)(a)	£100	£300	£3,250	£2,000
Value of payments made under Reg 8(2)(b)	£350	£900	£10,450	£2,500
Total value of payments made under Regulation 8 to domestic customers	£450	£1,200	£13,700	£4,500
<b>Non Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	0	0	0
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	0	0	0
Value of payments made under Reg 8(2)(a)	£0.00	£0.00	£0.00	£0.00
Value of payments made under Reg 8(2)(b)	£0.00	£0.00	£0.00	£0.00
Total value of payments made under Regulation 8 to non-domestic customers	£0.00	£0.00	£0.00	£0.00
<b>Total value of payments made under Regulation 8</b>	<b>£450</b>	<b>£1,200</b>	<b>£13,700</b>	<b>£4,500</b>

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<b>Guaranteed Standard 3 - Regulation 9 - Priority domestic customers</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
<b>Planned interruptions</b>				
Number of payments made under Reg 9(2)(a)	0	0	0	1
Value of payments made under Reg 9(2)(a)	£0	£0	£0	£24
<b>Unplanned interruptions (less than 250 premises)</b>				
Number of payments made under Reg 9(2)(b)(i)	0	0	0	0
Value of payments made under Reg 9(2)(b)(i)	£0	£0	£0	£0
<b>Unplanned interruptions (more than 250 premises)</b>				
Number of payments made under Reg 9(2)(b)(ii)	0	0	0	0
Value of payments made under Reg 9(2)(b)(ii)	£0	£0	£0	£0
<b>Total value of payments made under Regulation 9</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>	<b>£24</b>

<b>Guaranteed Standard 4 - Regulation 10 - Provision of standard connection quotations =&lt;275kWh per hour</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of requests for standard quote =<275kWh per hour (Reg 10(1)(a))	2765	2560	1894	1988
Number of standard quotations provided within prescribed period (Reg 10 (3) (a))	2726	2529	1864	1985

<b>Guaranteed Standard 5 - Regulation 10 - Provision of non-standard connection quotations =&lt;275kWh per hour</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of requests for non-standard quote =<275kWh per hour (Reg 10(1)(a))	798	642	454	336
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(i))	662	629	449	334

<b>Guaranteed Standard 6 - Regulation 10 - Provision of non-standard connection quotations &gt;275kWh per hour</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of requests for non-standard quote >275kWh per hour (Reg 10(1)(a))	156	151	97	80
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(ii))	144	145	94	80

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**Guaranteed Standard 9 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (= $\leq$ 275kWh per hour)**

	Q1	Q2	Q3	Q4
Number of quotations accepted (Reg 10(1)(d))	2279	2037	1195	1670
Number where both dates offered within timescale (Reg 10(3)(e)(i))	2279	2033	1195	1662

**Guaranteed Standard 10 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (> 275kWh per hour)**

	Q1	Q2	Q3	Q4
Number of quotations accepted (Reg 10(1)(d))	0	0	2	0
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	0	0	2	0

**Guaranteed Standard 11 - Regulation 10 - Substantial completion on agreed date**

	Q1	Q2	Q3	Q4
Total number of substantially completed quotations	2373	2263	1661	141
Total number substantially completed within agreed timescale	2312	2216	1603	137

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

<b>Domestic</b>	Q1	Q2	Q3	Q4
Number of payments due under Reg 12	81	10	35	523

<b>Non Domestic</b>	Q1	Q2	Q3	Q4
Number of payments due under Reg 12	24	6	0	1

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**Standard Special Condition D10(2)(a) Provision of standard connection quotations = $\leq$ 275 kWh per hour**

Number of requests for standard quotation = $\leq$ 275kWh per hour (Standard Special Condition D10 (1)(a))		12145
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))		98.78%

**Standard Special Condition D10(2)(b)(i) Provision of non-standard connection quotations = $\leq$ 275kWh per hour**

Number of requests for non-standard quotation = $\leq$ 275kWh per hour (Standard Special Condition D10 (1)(a))		2246
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))		93.05%

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<b>Standard Special Condition D10(2)(b)(ii) 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))		545
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))		96.15%
<b>Standard Special Condition D10(3) Accuracy of quotations</b>		
Number of quotations challenged under accuracy scheme (Standard Special Condition D10 (3))		30
Number of quotations found not to be accurate (Standard Special Condition D10 (3))		8
<b>Standard Special Condition D10(2)(d) Response to land enquiries</b>		
Number of land enquiry requests received (Standard Special Condition D10 (1)(c))		1793
Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))		99.67%
<b>Standard Special Condition D10(2)(e) Provision of a date for commencement and substantial completion</b>		
Number of quotations accepted		9739
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))		99.75%
<b>Standard Special Condition D10(2)(c) Substantial completion of works within timescales agreed with the customer.</b>		
Total number of projects completed		9937
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))		96.69%

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**Guaranteed Standard 1 - Regulation 7 - Supply Restoration**

<b>Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	308	433	557	1387
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	284	429	503	1354
Value of payments made under Reg 7(2)(a)	£9,240	£12,990	£16,710	£41,610
Value of payments made under Reg 7(2)(b)	£72,060	£137,500	£158,410	£176,100
<b>Total value of payments made under Regulation 7</b>	<b>£81,300</b>	<b>£150,490</b>	<b>£175,120</b>	<b>£217,710</b>

<b>Non Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	1	4	4	15
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	1	4	3	15
Value of payments made under Reg 7(2)(a)	£50.00	£200.00	£200.00	£750.00
Value of payments made under Reg 7(2)(b)	£950.00	£2,400.00	£1,900.00	£3,900.00
<b>Total value of payments made under Regulation 7</b>	<b>£1,000.00</b>	<b>£2,600.00</b>	<b>£2,100.00</b>	<b>£4,650.00</b>

