

GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE

COMPANY: NATIONAL GRID - East of England

Reporting Period: Annual

Year: 2009/10

Guaranteed Standard 1 - Regulation 7 - Supply Restoration

Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	115	145	536	1445	2241
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	105	133	513	1365	2116
Number of payments made under Reg 7(2)(a)	115	145	536	1445	2241
Value of payments made under Reg 7(2)(a)	£3,450.00	£4,350.00	£16,080.00	£43,350.00	£67,230.00
Number of payments made under Reg 7(2)(b)	560	132	226.3333333	2449	3367.333333
Value of payments made under Reg 7(2)(b)	£16,800.00	£3,960.00	£6,790.00	£73,470.00	101020
Number of times cap reached for payments under Reg 7(2)	0	0	1	0	1
Total value of domestic payments made under Regulation 7	£20,250.00	£8,310.00	£22,870.00	£116,820.00	£168,250.00

Non Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	6	2	10	1	19
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	6	2	9	1	18
Number of payments made under Reg 7(2)(a)	6	2	10	1	19
Value of payments made under Reg 7(2)(a)	£300.00	£100.00	£500.00	£50.00	£950.00
Number of payments made under Reg 7(2)(b)	8	2	2	3	15
Value of payments made under Reg 7(2)(b)	£400.00	£100.00	£100.00	£150.00	750
Number of times cap reached for payments under Reg 7(2)	0		0	0	0
Total value of non-domestic payments made under Regulation 7	£700.00	£200.00	£600.00	£200.00	£1,700.00
Total value of domestic and non-domestic payments made under Regulation 7	£20,950.00	£8,510.00	£23,470.00	£117,020.00	£169,950.00

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

Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises due to be reinstated	1971	3984	3845	3837	174
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	89	31	28	26	
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	34	15	12	12	73
Number of payments made under Reg 8(2)(a)	89	31	28	26	174
Value of payments made under Reg 8(2)(a)	£4,450.00	£1,550.00	£1,400.00	£1,300.00	£8,700.00
Number of payments made under Reg 8(2)(b)	57	99	31	35	222
Value of payments made under Reg 8(2)(b)	£2,850.00	£4,950.00	£1,550.00	£1,750.00	£11,100.00
Total value of payments made under Regulation 8 to domestic customers	£7,300.00	£6,500.00	£2,950.00	£3,050.00	£19,800.00
Non Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises due to be reinstated	5	30	32	33	100
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	0	0	2	2
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	0	0	1	1
Number of payments made under Reg 8(2)(a)	0	0	0	2	2
Value of payments made under Reg 8(2)(a)	£0.00	£0.00	£0.00	£200.00	£200.00
Number of payments made under Reg 8(2)(b)	0	0	0	1	1
Value of payments made under Reg 8(2)(b)	£0.00	£0.00	£0.00	£100.00	£100.00
Total value of payments made under Regulation 8 to non-domestic customers	£0.00	£0.00	£0.00	£300.00	£300.00
Total value of payments made under Regulation 8	£7,300.00	£6,500.00	£2,950.00	£3,350.00	£20,100.00

Guaranteed Standard 3 - Regulation 9 - Priority domestic customers

	Q1	Q2	Q3	Q4	Annual
Number of supply interruptions to priority domestic customers' premises (Reg 9(1))	897	699	643	857	3096
Planned interruptions	Q1	Q2	Q3	Q4	Annual
Number of planned interruptions to priority domestic customers' premises (Reg 9(2)(a))	746	572	511	725	2554
Number of payments made under Reg 9(2)(a)	0	0	0	0	0
Value of payments made under Reg 9(2)(a)	£0.00	£0.00	£0.00	£0.00	£0.00
Unplanned interruptions (less than 250 premises)	Q1	Q2	Q3	Q4	Annual

Number of unplanned interruptions to priority domestic customers' premises where less than 250 customers'	151	127	132	132	542
Number of payments made under Reg 9(2)(b)(i)	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
Unplanned interruptions (more than 250 premises)					
Number of unplanned interruptions to priority domestic customers' premises where 250 or more	0	0	0	0	0
Number of payments made under Reg 9(2)(b)(ii)	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
Total value of payments made under Regulation 9	£0.00	£0.00	£0.00	£0.00	£0.00

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for standard quote =<275kWh per hour (Reg 10(1)(a))	1389	2270	1860	1868	7387
Number of standard quotations provided within prescribed period (Reg 10(3)(a))	1389	2267	1860	1868	7384
Number of standard quotations not provided within prescribed period (Reg 10(3)(a))	0	3	0	0	3
Number of payments made under Reg 10(3)(a)	0	14	0	0	14
Number of times cap reached for payments under Reg 10(6)(b)(i)	0	0	0	0	0
Value of payments made under Regulation 10(3)(a)	£0.00	£140.00	£0.00	£0.00	£140.00

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quote =<275kWh per hour (Reg 10(1)(a))	716	40	53	69	878
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(i))	715	38	50	64	867
Number of non-standard quotations not provided within prescribed period (Reg 10(3)(b)(i))	1	2	3	5	11
Number of payments made under Reg 10(3)(b)(i)	0	8	34	45	87
Number of times cap reached for payments under Reg 10(6)(b)(i)	0	0	0	0	0
Value of payments made under Regulation 10(3)(b)(i)	£0.00	£80.00	£340.00	£450.00	£870.00

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quote >275kWh per hour (Reg 10(1)(a))	0	3	6	7	16
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(ii))	0	3	6	7	16
Number of non-standard quotations not provided within prescribed period (Reg 10(3)(b)(ii))	0	0	0	0	0
Number of payments made under Reg 10(3)(b)(ii)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(b)(ii)	0	0	0	0	0
Value of payments made under Regulation 10(3)(b)(ii)	£0.00	£0.00	£0.00	£0.00	£0.00

