



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

Please note that the deadline for receipt of applications is 5pm, 14 May 2010.

GDN DETAILS: (please complete)	CONTACT DETAILS: (please complete)
Company: Wales & West Utilities Ltd Networks: Wales & West Utilities	Name: Steve Edwards Title: Head of Regulation & Commercial Telephone: 029 20278836 Email: steven.j.edwards@wwwutilities.co.uk
Address: Wales & West House, Spooher Close, Celtic Springs, Coedkernew, Newport Postcode: NP10 8FZ	CATEGORY: (please tick) Initiatives to reduce environmental impact of gas distribution <input checked="" type="checkbox"/> Initiatives to facilitate network extensions <input type="checkbox"/> Schemes to promote gas safety <input 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 14 May 2010**. 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 resources³ 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.

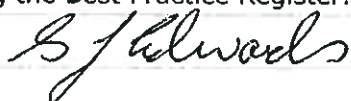
Schemes to promote gas safety including awareness of carbon monoxide

- 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: 12/5/2010

³ For example, from existing sources of government funding, such as those aimed at tackling fuel poverty and regeneration.