**Guaranteed Standard 2 - Regulation 8 - Reinstatement of customer's premises**

<b>Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	38	25	50	41
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	32	23	42	24
Value of payments made under Reg 8(2)(a)	£1,900	£1,250	£2,500	£2,050
Value of payments made under Reg 8(2)(b)	£6,050	£6,650	£5,700	£3,300
Total value of payments made under Regulation 8 to domestic customers	£7,950	£7,900	£8,200	£5,350
<b>Non Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	1	0	0	0
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	1	0	0	0
Value of payments made under Reg 8(2)(a)	£100.00	£0.00	£0.00	£0.00
Value of payments made under Reg 8(2)(b)	£1,600.00	£0.00	£0.00	£0.00
Total value of payments made under Regulation 8 to non-domestic customers	£1,700.00	£0.00	£0.00	£0.00
<b>Total value of payments made under Regulation 8</b>	<b>£9,650</b>	<b>£7,900</b>	<b>£8,200</b>	<b>£5,350</b>

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<b>Guaranteed Standard 3 - Regulation 9 - Priority domestic customers</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
<b>Planned interruptions</b>				
Number of payments made under Reg 9(2)(a)	0	0	0	1
Value of payments made under Reg 9(2)(a)	£0	£0	£0	£24
<b>Unplanned interruptions (less than 250 premises)</b>				
Number of payments made under Reg 9(2)(b)(i)	0	0	0	0
Value of payments made under Reg 9(2)(b)(i)	£0	£0	£0	£0
<b>Unplanned interruptions (more than 250 premises)</b>				
Number of payments made under Reg 9(2)(b)(ii)	0	0	0	0
Value of payments made under Reg 9(2)(b)(ii)	£0	£0	£0	£0
<b>Total value of payments made under Regulation 9</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>	<b>£24</b>

<b>Guaranteed Standard 4 - Regulation 10 - Provision of standard connection quotations =&lt;275kWh per hour</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of requests for standard quote =<275kWh per hour (Reg 10(1)(a))	1312	1161	862	1019
Number of standard quotations provided within prescribed period (Reg 10 (3) (a))	1262	1150	838	1017

<b>Guaranteed Standard 5 - Regulation 10 - Provision of non-standard connection quotations =&lt;275kWh per hour</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of requests for non-standard quote =<275kWh per hour (Reg 10(1)(a))	524	401	336	205
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(i))	429	396	332	204

<b>Guaranteed Standard 6 - Regulation 10 - Provision of non-standard connection quotations &gt;275kWh per hour</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of requests for non-standard quote >275kWh per hour (Reg 10(1)(a))	132	128	96	69
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(ii))	115	123	93	68

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**Guaranteed Standard 9 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (= $\leq$ 275kWh per hour)**

	Q1	Q2	Q3	Q4
Number of quotations accepted (Reg 10(1)(d))	782	605	369	675
Number where both dates offered within timescale (Reg 10(3)(e)(i))	782	605	368	669

**Guaranteed Standard 10 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (> 275kWh per hour)**

	Q1	Q2	Q3	Q4
Number of quotations accepted (Reg 10(1)(d))	1	0	0	1
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	1	0	0	1

**Guaranteed Standard 11 - Regulation 10 - Substantial completion on agreed date**

	Q1	Q2	Q3	Q4
Total number of substantially completed quotations	997	853	458	55
Total number substantially completed within agreed timescale	971	825	439	53

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

	Q1	Q2	Q3	Q4
<b>Domestic</b>				
Number of payments due under Reg 12	306	390	320	1117
<b>Non Domestic</b>				
Number of payments due under Reg 12	16	1	5	9

**Standard Special Condition D10(2)(a) Provision of standard connection quotations = $\leq$ 275 kWh per hour**

	Q1	Q2	Q3	Q4	ANNUAL
Number of requests for standard quotation = $\leq$ 275kWh per hour (Standard Special Condition D10 (1)(a))					5917
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))					98.02%

**Standard Special Condition D10(2)(b)(i) Provision of non-standard connection quotations = $\leq$ 275kWh per hour**

	Q1	Q2	Q3	Q4	ANNUAL
Number of requests for non-standard quotation = $\leq$ 275kWh per hour (Standard Special Condition D10 (1)(a))					1480
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))					92.64%

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<b>Standard Special Condition D10(2)(b)(ii) 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))		478
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))		93.93%
<b>Standard Special Condition D10(3) Accuracy of quotations</b>		
Number of quotations challenged under accuracy scheme (Standard Special Condition D10 (3))		28
Number of quotations found not to be accurate (Standard Special Condition D10 (3))		6
<b>Standard Special Condition D10(2)(d) Response to land enquiries</b>		
Number of land enquiry requests received (Standard Special Condition D10 (1)(c))		1224
Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))		99.43%
<b>Standard Special Condition D10(2)(e) Provision of a date for commencement and substantial completion</b>		
Number of quotations accepted		3606
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))		99.56%
<b>Standard Special Condition D10(2)(c) Substantial completion of works within timescales agreed with the customer.</b>		
Total number of projects completed		4095
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))		96.46%

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<b>Guaranteed Standard 1 - Regulation 7 - Supply Restoration</b>				
<b>Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	58	48	117	18601
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	42	33	76	18274
Value of payments made under Reg 7(2)(a)	£1,740	£1,440	£3,510	£558,030
Value of payments made under Reg 7(2)(b)	£3,660	£3,600	£7,350	£577,200
<b>Total value of payments made under Regulation 7</b>	<b>£5,400</b>	<b>£5,040</b>	<b>£10,860</b>	<b>£1,135,230</b>

<b>Non Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	0	0	0	441
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	0	0	0	440
Value of payments made under Reg 7(2)(a)	£0.00	£0.00	£0.00	£22,050.00
Value of payments made under Reg 7(2)(b)	£0.00	£0.00	£0.00	£22,750.00
<b>Total value of payments made under Regulation 7</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£44,800.00</b>