Guaranteed Standard 7 - Regulation 10 - Accuracy of quotations

	Q1	Q2	Q3	Q4	Annual
Number of quotations challenged under accuracy scheme (Reg 10(1)(b))	1	1	0	2	4
Number of quotations found not to be accurate (Reg 10(3)(c))	0	0	0	1	1
Number of refunds issued following accuracy scheme challenge	0	0	0	1	1
Value of refunds issued under accuracy scheme (Reg 10(3)(c))	£0.00	£0.00	£0.00	£745.00	£745.00

Guaranteed Standard 8 - Regulation 10 - Response to land enquiries

	Q1	Q2	Q3	Q4	Annual
Number of land enquiry requests received (Reg 10(1)(c))	103	127	118	149	497
Number of land enquiry requests responded to within timescale (Reg 10(3)(d))	102	126	118	147	493
Number of land enquiry requests not responded to within timescale (Reg 10(3)(d))	1	1	0	2	4
Number of payments made under Reg 10(3)(d)	12.5	1	0	6	19.5
Number of times cap reached for payments under Reg 10(6)(c)(i)(ii)	1	0	0	0	1
Value of payments made under Regulation 10(3)(d)	£500.00	£40.00	£0.00	£240.00	£780.00

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

	Q1	Q2	Q3	Q4	Annual
Number of quotations accepted (Reg 10(1)(d))	1330	1234	1857	1855	6276

Number where both dates offered within timescale (Reg 10(3)(e)(i))	1317	1207	1843	1837	6204
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	13	27	14	18	72
Number of payments made under Reg 10(3)(e)(i)	73.5	193.9	107.3	72	446.7
Number of times cap reached for payments under Reg 10(6)(d)(i)	2	6	1	4	13
Value of payments made under Regulation 10(3)(e)(i)	£1,470.00	£3,878.00	£2,146.00	£1,440.00	£8,934.00

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

	Q1	Q2	Q3	Q4	Annual
Number of quotations accepted (Reg 10(1)(d))	0	0	0	0	0
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	0	0	0	0	0
Number where at least one date not offered within timescale (Reg 10(3)(e)(ii))	0	0	0	0	0
Number of payments made under Reg 10(3)(e)(ii)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(d)(ii)	0	0	0	0	0
Value of payments made under Regulation 10(3)(e)(ii)	£0.00	£0.00	£0.00	£0.00	£0.00

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

Quotation value up to and including £1,000	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(i))	1652	1920	1874	1075	6521
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(i))	76	106	150	81	413
Number of payments made under Reg 10(3)(f)(i)	106	156	231.2005	305.6375	798.838
Number of times cap reached for payments under Reg 10(6)(e)	0	1	0	18	19
Value of payments made under Regulation 10(3)(f)(i)	£2,120.00	£3,120.00	£4,624.01	£6,112.75	£15,976.76

Quotation value over £1,000 but not exceeding £4,000

	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(ii))	19	10	1	191	221
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(ii))	1	10	0	28	39
Number of payments made under Reg 10(3)(f)(ii)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(f)	0	0	0	0	0
Value of payments made under Regulation 10(3)(f)(ii)	£20.00	£260.00	£0.00	£980.00	£1,260.00

Quotation value over £4,000 but not exceeding £20,000

	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(iii))	7	0	1	0	8
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(iii))	0	0	0	0	0
Number of payments made under Reg 10(3)(f)(iii)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(f)	0	0	0	0	0
Value of payments made under Regulation 10(3)(f)(iii)	£0.00	£0.00	£0.00	£0.00	£0.00

Quotation value above £20,000 but not exceeding £50,000

	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(iv))	0	0	0	0	0
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(iv))	0	0	0	0	0
Number of payments made under Reg 10(3)(f)(iv)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(g)	0	0	0	0	0
Value of payments made under Regulation 10(3)(f)(iv)	£0.00	£0.00	£0.00	£0.00	£0.00

Quotation value above £50,000 but not exceeding £100,000

	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(v))	0	0	0	0	0
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(v))	0	0	0	0	0
Number of payments made under Reg 10(3)(f)(v)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(h)	0	0	0	0	0
Value of payments made under Regulation 10(3)(f)(v)	£0.00	£0.00	£0.00	£0.00	£0.00

Total Amount

	Q1	Q2	Q3	Q4	Annual
Total number of substantially completed quotations	1755	2046	2026	1375	7202
Total number substantially completed within agreed timescale	1678	1930	1876	1266	6750
Total number not substantially completed within agreed timescale (Reg 10(3)(f))	77	116	150	109	452
Total number of payments made (Reg 10(3)(f))	106	156	231.2005	305.6375	798.838
Total number of times cap reached for payments (Reg 10(6)(e) - (h))	0	1	0	18	19

Total value of payments made (Regulation 10(3)(f))	£2,140.00	£3,380.00	£4,624.01	£7,092.75	£17,236.76
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Guaranteed Standard 13 - Regulation 10A - Notification of planned supply interruptions

Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers whose gas supply was interrupted for planned maintenance or replacement work	19314	14921	5093	16266	55594
Number of customers that did not receive prior notice of not less than prescribed period (Reg 10A(2))	0	0	1	2	3
Number of payments made under Reg 10A(2)	0	0	1	2	3
Value of payments made under Reg 10A(2)	£0.00	£0.00	£20.00	£40.00	£60.00
Non Domestic					
Number of customers whose gas supply was interrupted for planned maintenance or replacement work	336	420	80	487	1323
Number of customers that did not receive prior notice of not less than prescribed period (Reg 10A(2))	0	0	0	0	0
Number of payments made under Reg 10A(2)	0	0	0	0	0
Value of payments made under Reg 10A(2)	£0.00	£0.00	£0.00	£0.00	£0.00
Total value of payments made under Reg 10A	£0.00	£0.00	£20.00	£40.00	£60.00