<b>Guaranteed Standard 2 - Regulation 8 - Reinstatement of customer's premises</b>				
<b>Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	39	47	29	39
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	31	38	25	30
Value of payments made under Reg 8(2)(a)	£1,950	£2,350	£1,450	£1,950
Value of payments made under Reg 8(2)(b)	£6,950	£6,500	£4,100	£5,300
Total value of payments made under Regulation 8 to domestic customers	£8,900	£8,850	£5,550	£7,250
<b>Non Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	0	0	1
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	0	0	1
Value of payments made under Reg 8(2)(a)	£0.00	£0.00	£0.00	£100.00
Value of payments made under Reg 8(2)(b)	£0.00	£0.00	£0.00	£400.00
Total value of payments made under Regulation 8 to non-domestic customers	£0.00	£0.00	£0.00	£500.00
<b>Total value of payments made under Regulation 8</b>	<b>£8,900</b>	<b>£8,850</b>	<b>£5,550</b>	<b>£7,750</b>

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<b>Guaranteed Standard 3 - Regulation 9 - Priority domestic customers</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
<b>Planned interruptions</b>				
Number of payments made under Reg 9(2)(a)	0	0	0	1
Value of payments made under Reg 9(2)(a)	£0	£0	£0	£24
<b>Unplanned interruptions (less than 250 premises)</b>				
Number of payments made under Reg 9(2)(b)(i)	0	0	0	0
Value of payments made under Reg 9(2)(b)(i)	£0	£0	£0	£0
<b>Unplanned interruptions (more than 250 premises)</b>				
Number of payments made under Reg 9(2)(b)(ii)	0	0	0	0
Value of payments made under Reg 9(2)(b)(ii)	£0	£0	£0	£0
<b>Total value of payments made under Regulation 9</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>	<b>£24</b>

<b>Guaranteed Standard 4 - Regulation 10 - Provision of standard connection quotations =&lt;275kWh per hour</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of requests for standard quote =<275kWh per hour (Reg 10(1)(a))	1461	1240	886	1141
Number of standard quotations provided within prescribed period (Reg 10 (3) (a))	1433	1233	869	1139

<b>Guaranteed Standard 5 - Regulation 10 - Provision of non-standard connection quotations =&lt;275kWh per hour</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of requests for non-standard quote =<275kWh per hour (Reg 10(1)(a))	389	279	177	152
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(i))	315	276	176	152

<b>Guaranteed Standard 6 - Regulation 10 - Provision of non-standard connection quotations &gt;275kWh per hour</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of requests for non-standard quote >275kWh per hour (Reg 10(1)(a))	101	96	66	64
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(ii))	92	92	66	64

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**Guaranteed Standard 9 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (<=275kWh per hour)**

	Q1	Q2	Q3	Q4
Number of quotations accepted (Reg 10(1)(d))	1263	1009	489	931
Number where both dates offered within timescale (Reg 10(3)(e)(i))	1263	1009	488	929

**Guaranteed Standard 10 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (> 275kWh per hour)**

	Q1	Q2	Q3	Q4
Number of quotations accepted (Reg 10(1)(d))	2	1	0	0
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	2	1	0	0

**Guaranteed Standard 11 - Regulation 10 - Substantial completion on agreed date**

	Q1	Q2	Q3	Q4
Total number of substantially completed quotations	1329	1099	693	35
Total number substantially completed within agreed timescale	1270	1062	629	28

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

	Q1	Q2	Q3	Q4
<b>Domestic</b>				
Number of payments due under Reg 12	70	26	35	12440
<b>Non Domestic</b>				
Number of payments due under Reg 12	14	0	0	400

**Standard Special Condition D10(2)(a) Provision of standard connection quotations <=275 kWh per hour**

	ANNUAL
Number of requests for standard quotation <=275kWh per hour (Standard Special Condition D10 (1)(a))	6358
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	98.84%

**Standard Special Condition D10(2)(b)(i) Provision of non-standard connection quotations <=275kWh per hour**

	ANNUAL
Number of requests for non-standard quotation <=275kWh per hour (Standard Special Condition D10 (1)(a))	1011
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	92.19%

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<b>Standard Special Condition D10(2)(b)(ii) 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))		384
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))		96.35%
<b>Standard Special Condition D10(3) Accuracy of quotations</b>		
Number of quotations challenged under accuracy scheme (Standard Special Condition D10 (3))		9
Number of quotations found not to be accurate (Standard Special Condition D10 (3))		1
<b>Standard Special Condition D10(2)(d) Response to land enquiries</b>		
Number of land enquiry requests received (Standard Special Condition D10 (1)(c))		1388
Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))		99.50%
<b>Standard Special Condition D10(2)(e) Provision of a date for commencement and substantial completion</b>		
Number of quotations accepted		5144
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))		99.57%
<b>Standard Special Condition D10(2)(c) Substantial completion of works within timescales agreed with the customer.</b>		
Total number of projects completed		5108
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))		94.81%

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**Guaranteed Standard 1 - Regulation 7 - Supply Restoration**

<b>Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	28	19	29	84
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	18	12	20	39
Value of payments made under Reg 7(2)(a)	£840	£570	£870	£2,520
Value of payments made under Reg 7(2)(b)	£1,980	£690	£990	£3,780
<b>Total value of payments made under Regulation 7</b>	<b>£2,820</b>	<b>£1,260</b>	<b>£1,860</b>	<b>£6,300</b>

<b>Non Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	0	0	2	2
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	0	0	2	1
Value of payments made under Reg 7(2)(a)	£0.00	£0.00	£100.00	£100.00
Value of payments made under Reg 7(2)(b)	£0.00	£0.00	£600.00	£450.00
<b>Total value of payments made under Regulation 7</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£700.00</b>	<b>£550.00</b>

**Guaranteed Standard 2 - Regulation 8 - Reinstatement of customer's premises**

<b>Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	5	6	62	68
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	4	3	33	37
Value of payments made under Reg 8(2)(a)	£250	£300	£3,100	£3,400
Value of payments made under Reg 8(2)(b)	£1,000	£1,000	£7,450	£7,650
Total value of payments made under Regulation 8 to domestic customers	£1,250	£1,300	£10,550	£11,050
<b>Non Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	0	0	0
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	0	0	0
Value of payments made under Reg 8(2)(a)	£0.00	£0.00	£0.00	£0.00
Value of payments made under Reg 8(2)(b)	£0.00	£0.00	£0.00	£0.00
Total value of payments made under Regulation 8 to non-domestic customers	£0.00	£0.00	£0.00	£0.00
<b>Total value of payments made under Regulation 8</b>	<b>£1,250</b>	<b>£1,300</b>	<b>£10,550</b>	<b>£11,050</b>

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<b>Guaranteed Standard 3 - Regulation 9 - Priority domestic customers</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
<b>Planned interruptions</b>				
Number of payments made under Reg 9(2)(a)	0	0	0	0
Value of payments made under Reg 9(2)(a)	£0	£0	£0	£0
<b>Unplanned interruptions (less than 250 premises)</b>				
Number of payments made under Reg 9(2)(b)(i)	0	0	0	0
Value of payments made under Reg 9(2)(b)(i)	£0	£0	£0	£0
<b>Unplanned interruptions (more than 250 premises)</b>				
Number of payments made under Reg 9(2)(b)(ii)	0	0	0	0
Value of payments made under Reg 9(2)(b)(ii)	£0	£0	£0	£0
<b>Total value of payments made under Regulation 9</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>

<b>Guaranteed Standard 4 - Regulation 10 - Provision of standard connection quotations =&lt;275kWh per hour</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of requests for standard quote =<275kWh per hour (Reg 10(1)(a))	1033	675	739	832
Number of standard quotations provided within prescribed period (Reg 10 (3) (a))	1006	658	729	828

<b>Guaranteed Standard 5 - Regulation 10 - Provision of non-standard connection quotations =&lt;275kWh per hour</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of requests for non-standard quote =<275kWh per hour (Reg 10(1)(a))	329	259	170	140
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(i))	258	253	170	139

<b>Guaranteed Standard 6 - Regulation 10 - Provision of non-standard connection quotations &gt;275kWh per hour</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of requests for non-standard quote >275kWh per hour (Reg 10(1)(a))	81	78	62	39
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(ii))	71	77	61	39

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**Guaranteed Standard 9 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (= $275\text{kWh}$  per hour)**

	Q1	Q2	Q3	Q4
Number of quotations accepted (Reg 10(1)(d))	897	606	405	718
Number where both dates offered within timescale (Reg 10(3)(e)(i))	897	605	405	714

**Guaranteed Standard 10 - Regulation 10 - Offering a date for commencement and substantial completion of connection works ( $> 275\text{kWh}$  per hour)**

	Q1	Q2	Q3	Q4
Number of quotations accepted (Reg 10(1)(d))	0	0	0	0
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	0	0	0	0

**Guaranteed Standard 11 - Regulation 10 - Substantial completion on agreed date**

	Q1	Q2	Q3	Q4
Total number of substantially completed quotations	1038	765	642	57
Total number substantially completed within agreed timescale	1011	731	622	51

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

<b>Domestic</b>	Q1	Q2	Q3	Q4
Number of payments due under Reg 12	53	9	67	86
<b>Non Domestic</b>	Q1	Q2	Q3	Q4
Number of payments due under Reg 12	21	2	0	1

**Standard Special Condition D10(2)(a) Provision of standard connection quotations = $275\text{ kWh}$  per hour**

	ANNUAL
Number of requests for standard quotation = $275\text{kWh}$ per hour (Standard Special Condition D10 (1)(a))	4285
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	98.20%

**Standard Special Condition D10(3) Accuracy of quotations**

**Standard Special Condition D10(2)(b)(i) Provision of non-standard connection quotations = $275\text{kWh}$  per hour**

	ANNUAL
Number of requests for non-standard quotation = $275\text{kWh}$ per hour (Standard Special Condition D10 (1)(a))	910
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	91.43%

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<b>Standard Special Condition D10(2)(b)(ii) 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))		288
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))		95.83%
<b>Standard Special Condition D10(3) Accuracy of quotations</b>		
Number of quotations challenged under accuracy scheme (Standard Special Condition D10 (3))		12
Number of quotations found not to be accurate (Standard Special Condition D10 (3))		1
<b>Standard Special Condition D10(2)(d) Response to land enquiries</b>		
Number of land enquiry requests received (Standard Special Condition D10 (1)(c))		885
Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))		99.66%
<b>Standard Special Condition D10(2)(e) Provision of a date for commencement and substantial completion</b>		
Number of quotations accepted		3521
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))		99.74%
<b>Standard Special Condition D10(2)(c) Substantial completion of works within timescales agreed with the customer.</b>		
Total number of projects completed		3880
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))		96.19%

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<b>Guaranteed Standard 1 - Regulation 7 - Supply Restoration</b>				
<b>Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	64	154	267	849
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	20	37	62	571
Value of payments made under Reg 7(2)(a)	£1,920	£4,620	£8,010	£25,470
Value of payments made under Reg 7(2)(b)	£990	£1,500	£3,840	£23,580
<b>Total value of payments made under Regulation 7</b>	<b>£2,910</b>	<b>£6,120</b>	<b>£11,850</b>	<b>£49,050</b>

<b>Non Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	0	1	6	26
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	0	0	0	23
Value of payments made under Reg 7(2)(a)	£0.00	£50.00	£300.00	£1,300.00
Value of payments made under Reg 7(2)(b)	£0.00	£0.00	£0.00	£2,650.00
<b>Total value of payments made under Regulation 7</b>	<b>£0.00</b>	<b>£50.00</b>	<b>£300.00</b>	<b>£3,950.00</b>