Guaranteed Standard 14 - Regulation 10B - Response to complaints

	Q1	Q2	Q3	Q4	Annual
Total number of written and oral complaints received requiring a response	646	593	655	727	2621
Number of customers that did not receive a response within the prescribed period (Reg 10B(2))	9	18	12	21	60
Number of payments made under Reg 10B(2)	12	35	29	35	111
Number of times cap reached for payments under Reg 10B(4)(e)	1	2	3	1	7
Total value of payments made under Reg 10B	£240.00	£700.00	£580.00	£700.00	£2,220.00

Guaranteed Standard 12 - Regulation 12 - Payments

Domestic	Q1	Q2	Q3	Q4	Annual
Number of payments due under Reg 12	102	51	417	274	844
Value of payments made under Regulation 12 to domestic customers	£2,040.00	£1,020.00	£8,340.00	£5,480.00	£16,880.00
Non Domestic					
Number of payments due under Reg 12	0	1	5	3	9
Value of payments made under Regulation 12 to non-domestic customers	£0.00	£20.00	£100.00	£60.00	£180.00
Value of payments made under Reg 12	£2,040.00	£1,040.00	£8,440.00	£5,540.00	£17,060.00

Total value of payments made under the Guaranteed Standards	£34,640.00	£24,268.00	£42,570.01	£136,617.75	£238,095.76
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Standard Special Condition D10(2)(a) Provision of standard connection quotations =<275 kWh per hour

	Q1	Q2	Q3	Q4	Annual
Number of requests for standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))	1831	3624	3124	3552	12131
Number of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	1831	3621	3124	3552	12128
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	100.00%	99.92%	100.00%	100.00%	99.98%
Number of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	0	3	0	0	3
Percentage of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	0.00%	0.08%	0.00%	0.00%	0.02%

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))	1149	63	78	93	1383
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	1147	60	75	87	1369
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	99.83%	95.24%	96.15%	93.55%	98.99%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	2	3	3	6	14
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	0.17%	4.76%	3.85%	6.45%	1.01%

Standard Special Condition D10(2)(b)(ii) Provision of non-standard connections quotations >275kWh per hour

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quotation >275kWh per hour (Standard Special Condition D10 (1)(a))	17	44	31	44	136
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	17	44	31	44	136
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	100.00%	100.00%	100.00%	100.00%	100.00%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	0	0	0	0	0
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	0.00%	0.00%	0.00%	0.00%	0.00%

Standard Special Condition D10(3) Accuracy of quotations

	Q1	Q2	Q3	Q4	Annual
Number of quotations challenged under accuracy scheme (Standard Special Condition D10 (3))	1	2	1	3	7
Number of quotations found not to be accurate (Standard Special Condition D10 (3))	0	0	0	1	1
Number of refunds issued following accuracy scheme challenge (Standard Special Condition D10 (3))	0	0	0	1	1
Total value of refunds issued following accuracy scheme challenge (Standard Special Condition D10 (3))	£0.00	£0.00	£0.00	£745.00	£745.00

Standard Special Condition D10(2)(d) Response to land enquiries

	Q1	Q2	Q3	Q4	Annual
Number of land enquiry requests received (Standard Special Condition D10 (1)(c))	493	571	494	518	2076
Number of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	492	569	494	512	2067
Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	99.80%	99.65%	100.00%	98.84%	99.57%
Number of land enquiry requests not responded to within timescale (Standard Special Condition D10 (2)(d))	1	2	0	6	9
Percentage of land enquiry requests not responded to within timescale (Standard Special Condition D10 (2)(d))	0.20%	0.35%	0.00%	1.16%	0.43%

Standard Special Condition D10(2)(e) Provision of a date for commencement and substantial completion

	Q1	Q2	Q3	Q4	Annual
Number of quotations accepted	1742	1468	2273	2427	7910
Number where both dates offered within timescale (Standard Special Condition D10 (2)(e))	1726	1435	2257	2394	7812
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))	99.08%	97.75%	99.30%	98.64%	98.76%
Number where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	16	33	16	33	98
Percentage where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	0.92%	2.25%	0.70%	1.36%	1.24%

Standard Special Condition D10(2)(c) Substantial completion of works within timescales agreed with the customer.

	Q1	Q2	Q3	Q4	Annual
Total number of projects completed	2293	2555	2319	1631	8798
Number substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	2186	2408	2134	1505	8233
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	95.33%	94.25%	92.02%	92.27%	93.58%
Number not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	107	147	185	126	565
Percentage not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	4.67%	5.75%	7.98%	7.73%	6.42%

Standard Special Condition D10(2)(f) Responding to telephone calls

	Q1	Q2	Q3	Q4	Annual
Total calls received on specified numbers	669953	680264	839857	839191	3029265
Total calls answered within timescale	635003	634114	752227	762560	2783904
Percentage of telephone calls answered within timescale	94.78%	93.22%	89.57%	90.87%	91.90%

Standard Special Condition D10(2)(g)(i) Uncontrolled gas emergencies

	Q1	Q2	Q3	Q4	Annual
Number of uncontrolled gas escapes or other uncontrolled gas emergencies reported	23897	21301	30433	32643	108274
Number of responses within timescale	23602	20881	29069	31609	105161
Percentage of uncontrolled gas escapes responded to within timescale	98.77%	98.03%	95.52%	96.83%	97.12%

Standard Special Condition D10(2)(g)(ii) Controlled gas emergencies

	Q1	Q2	Q3	Q4	Annual
Number of controlled gas escapes or controlled other gas emergencies reported	8589	8909	12246	11581	41325
Number of responses within timescale	8520	8833	11867	11337	40557
Percentage of uncontrolled gas escapes responded to within timescale	99.20%	99.15%	96.91%	97.89%	98.14%

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COMPANY: NATIONAL GRID - London

Reporting Period: Annual

Year: 2009/10

Guaranteed Standard 1 - Regulation 7 - Supply Restoration					
Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	608	667	838	4346	6459
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	599	661	824	4096	6180
Number of payments made under Reg 7(2)(a)	608	667	838	4346	6459
Value of payments made under Reg 7(2)(a)	£18,240.00	£20,010.00	£25,140.00	£130,380.00	£193,770.00
Number of payments made under Reg 7(2)(b)	3265	2952.666667	3986	15700	25903.66667
Value of payments made under Reg 7(2)(b)	£97,950.00	£88,580.00	£119,580.00	£471,000.00	777110
Number of times cap reached for payments under Reg 7(2)	4	9	16	2	31
Total value of domestic payments made under Regulation 7	£116,190.00	£108,590.00	£144,720.00	£601,380.00	£970,880.00

Non Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	20	14	19	21	74
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	20	14	19	20	73
Number of payments made under Reg 7(2)(a)	20	14	19	21	74
Value of payments made under Reg 7(2)(a)	£1,000.00	£700.00	£950.00	£1,050.00	£3,700.00
Number of payments made under Reg 7(2)(b)	87	61	53	63	264
Value of payments made under Reg 7(2)(b)	£4,350.00	£3,050.00	£2,650.00	£3,150.00	13200
Number of times cap reached for payments under Reg 7(2)	0	1	0	1	2
Total value of non-domestic payments made under Regulation 7	£5,350.00	£3,750.00	£3,600.00	£4,200.00	£16,900.00
Total value of domestic and non-domestic payments made under Regulation 7	£121,540.00	£112,340.00	£148,320.00	£605,580.00	£987,780.00

Guaranteed Standard 2 - Regulation 8 - Reinstatement of customer's premises					
Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises due to be reinstated	3482	3685	3531	3584	14282
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	31	117	113	103	364
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	14	47	50	44	155
Number of payments made under Reg 8(2)(a)	31	117	113	103	364
Value of payments made under Reg 8(2)(a)	£1,550.00	£5,850.00	£5,650.00	£5,150.00	£18,200.00
Number of payments made under Reg 8(2)(b)	46	121	92	81	340
Value of payments made under Reg 8(2)(b)	£2,300.00	£6,050.00	£4,600.00	£4,050.00	£17,000.00
Total value of payments made under Regulation 8 to domestic customers	£3,850.00	£11,900.00	£10,250.00	£9,200.00	£35,200.00
Non Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises due to be reinstated	25	28	25	31	109
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	0	0	1	1
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	0	0	0	0
Number of payments made under Reg 8(2)(a)	0	0	0	1	1
Value of payments made under Reg 8(2)(a)	£0.00	£0.00	£0.00	£100.00	£100.00
Number of payments made under Reg 8(2)(b)	0	0	0	0	0
Value of payments made under Reg 8(2)(b)	£0.00	£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	£100.00	£100.00
Total value of payments made under Regulation 8	£3,850.00	£11,900.00	£10,250.00	£9,300.00	£35,300.00

Guaranteed Standard 3 - Regulation 9 - Priority domestic customers					
	Q1	Q2	Q3	Q4	Annual
Number of supply interruptions to priority domestic customers' premises (Reg 9(1))	488	488	572	490	2038
Planned interruptions	Q1	Q2	Q3	Q4	Annual
Number of planned interruptions to priority domestic customers' premises (Reg 9(2)(a))	346	337	305	353	1341
Number of payments made under Reg 9(2)(a)	0	0	0	6	6
Value of payments made under Reg 9(2)(a)	£0.00	£0.00	£0.00	£144.00	£144.00
Unplanned interruptions (less than 250 premises)	Q1	Q2	Q3	Q4	Annual

Number of unplanned interruptions to priority domestic customers' premises where less than 250 customers'	142	151	137	137	567
Number of payments made under Reg 9(2)(b)(i)	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
Unplanned interruptions (more than 250 premises)					
Number of unplanned interruptions to priority domestic customers' premises where 250 or more customers'	0	0	130	0	130
Number of payments made under Reg 9(2)(b)(ii)	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
Total value of payments made under Regulation 9	£0.00	£0.00	£0.00	£144.00	£144.00

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for standard quote =<275kWh per hour (Reg 10(1)(a))	771	997	841	814	3423
Number of standard quotations provided within prescribed period (Reg 10(3)(a))	771	996	841	814	3422
Number of standard quotations not provided within prescribed period (Reg 10(3)(a))	0	1	0	0	1
Number of payments made under Reg 10(3)(a)	0	25	0	0	25
Number of times cap reached for payments under Reg 10(6)(b)(i)	0	1	0	0	1
Value of payments made under Regulation 10(3)(a)	£0.00	£250.00	£0.00	£0.00	£250.00

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quote =<275kWh per hour (Reg 10(1)(a))	238	14	28	14	294
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(i))	237	13	27	14	291
Number of non-standard quotations not provided within prescribed period (Reg 10(3)(b)(i))	1	1	1	0	3
Number of payments made under Reg 10(3)(b)(i)	2	9	1	0	12
Number of times cap reached for payments under Reg 10(6)(b)(i)	0	0	0	0	0
Value of payments made under Regulation 10(3)(b)(i)	£20.00	£90.00	£10.00	£0.00	£120.00

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quote >275kWh per hour (Reg 10(1)(a))	2	10	6	7	25
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(ii))	2	10	6	7	25
Number of non-standard quotations not provided within prescribed period (Reg 10(3)(b)(ii))	0	0	0	0	0
Number of payments made under Reg 10(3)(b)(ii)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(b)(ii)	0	0	0	0	0
Value of payments made under Regulation 10(3)(b)(ii)	£0.00	£0.00	£0.00	£0.00	£0.00