<b>Guaranteed Standard 2 - Regulation 8 - Reinstatement of customer's premises</b>				
<b>Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	93	84	137	133
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	23	39	17	38
Value of payments made under Reg 8(2)(a)	£4,650	£4,200	£6,250	£5,650
Value of payments made under Reg 8(2)(b)	£1,650	£5,600	£2,000	£2,950
Total value of payments made under Regulation 8 to domestic customers	£6,300	£9,800	£8,250	£8,600
<b>Non Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	0	0	0
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	0	0	0
Value of payments made under Reg 8(2)(a)	£0.00	£0.00	£0.00	£0.00
Value of payments made under Reg 8(2)(b)	£0.00	£0.00	£0.00	£0.00
Total value of payments made under Regulation 8 to non-domestic customers	£0.00	£0.00	£0.00	£0.00
<b>Total value of payments made under Regulation 8</b>	<b>£6,300</b>	<b>£9,800</b>	<b>£8,250</b>	<b>£8,600</b>

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**Guaranteed Standard 3 - Regulation 9 - Priority domestic customers**

	Q1	Q2	Q3	Q4
<b>Planned interruptions</b>				
Number of payments made under Reg 9(2)(a)	0	0	0	0
Value of payments made under Reg 9(2)(a)	£0	£0	£0	£0
<b>Unplanned interruptions (less than 250 premises)</b>				
Number of payments made under Reg 9(2)(b)(i)	0	0	0	0
Value of payments made under Reg 9(2)(b)(i)	£0	£0	£0	£0
<b>Unplanned interruptions (more than 250 premises)</b>				
Number of payments made under Reg 9(2)(b)(ii)	0	0	0	0
Value of payments made under Reg 9(2)(b)(ii)	£0	£0	£0	£0
<b>Total value of payments made under Regulation 9</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>

**Guaranteed Standard 4 - Regulation 10 - Provision of standard connection quotations =<275kWh per hour**

	Q1	Q2	Q3	Q4
Number of requests for standard quote =<275kWh per hour (Reg 10(1)(a))	972	725	522	636
Number of standard quotations provided within prescribed period (Reg 10 (3) (a))	959	715	522	635

**Guaranteed Standard 5 - Regulation 10 - Provision of non-standard connection quotations =<275kWh per hour**

	Q1	Q2	Q3	Q4
Number of requests for non-standard quote =<275kWh per hour (Reg 10(1)(a))	596	694	527	494
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(i))	587	687	523	490

**Guaranteed Standard 6 - Regulation 10 - Provision of non-standard connection quotations >275kWh per hour**

	Q1	Q2	Q3	Q4
Number of requests for non-standard quote >275kWh per hour (Reg 10(1)(a))	29	54	38	40
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(ii))	29	54	38	40

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**Guaranteed Standard 9 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (= $275\text{kWh}$  per hour)**

	Q1	Q2	Q3	Q4
Number of quotations accepted (Reg 10(1)(d))	2074	1640	1236	1059
Number where both dates offered within timescale (Reg 10(3)(e)(i))	2068	1635	1233	1055

**Guaranteed Standard 10 - Regulation 10 - Offering a date for commencement and substantial completion of connection works ( $> 275\text{kWh}$  per hour)**

	Q1	Q2	Q3	Q4
Number of quotations accepted (Reg 10(1)(d))	16	12	20	17
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	16	12	20	15

**Guaranteed Standard 11 - Regulation 10 - Substantial completion on agreed date**

	Q1	Q2	Q3	Q4
Total number of substantially completed quotations	1757	1512	1389	964
Total number substantially completed within agreed timescale	1668	1420	1257	887

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

<b>Domestic</b>	0	0	0	0
Number of payments due under Reg 12	0	0	0	0
<b>Non Domestic</b>	Q1	Q2	Q3	Q4
Number of payments due under Reg 12	20	20	40	40

**Standard Special Condition D10(2)(a) Provision of standard connection quotations = $275\text{ kWh}$  per hour**

	ANNUAL
Number of requests for standard quotation = $275\text{kWh}$ per hour (Standard Special Condition D10 (1)(a))	4327
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	99.38%

**Standard Special Condition D10(3) Accuracy of quotations**

**Standard Special Condition D10(2)(b)(i) Provision of non-standard connection quotations = $275\text{kWh}$  per hour**

Number of requests for non-standard quotation = $275\text{kWh}$ per hour (Standard Special Condition D10 (1)(a))	3499
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	99.03%

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<b>Standard Special Condition D10(2)(b)(ii) 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))		406
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))		99.01%

<b>Standard Special Condition D10(3) Accuracy of quotations</b>		
Number of quotations challenged under accuracy scheme (Standard Special Condition D10 (3))		12
Number of quotations found not to be accurate (Standard Special Condition D10 (3))		0

<b>Standard Special Condition D10(2)(d) Response to land enquiries</b>		
Number of land enquiry requests received (Standard Special Condition D10 (1)(c))		793
Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))		99.62%

<b>Standard Special Condition D10(2)(e) Provision of a date for commencement and substantial completion</b>		
Number of quotations accepted		8002
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))		99.64%

<b>Standard Special Condition D10(2)(c) Substantial completion of works within timescales agreed with the customer.</b>		
Total number of projects completed		7188
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))		92.64%

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**Guaranteed Standard 1 - Regulation 7 - Supply Restoration**

<b>Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	152	231	2686	1177
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	57	93	1187	215
Value of payments made under Reg 7(2)(a)	£4,560	£6,930	£80,580	£35,310
Value of payments made under Reg 7(2)(b)	£3,960	£7,590	£38,190	£7,980
<b>Total value of payments made under Regulation 7</b>	<b>£8,520</b>	<b>£14,520</b>	<b>£118,770</b>	<b>£43,290</b>

<b>Non Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	1	24	68	16
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	0	22	57	1
Value of payments made under Reg 7(2)(a)	£50.00	£1,200.00	£3,400.00	£800.00
Value of payments made under Reg 7(2)(b)	£0.00	£6,850.00	£2,850.00	£50.00
<b>Total value of payments made under Regulation 7</b>	<b>£50.00</b>	<b>£8,050.00</b>	<b>£6,250.00</b>	<b>£850.00</b>