Guaranteed Standard 7 - Regulation 10 - Accuracy of quotations

	Q1	Q2	Q3	Q4	Annual
Number of quotations challenged under accuracy scheme (Reg 10(1)(b))	0	1	0	1	2
Number of quotations found not to be accurate (Reg 10(3)(c))	0	0	0	0	0
Number of refunds issued following accuracy scheme challenge	0	0	0	0	0
Value of refunds issued under accuracy scheme (Reg 10(3)(c))	£0.00	£0.00	£0.00	£0.00	£0.00

Guaranteed Standard 8 - Regulation 10 - Response to land enquiries

	Q1	Q2	Q3	Q4	Annual
Number of land enquiry requests received (Reg 10(1)(c))	56	82	86	85	309
Number of land enquiry requests responded to within timescale (Reg 10(3)(d))	56	82	86	85	309
Number of land enquiry requests not responded to within timescale (Reg 10(3)(d))	0	0	0	0	0
Number of payments made under Reg 10(3)(d)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(c)(i)(ii)	0	0	0	0	0
Value of payments made under Regulation 10(3)(d)	£0.00	£0.00	£0.00	£0.00	£0.00

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

	Q1	Q2	Q3	Q4	Annual
Number of quotations accepted (Reg 10(1)(d))	463	502	659	587	2211

Number where both dates offered within timescale (Reg 10(3)(e)(i))	458	479	647	572	2156
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	5	23	12	15	55
Number of payments made under Reg 10(3)(e)(i)	31	169	93	88.5	381.5
Number of times cap reached for payments under Reg 10(6)(d)(i)	1	10	4	5	20
Value of payments made under Regulation 10(3)(e)(i)	£620.00	£3,380.00	£1,860.00	£1,770.00	£7,630.00

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

	Q1	Q2	Q3	Q4	Annual
Number of quotations accepted (Reg 10(1)(d))	0	2	3	0	5
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	0	2	2	0	4
Number where at least one date not offered within timescale (Reg 10(3)(e)(ii))	0	0	1	0	1
Number of payments made under Reg 10(3)(e)(ii)	0	0	1	0	1
Number of times cap reached for payments under Reg 10(6)(d)(ii)	0	0	0	0	0
Value of payments made under Regulation 10(3)(e)(ii)	£0.00	£0.00	£240.00	£0.00	£240.00

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

Quotation value up to and including £1,000	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(i))	507	637	796	440	2380
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(i))	30	44	35	15	124
Number of payments made under Reg 10(3)(f)(i)	117	74	54	35	280
Number of times cap reached for payments under Reg 10(6)(e)	3	0	0	0	3
Value of payments made under Regulation 10(3)(f)(i)	£2,340.00	£1,480.00	£1,080.00	£700.00	£5,600.00

Quotation value over £1,000 but not exceeding £4,000

	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(ii))	128	146	3	70	347
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(ii))	18	28	0	3	49
Number of payments made under Reg 10(3)(f)(ii)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(f)	1	0	0	0	1
Value of payments made under Regulation 10(3)(f)(ii)	£1,140.00	£860.00	£0.00	£60.00	£2,060.00

Quotation value over £4,000 but not exceeding £20,000

	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(iii))	9	0	1	1	11
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(iii))	0	0	1	0	1
Number of payments made under Reg 10(3)(f)(iii)	0	0	5	0	5
Number of times cap reached for payments under Reg 10(6)(f)	0	0	1	0	1
Value of payments made under Regulation 10(3)(f)(iii)	£0.00	£0.00	£500.00	£0.00	£500.00

Quotation value above £20,000 but not exceeding £50,000

	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(iv))	0	0	0	0	0
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(iv))	0	0	0	0	0
Number of payments made under Reg 10(3)(f)(iv)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(g)	0	0	0	0	0
Value of payments made under Regulation 10(3)(f)(iv)	£0.00	£0.00	£0.00	£0.00	£0.00

Quotation value above £50,000 but not exceeding £100,000

	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(v))	0	0	0	0	0
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(v))	0	0	0	0	0
Number of payments made under Reg 10(3)(f)(v)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(h)	0	0	0	0	0
Value of payments made under Regulation 10(3)(f)(v)	£0.00	£0.00	£0.00	£0.00	£0.00

Total Amount

	Q1	Q2	Q3	Q4	Annual
Total number of substantially completed quotations	692	855	836	529	2912
Total number substantially completed within agreed timescale	644	783	800	511	2738
Total number not substantially completed within agreed timescale (Reg 10(3)(f))	48	72	36	18	174
Total number of payments made (Reg 10(3)(f))	117	74	59	35	285
Total number of times cap reached for payments (Reg 10(6)(e) - (h))	4	0	1	0	5

Total value of payments made (Regulation 10(3)(f))	£3,480.00	£2,340.00	£1,580.00	£760.00	£8,160.00
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Guaranteed Standard 13 - Regulation 10A - Notification of planned supply interruptions

Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers whose gas supply was interrupted for planned maintenance or replacement work	22377	17595	5970	18042	63984
Number of customers that did not receive prior notice of not less than prescribed period (Reg 10A(2))	0	3	2	3	8
Number of payments made under Reg 10A(2)	0	3	2	3	8
Value of payments made under Reg 10A(2)	£0.00	£60.00	£40.00	£60.00	£160.00
Non Domestic					
Number of customers whose gas supply was interrupted for planned maintenance or replacement work	1482	699	267	962	3410
Number of customers that did not receive prior notice of not less than prescribed period (Reg 10A(2))	0	0	0	0	0
Number of payments made under Reg 10A(2)	0	0	0	0	0
Value of payments made under Reg 10A(2)	£0.00	£0.00	£0.00	£0.00	£0.00
Total value of payments made under Reg 10A	£0.00	£60.00	£40.00	£60.00	£160.00

Guaranteed Standard 14 - Regulation 10B - Response to complaints

	Q1	Q2	Q3	Q4	Annual
Total number of written and oral complaints received requiring a response	794	799	916	1483	3992
Number of customers that did not receive a response within the prescribed period (Reg 10B(2))	14	22	21	44	101
Number of payments made under Reg 10B(2)	20	46	46	85	197
Number of times cap reached for payments under Reg 10B(4)(e)	0	3	2	2	7
Total value of payments made under Reg 10B	£400.00	£920.00	£920.00	£1,700.00	£3,940.00

Guaranteed Standard 12 - Regulation 12 - Payments

Domestic	Q1	Q2	Q3	Q4	Annual
Number of payments due under Reg 12	273	306	508	2102	3189
Value of payments made under Regulation 12 to domestic customers	£5,460.00	£6,120.00	£10,160.00	£42,040.00	£63,780.00
Non Domestic					
Number of payments due under Reg 12	6	3	15	16	40
Value of payments made under Regulation 12 to non-domestic customers	£120.00	£60.00	£300.00	£320.00	£800.00
Value of payments made under Reg 12	£5,580.00	£6,180.00	£10,460.00	£42,360.00	£64,580.00

Total value of payments made under the Guaranteed Standards	£135,490.00	£137,460.00	£173,680.00	£661,674.00	£1,108,304.00
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Standard Special Condition D10(2)(a) Provision of standard connection quotations =<275 kWh per hour

	Q1	Q2	Q3	Q4	Annual
Number of requests for standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))	1022	1679	1478	1601	5780
Number of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	1022	1678	1478	1601	5779
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	100.00%	99.94%	100.00%	100.00%	99.98%
Number of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	0	1	0	0	1
Percentage of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	0.00%	0.06%	0.00%	0.00%	0.02%

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))	477	34	50	45	606
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	474	29	45	42	590
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	99.37%	85.29%	90.00%	93.33%	97.36%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	3	5	5	3	16
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	0.63%	14.71%	10.00%	6.67%	2.64%

Standard Special Condition D10(2)(b)(ii) Provision of non-standard connections quotations >275kWh per hour

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quotation >275kWh per hour (Standard Special Condition D10 (1)(a))	21	40	44	43	148
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	21	40	44	43	148
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	100.00%	100.00%	100.00%	100.00%	100.00%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	0	0	0	0	0
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	0.00%	0.00%	0.00%	0.00%	0.00%

Standard Special Condition D10(3) Accuracy of quotations

	Q1	Q2	Q3	Q4	Annual
Number of quotations challenged under accuracy scheme (Standard Special Condition D10 (3))	0	2	1	3	6
Number of quotations found not to be accurate (Standard Special Condition D10 (3))	0	0	0	1	1
Number of refunds issued following accuracy scheme challenge (Standard Special Condition D10 (3))	0	0	0	0	0
Total value of refunds issued following accuracy scheme challenge (Standard Special Condition D10 (3))	£0.00	£0.00	£0.00	£0.00	£0.00

Standard Special Condition D10(2)(d) Response to land enquiries

	Q1	Q2	Q3	Q4	Annual
Number of land enquiry requests received (Standard Special Condition D10 (1)(c))	330	339	346	321	1336
Number of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	330	339	344	320	1333
Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	100.00%	100.00%	99.42%	99.69%	99.78%
Number of land enquiry requests not responded to within timescale (Standard Special Condition D10 (2)(d))	0	0	2	1	3
Percentage of land enquiry requests not responded to within timescale (Standard Special Condition D10 (2)(d))	0.00%	0.00%	0.58%	0.31%	0.22%

Standard Special Condition D10(2)(e) Provision of a date for commencement and substantial completion

	Q1	Q2	Q3	Q4	Annual
Number of quotations accepted	604	627	825	782	2838
Number where both dates offered within timescale (Standard Special Condition D10 (2)(e))	598	594	810	759	2761
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))	99.01%	94.74%	98.18%	97.06%	97.29%
Number where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	6	33	15	23	77
Percentage where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	0.99%	5.26%	1.82%	2.94%	2.71%

Standard Special Condition D10(2)(c) Substantial completion of works within timescales agreed with the customer.

	Q1	Q2	Q3	Q4	Annual
Total number of projects completed	798	951	906	752	3407
Number substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	744	860	862	723	3189
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	93.23%	90.43%	95.14%	96.14%	93.60%
Number not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	54	91	44	29	218
Percentage not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	6.77%	9.57%	4.86%	3.86%	6.40%

Standard Special Condition D10(2)(f) Responding to telephone calls

	Q1	Q2	Q3	Q4	Annual
Total calls received on specified numbers	669953	680264	839857	839191	3029265
Total calls answered within timescale	635003	634114	752227	762560	2783904
Percentage of telephone calls answered within timescale	94.78%	93.22%	89.57%	90.87%	91.90%

Standard Special Condition D10(2)(g)(i) Uncontrolled gas emergencies

	Q1	Q2	Q3	Q4	Annual
Number of uncontrolled gas escapes or other uncontrolled gas emergencies reported	22962	21947	30735	29639	105283
Number of responses within timescale	22742	21591	29614	28610	102557
Percentage of uncontrolled gas escapes responded to within timescale	99.04%	98.38%	96.35%	96.53%	97.41%

Standard Special Condition D10(2)(g)(ii) Controlled gas emergencies

	Q1	Q2	Q3	Q4	Annual
Number of controlled gas escapes or controlled other gas emergencies reported	6848	7127	12888	10465	37328
Number of responses within timescale	6783	7023	12463	10078	36347
Percentage of uncontrolled gas escapes responded to within timescale	99.05%	98.54%	96.70%	96.30%	97.37%

GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE

COMPANY: NATIONAL GRID - North West

Reporting Period: Annual

Year: 2009/10

Guaranteed Standard 1 - Regulation 7 - Supply Restoration

Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	575	333	319	1556	2783
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	327	290	301	1369	2287
Number of payments made under Reg 7(2)(a)	575	333	319	1556	2783
Value of payments made under Reg 7(2)(a)	£17,250.00	£9,990.00	£9,570.00	£46,680.00	£83,490.00
Number of payments made under Reg 7(2)(b)	491	348	551	3383.333333	4773.333333
Value of payments made under Reg 7(2)(b)	£14,730.00	£10,440.00	£16,530.00	£101,500.00	143200
Number of times cap reached for payments under Reg 7(2)	0	0	0	2	2
Total value of domestic payments made under Regulation 7	£31,980.00	£20,430.00	£26,100.00	£148,180.00	£226,690.00

Non Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	20	11	14	70	115
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	17	9	14	65	105
Number of payments made under Reg 7(2)(a)	20	11	14	70	115
Value of payments made under Reg 7(2)(a)	£1,000.00	£550.00	£700.00	£3,500.00	£5,750.00
Number of payments made under Reg 7(2)(b)	31	19	28	186	264
Value of payments made under Reg 7(2)(b)	£1,550.00	£950.00	£1,400.00	£9,300.00	13200
Number of times cap reached for payments under Reg 7(2)	0	0	0	0	0
Total value of non-domestic payments made under Regulation 7	£2,550.00	£1,500.00	£2,100.00	£12,800.00	£18,950.00
Total value of domestic and non-domestic payments made under Regulation 7	£34,530.00	£21,930.00	£28,200.00	£160,980.00	£245,640.00

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

Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises due to be reinstated	2497	2495	3135	3823	894
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	340	258	125	171	
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	135	90	31	65	321
Number of payments made under Reg 8(2)(a)	340	258	125	171	894
Value of payments made under Reg 8(2)(a)	£17,000.00	£12,900.00	£6,250.00	£8,550.00	£44,700.00
Number of payments made under Reg 8(2)(b)	226	155	60	239	680
Value of payments made under Reg 8(2)(b)	£11,300.00	£7,750.00	£3,000.00	£11,950.00	£34,000.00
Total value of payments made under Regulation 8 to domestic customers	£28,300.00	£20,650.00	£9,250.00	£20,500.00	£78,700.00
Non Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises due to be reinstated	21	190	32	32	275
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	1	1	1	3
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	0	0	0	0
Number of payments made under Reg 8(2)(a)	0	1	1	1	3
Value of payments made under Reg 8(2)(a)	£0.00	£100.00	£100.00	£100.00	£300.00
Number of payments made under Reg 8(2)(b)	0	0	0	0	0
Value of payments made under Reg 8(2)(b)	£0.00	£0.00	£0.00	£0.00	£0.00
Total value of payments made under Regulation 8 to non-domestic customers	£0.00	£100.00	£100.00	£100.00	£300.00
Total value of payments made under Regulation 8	£28,300.00	£20,750.00	£9,350.00	£20,600.00	£79,000.00

Guaranteed Standard 3 - Regulation 9 - Priority domestic customers

	Q1	Q2	Q3	Q4	Annual
Number of supply interruptions to priority domestic customers' premises (Reg 9(1))	612	464	465	869	2410
Planned interruptions	Q1	Q2	Q3	Q4	Annual
Number of planned interruptions to priority domestic customers' premises (Reg 9(2)(a))	435	305	293	645	1678
Number of payments made under Reg 9(2)(a)	0	0	0	2	2
Value of payments made under Reg 9(2)(a)	£0.00	£0.00	£0.00	£48.00	£48.00
Unplanned interruptions (less than 250 premises)	Q1	Q2	Q3	Q4	Annual

Number of unplanned interruptions to priority domestic customers' premises where less than 250 customers'	177	159	172	172	680
Number of payments made under Reg 9(2)(b)(i)	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
Unplanned interruptions (more than 250 premises)					
Number of unplanned interruptions to priority domestic customers' premises where 250 or more customers'	0	0	0	52	52
Number of payments made under Reg 9(2)(b)(ii)	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
Total value of payments made under Regulation 9	£0.00	£0.00	£0.00	£48.00	£48.00

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for standard quote =<275kWh per hour (Reg 10(1)(a))	717	1126	976	876	3695
Number of standard quotations provided within prescribed period (Reg 10(3)(a))	717	1124	975	876	3692
Number of standard quotations not provided within prescribed period (Reg 10(3)(a))	0	2	1	0	3
Number of payments made under Reg 10(3)(a)	0	9	10	0	19
Number of times cap reached for payments under Reg 10(6)(b)(i)	0	0	0	0	0
Value of payments made under Regulation 10(3)(a)	£0.00	£90.00	£100.00	£0.00	£190.00

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quote =<275kWh per hour (Reg 10(1)(a))	343	9	29	28	409
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(i))	343	8	27	25	403
Number of non-standard quotations not provided within prescribed period (Reg 10(3)(b)(i))	0	1	2	3	6
Number of payments made under Reg 10(3)(b)(i)	0	9	15	3	27
Number of times cap reached for payments under Reg 10(6)(b)(i)	0	0	0	0	0
Value of payments made under Regulation 10(3)(b)(i)	£0.00	£90.00	£150.00	£30.00	£270.00

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quote >275kWh per hour (Reg 10(1)(a))	3	1	2	4	10
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(ii))	2	1	2	4	9
Number of non-standard quotations not provided within prescribed period (Reg 10(3)(b)(ii))	1	0	0	0	1
Number of payments made under Reg 10(3)(b)(ii)	1	0	0	0	1
Number of times cap reached for payments under Reg 10(6)(b)(ii)	0	0	0	0	0
Value of payments made under Regulation 10(3)(b)(ii)	£20.00	£0.00	£0.00	£0.00	£20.00