**Guaranteed Standard 2 - Regulation 8 - Reinstatement of customer's premises**

<b>Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	11	2	1	15
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	10	1	1	6
Value of payments made under Reg 8(2)(a)	£500	£100	£50	£400
Value of payments made under Reg 8(2)(b)	£4,450	£200	£50	£600
Total value of payments made under Regulation 8 to domestic customers	£4,950	£300	£100	£1,000
<b>Non Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	0	0	0
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	0	0	0
Value of payments made under Reg 8(2)(a)	£0.00	£0.00	£0.00	£0.00
Value of payments made under Reg 8(2)(b)	£0.00	£0.00	£0.00	£0.00
Total value of payments made under Regulation 8 to non-domestic customers	£0.00	£0.00	£0.00	£0.00
<b>Total value of payments made under Regulation 8</b>	<b>£4,950</b>	<b>£300</b>	<b>£100</b>	<b>£1,000</b>

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<b>Guaranteed Standard 3 - Regulation 9 - Priority domestic customers</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
<b>Planned interruptions</b>				
Number of payments made under Reg 9(2)(a)	0	0	0	0
Value of payments made under Reg 9(2)(a)	£0	£0	£0	£0
<b>Unplanned interruptions (less than 250 premises)</b>				
Number of payments made under Reg 9(2)(b)(i)	0	0	0	0
Value of payments made under Reg 9(2)(b)(i)	£0	£0	£0	£0
<b>Unplanned interruptions (more than 250 premises)</b>				
Number of payments made under Reg 9(2)(b)(ii)	0	0	0	0
Value of payments made under Reg 9(2)(b)(ii)	£0	£0	£0	£0
<b>Total value of payments made under Regulation 9</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>

<b>Guaranteed Standard 4 - Regulation 10 - Provision of standard connection quotations =&lt;275kWh per hour</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of requests for standard quote =<275kWh per hour (Reg 10(1)(a))	917	379	360	544
Number of standard quotations provided within prescribed period (Reg 10 (3) (a))	911	379	360	538

<b>Guaranteed Standard 5 - Regulation 10 - Provision of non-standard connection quotations =&lt;275kWh per hour</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of requests for non-standard quote =<275kWh per hour (Reg 10(1)(a))	1725	1588	1473	1742
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(i))	1688	1582	1467	1733

<b>Guaranteed Standard 6 - Regulation 10 - Provision of non-standard connection quotations &gt;275kWh per hour</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of requests for non-standard quote >275kWh per hour (Reg 10(1)(a))	12	14	11	18
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(ii))	11	14	11	18

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**Guaranteed Standard 9 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (= $275\text{kWh}$  per hour)**

	Q1	Q2	Q3	Q4
Number of quotations accepted (Reg 10(1)(d))	2389	1812	1438	1501
Number where both dates offered within timescale (Reg 10(3)(e)(i))	2386	1812	1438	1501

**Guaranteed Standard 10 - Regulation 10 - Offering a date for commencement and substantial completion of connection works ( $> 275\text{kWh}$  per hour)**

	Q1	Q2	Q3	Q4
Number of quotations accepted (Reg 10(1)(d))	7	6	5	8
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	7	6	5	8

**Guaranteed Standard 11 - Regulation 10 - Substantial completion on agreed date**

	Q1	Q2	Q3	Q4
Total number of substantially completed quotations	2246	1778	1493	1354
Total number substantially completed within agreed timescale	2161	1734	1470	1339

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

<b>Domestic</b>	Q1	Q2	Q3	Q4
Number of payments due under Reg 12	25	45	46	131
<b>Non Domestic</b>	Q1	Q2	Q3	Q4
Number of payments due under Reg 12	4	16	0	0

**Standard Special Condition D10(2)(a) Provision of standard connection quotations = $275\text{ kWh}$  per hour**

			ANNUAL
Number of requests for standard quotation = $275\text{kWh}$ per hour (Standard Special Condition D10 (1)(a))			2542
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))			99.53%

**Standard Special Condition D10(3) Accuracy of quotations**

**Standard Special Condition D10(2)(b)(i) Provision of non-standard connection quotations = $275\text{kWh}$  per hour**

Number of requests for non-standard quotation = $275\text{kWh}$ per hour (Standard Special Condition D10 (1)(a))		8425
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))		99.06%

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<b>Standard Special Condition D10(2)(b)(ii) 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))		776
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))		99.23%
<b>Standard Special Condition D10(3) Accuracy of quotations</b>		
Number of quotations challenged under accuracy scheme (Standard Special Condition D10 (3))		14
Number of quotations found not to be accurate (Standard Special Condition D10 (3))		1
<b>Standard Special Condition D10(2)(d) Response to land enquiries</b>		
Number of land enquiry requests received (Standard Special Condition D10 (1)(c))		188
Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))		96.81%
<b>Standard Special Condition D10(2)(e) Provision of a date for commencement and substantial completion</b>		
Number of quotations accepted		8615
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))		99.90%
<b>Standard Special Condition D10(2)(c) Substantial completion of works within timescales agreed with the customer.</b>		
Total number of projects completed		8399
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))		97.59%

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**Guaranteed Standard 1 - Regulation 7 - Supply Restoration**

<b>Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	840	351	418	674
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	808	328	311	468
Value of payments made under Reg 7(2)(a)	£25,200	£10,530	£12,540	£20,220
Value of payments made under Reg 7(2)(b)	£114,630	£43,320	£26,910	£70,320
<b>Total value of payments made under Regulation 7</b>	<b>£139,830</b>	<b>£53,850</b>	<b>£39,450</b>	<b>£90,540</b>

<b>Non Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	7	4	5	8
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	7	4	3	7
Value of payments made under Reg 7(2)(a)	£350.00	£200.00	£250.00	£400.00
Value of payments made under Reg 7(2)(b)	£1,650.00	£1,250.00	£550.00	£1,700.00
<b>Total value of payments made under Regulation 7</b>	<b>£2,000.00</b>	<b>£1,450.00</b>	<b>£800.00</b>	<b>£2,100.00</b>

**Guaranteed Standard 2 - Regulation 8 - Reinstatement of customer's premises**

<b>Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	0	6	10
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	0	2	3
Value of payments made under Reg 8(2)(a)	£0	£0	£200	£200
Value of payments made under Reg 8(2)(b)	£0	£0	£200	£200
Total value of payments made under Regulation 8 to domestic customers	£0	£0	£400	£400
<b>Non Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	1	0	0
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	0	0	0
Value of payments made under Reg 8(2)(a)	£0.00	£0.00	£100.00	£0.00
Value of payments made under Reg 8(2)(b)	£0.00	£0.00	£0.00	£0.00
Total value of payments made under Regulation 8 to non-domestic customers	£0.00	£0.00	£100.00	£0.00
<b>Total value of payments made under Regulation 8</b>	<b>£0</b>	<b>£0</b>	<b>£500</b>	<b>£400</b>

SCOTIA GAS NETWORKS - SOUTHERN GDN

<b>Guaranteed Standard 3 - Regulation 9 - Priority domestic customers</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
<b>Planned interruptions</b>				
Number of payments made under Reg 9(2)(a)	0	0	0	0
Value of payments made under Reg 9(2)(a)	£0	£0	£0	£0
<b>Unplanned interruptions (less than 250 premises)</b>				
Number of payments made under Reg 9(2)(b)(i)	0	0	0	0
Value of payments made under Reg 9(2)(b)(i)	£0	£0	£0	£0
<b>Unplanned interruptions (more than 250 premises)</b>				
Number of payments made under Reg 9(2)(b)(ii)	0	0	0	0
Value of payments made under Reg 9(2)(b)(ii)	£0	£0	£0	£0
<b>Total value of payments made under Regulation 9</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>

<b>Guaranteed Standard 4 - Regulation 10 - Provision of standard connection quotations =&lt;275kWh per hour</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of requests for standard quote =<275kWh per hour (Reg 10(1)(a))	807	895	885	937
Number of standard quotations provided within prescribed period (Reg 10 (3) (a))	806	894	885	935

<b>Guaranteed Standard 5 - Regulation 10 - Provision of non-standard connection quotations =&lt;275kWh per hour</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of requests for non-standard quote =<275kWh per hour (Reg 10(1)(a))	2069	1976	1628	2213
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(i))	2034	1963	1620	2208

<b>Guaranteed Standard 6 - Regulation 10 - Provision of non-standard connection quotations &gt;275kWh per hour</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of requests for non-standard quote >275kWh per hour (Reg 10(1)(a))	51	37	47	34
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(ii))	51	37	47	34

SCOTIA GAS NETWORKS - SOUTHERN GDN

**Guaranteed Standard 9 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (= $275\text{kWh}$  per hour)**

	Q1	Q2	Q3	Q4
Number of quotations accepted (Reg 10(1)(d))	1509	1711	1570	1575
Number where both dates offered within timescale (Reg 10(3)(e)(i))	1500	1703	1570	1574

**Guaranteed Standard 10 - Regulation 10 - Offering a date for commencement and substantial completion of connection works ( $> 275\text{kWh}$  per hour)**

	Q1	Q2	Q3	Q4
Number of quotations accepted (Reg 10(1)(d))	17	19	11	13
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	16	18	11	13

**Guaranteed Standard 11 - Regulation 10 - Substantial completion on agreed date**

	Q1	Q2	Q3	Q4
Total number of substantially completed quotations	1238	1844	1905	1505
Total number substantially completed within agreed timescale	1215	1794	1866	1480

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

<b>Domestic</b>	Q1	Q2	Q3	Q4
Number of payments due under Reg 12	699	127	48	73
<b>Non Domestic</b>	Q1	Q2	Q3	Q4
Number of payments due under Reg 12	4	3	2	2

**Standard Special Condition D10(2)(a) Provision of standard connection quotations = $275\text{ kWh}$  per hour**

	ANNUAL
Number of requests for standard quotation = $275\text{kWh}$ per hour (Standard Special Condition D10 (1)(a))	6286
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	99.86%

**Standard Special Condition D10(3) Accuracy of quotations**

**Standard Special Condition D10(2)(b)(i) Provision of non-standard connection quotations = $275\text{kWh}$  per hour**

	ANNUAL
Number of requests for non-standard quotation = $275\text{kWh}$ per hour (Standard Special Condition D10 (1)(a))	14362
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	99.04%

SCOTIA GAS NETWORKS - SOUTHERN GDN

<b>Standard Special Condition D10(2)(b)(ii) 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))		1005
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))		99.60%
<b>Standard Special Condition D10(3) Accuracy of quotations</b>		
Number of quotations challenged under accuracy scheme (Standard Special Condition D10 (3))		3
Number of quotations found not to be accurate (Standard Special Condition D10 (3))		0
<b>Standard Special Condition D10(2)(d) Response to land enquiries</b>		
Number of land enquiry requests received (Standard Special Condition D10 (1)(c))		435
Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))		98.39%
<b>Standard Special Condition D10(2)(e) Provision of a date for commencement and substantial completion</b>		
Number of quotations accepted		11727
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))		99.61%
<b>Standard Special Condition D10(2)(c) Substantial completion of works within timescales agreed with the customer.</b>		
Total number of projects completed		12698
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))		97.46%

WALES AND WEST UTILITIES

WALES AND WEST UTILITIES

<b>Guaranteed Standard 1 - Regulation 7 - Supply Restoration</b>				
<b>Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	40	755	116	102
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	9	16	40	30
Value of payments made under Reg 7(2)(a)	£1,200	£22,650	£3,480	£3,060
Value of payments made under Reg 7(2)(b)	£1,200	£1,590	£4,030	£2,890
<b>Total value of payments made under Regulation 7</b>	<b>£2,400</b>	<b>£24,240</b>	<b>£7,510</b>	<b>£5,950</b>

<b>Non Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	2	16	2	10
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	1	8	0	3
Value of payments made under Reg 7(2)(a)	£100.00	£800.00	£100.00	£500.00
Value of payments made under Reg 7(2)(b)	£100.00	£850.00	£0.00	£700.00
<b>Total value of payments made under Regulation 7</b>	<b>£200.00</b>	<b>£1,650.00</b>	<b>£100.00</b>	<b>£1,200.00</b>

<b>Guaranteed Standard 2 - Regulation 8 - Reinstatement of customer's premises</b>				
<b>Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	53	78	221	82
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	11	35	66	35
Value of payments made under Reg 8(2)(a)	£2,650	£3,900	£11,050	£4,100
Value of payments made under Reg 8(2)(b)	£750	£6,050	£6,600	£3,800
Total value of payments made under Regulation 8 to domestic customers	£3,400	£9,950	£17,650	£7,900
<b>Non Domestic</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	0	0	0
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	0	0	0
Value of payments made under Reg 8(2)(a)	£0.00	£0.00	£0.00	£0.00
Value of payments made under Reg 8(2)(b)	£0.00	£0.00	£0.00	£0.00
Total value of payments made under Regulation 8 to non-domestic customers	£0.00	£0.00	£0.00	£0.00
<b>Total value of payments made under Regulation 8</b>	<b>£3,400</b>	<b>£9,950</b>	<b>£17,650</b>	<b>£7,900</b>

WALES AND WEST UTILITIES

<b>Guaranteed Standard 3 - Regulation 9 - Priority domestic customers</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
<b>Planned interruptions</b>				
Number of payments made under Reg 9(2)(a)	0	0	0	1
Value of payments made under Reg 9(2)(a)	£0	£0	£0	£24
<b>Unplanned interruptions (less than 250 premises)</b>				
Number of payments made under Reg 9(2)(b)(i)	0	2	1	1
Value of payments made under Reg 9(2)(b)(i)	£0	£48	£24	£24
<b>Unplanned interruptions (more than 250 premises)</b>				
Number of payments made under Reg 9(2)(b)(ii)	0	0	0	0
Value of payments made under Reg 9(2)(b)(ii)	£0	£0	£0	£0
<b>Total value of payments made under Regulation 9</b>	<b>£0</b>	<b>£48</b>	<b>£24</b>	<b>£48</b>

<b>Guaranteed Standard 4 - Regulation 10 - Provision of standard connection quotations =&lt;275kWh per hour</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of requests for standard quote =<275kWh per hour (Reg 10(1)(a))	1843	1446	1220	1362
Number of standard quotations provided within prescribed period (Reg 10 (3) (a))	1816	1439	1210	1345

<b>Guaranteed Standard 5 - Regulation 10 - Provision of non-standard connection quotations =&lt;275kWh per hour</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of requests for non-standard quote =<275kWh per hour (Reg 10(1)(a))	2341	1659	1267	1386
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(i))	2265	1641	1256	1370

<b>Guaranteed Standard 6 - Regulation 10 - Provision of non-standard connection quotations &gt;275kWh per hour</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of requests for non-standard quote >275kWh per hour (Reg 10(1)(a))	25	15	23	14
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(ii))	25	15	23	14

WALES AND WEST UTILITIES

**Guaranteed Standard 9 - Regulation 10 - Offering a date for commencement and substantial completion of connection works (= $275\text{kWh}$  per hour)**

	Q1	Q2	Q3	Q4
Number of quotations accepted (Reg 10(1)(d))	2752	2160	1531	1563
Number where both dates offered within timescale (Reg 10(3)(e)(i))	2746	2159	1529	1563

**Guaranteed Standard 10 - Regulation 10 - Offering a date for commencement and substantial completion of connection works ( $> 275\text{kWh}$  per hour)**

	Q1	Q2	Q3	Q4
Number of quotations accepted (Reg 10(1)(d))	5	13	9	2
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	5	13	9	2

**Guaranteed Standard 11 - Regulation 10 - Substantial completion on agreed date**

	Q1	Q2	Q3	Q4
Total number of substantially completed quotations	2357	2829	1800	1406
Total number substantially completed within agreed timescale	2317	2778	1725	1316

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

<b>Domestic</b>	Q1	Q2	Q3	Q4
Number of payments due under Reg 12	66	86	255	112
<b>Non Domestic</b>	Q1	Q2	Q3	Q4
Number of payments due under Reg 12	1	0	3	7

**Standard Special Condition D10(2)(a) Provision of standard connection quotations = $275\text{ kWh}$  per hour**

	ANNUAL
Number of requests for standard quotation = $275\text{kWh}$ per hour (Standard Special Condition D10 (1)(a))	8609
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	99.06%

**Standard Special Condition D10(3) Accuracy of quotations**

**Standard Special Condition D10(2)(b)(i) Provision of non-standard connection quotations = $275\text{kWh}$  per hour**

	ANNUAL
Number of requests for non-standard quotation = $275\text{kWh}$ per hour (Standard Special Condition D10 (1)(a))	9867
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	98.32%

WALES AND WEST UTILITIES

<b>Standard Special Condition D10(2)(b)(ii) 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))		663
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))		99.40%
<b>Standard Special Condition D10(3) Accuracy of quotations</b>		
Number of quotations challenged under accuracy scheme (Standard Special Condition D10 (3))		1
Number of quotations found not to be accurate (Standard Special Condition D10 (3))		0
<b>Standard Special Condition D10(2)(d) Response to land enquiries</b>		
Number of land enquiry requests received (Standard Special Condition D10 (1)(c))		260
Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))		98.85%
<b>Standard Special Condition D10(2)(e) Provision of a date for commencement and substantial completion</b>		
Number of quotations accepted		11909
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))		99.80%
<b>Standard Special Condition D10(2)(c) Substantial completion of works within timescales agreed with the customer.</b>		
Total number of projects completed		12211
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))		96.52%