Guaranteed Standard 7 - Regulation 10 - Accuracy of quotations

	Q1	Q2	Q3	Q4	Annual
Number of quotations challenged under accuracy scheme (Reg 10(1)(b))	1	0	0	3	4
Number of quotations found not to be accurate (Reg 10(3)(c))	1	0	0	0	1
Number of refunds issued following accuracy scheme challenge	0	0	0	0	0
Value of refunds issued under accuracy scheme (Reg 10(3)(c))	£0.00	£0.00	£0.00	£0.00	£0.00

Guaranteed Standard 8 - Regulation 10 - Response to land enquiries

	Q1	Q2	Q3	Q4	Annual
Number of land enquiry requests received (Reg 10(1)(c))	66	96	85	89	336
Number of land enquiry requests responded to within timescale (Reg 10(3)(d))	66	96	84	88	334
Number of land enquiry requests not responded to within timescale (Reg 10(3)(d))	0	0	1	1	2
Number of payments made under Reg 10(3)(d)	0	0	1	1	2
Number of times cap reached for payments under Reg 10(6)(c)(i)(ii)	0	0	0	0	0
Value of payments made under Regulation 10(3)(d)	£0.00	£0.00	£40.00	£40.00	£80.00

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

	Q1	Q2	Q3	Q4	Annual
Number of quotations accepted (Reg 10(1)(d))	741	609	838	849	3037

Number where both dates offered within timescale (Reg 10(3)(e)(i))	736	600	831	846	3013
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	5	9	7	3	24
Number of payments made under Reg 10(3)(e)(i)	55	82.5	32.5	37.5	207.5
Number of times cap reached for payments under Reg 10(6)(d)(i)	4	5	1	2	12
Value of payments made under Regulation 10(3)(e)(i)	£1,100.00	£1,650.00	£650.00	£750.00	£4,150.00

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

	Q1	Q2	Q3	Q4	Annual
Number of quotations accepted (Reg 10(1)(d))	0	0	0	1	1
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	0	0	0	1	1
Number where at least one date not offered within timescale (Reg 10(3)(e)(ii))	0	0	0	0	0
Number of payments made under Reg 10(3)(e)(ii)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(d)(ii)	0	0	0	0	0
Value of payments made under Regulation 10(3)(e)(ii)	£0.00	£0.00	£0.00	£0.00	£0.00

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

Quotation value up to and including £1,000	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(i))	830	1027	812	394	3063
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(i))	34	21	17	17	89
Number of payments made under Reg 10(3)(f)(i)	66	41	27	60	194
Number of times cap reached for payments under Reg 10(6)(e)	0	1	0	3	4
Value of payments made under Regulation 10(3)(f)(i)	£1,320.00	£820.00	£540.00	£1,200.00	£3,880.00

Quotation value over £1,000 but not exceeding £4,000	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(ii))	20	17	1	147	185
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(ii))	1	0	0	6	7
Number of payments made under Reg 10(3)(f)(ii)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(f)	0	0	0	0	0
Value of payments made under Regulation 10(3)(f)(ii)	£20.00	£0.00	£0.00	£200.00	£220.00

Quotation value over £4,000 but not exceeding £20,000	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(iii))	1	0	0	0	1
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(iii))	0	0	0	0	0
Number of payments made under Reg 10(3)(f)(iii)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(f)	0	0	0	0	0
Value of payments made under Regulation 10(3)(f)(iii)	£0.00	£0.00	£0.00	£0.00	£0.00

Quotation value above £20,000 but not exceeding £50,000	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(iv))	0	0	0	0	0
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(iv))	0	0	0	0	0
Number of payments made under Reg 10(3)(f)(iv)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(g)	0	0	0	0	0
Value of payments made under Regulation 10(3)(f)(iv)	£0.00	£0.00	£0.00	£0.00	£0.00

Quotation value above £50,000 but not exceeding £100,000	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(v))	0	0	0	0	0
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(v))	0	0	0	0	0
Number of payments made under Reg 10(3)(f)(v)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(h)	0	0	0	0	0
Value of payments made under Regulation 10(3)(f)(v)	£0.00	£0.00	£0.00	£0.00	£0.00

Total Amount	Q1	Q2	Q3	Q4	Annual
Total number of substantially completed quotations	886	1065	830	564	3345
Total number substantially completed within agreed timescale	851	1044	813	541	3249
Total number not substantially completed within agreed timescale (Reg 10(3)(f))	35	21	17	23	96
Total number of payments made (Reg 10(3)(f))	66	41	27	60	194
Total number of times cap reached for payments (Reg 10(6)(e) - (h))	0	1	0	3	4

Total value of payments made (Regulation 10(3)(f))	£1,340.00	£820.00	£540.00	£1,400.00	£4,100.00
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Guaranteed Standard 13 - Regulation 10A - Notification of planned supply interruptions

Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers whose gas supply was interrupted for planned maintenance or replacement work	23637	22199	8734	17879	72449
Number of customers that did not receive prior notice of not less than prescribed period (Reg 10A(2))	7	9	12	6	34
Number of payments made under Reg 10A(2)	7	9	12	6	34
Value of payments made under Reg 10A(2)	£140.00	£180.00	£240.00	£120.00	£680.00
Non Domestic					
Number of customers whose gas supply was interrupted for planned maintenance or replacement work	534	518	421	812	2285
Number of customers that did not receive prior notice of not less than prescribed period (Reg 10A(2))	0	0	0	0	0
Number of payments made under Reg 10A(2)	0	0	0	0	0
Value of payments made under Reg 10A(2)	£0.00	£0.00	£0.00	£0.00	£0.00
Total value of payments made under Reg 10A	£140.00	£180.00	£240.00	£120.00	£680.00

Guaranteed Standard 14 - Regulation 10B - Response to complaints

	Q1	Q2	Q3	Q4	Annual
Total number of written and oral complaints received requiring a response	877	565	804	1167	3413
Number of customers that did not receive a response within the prescribed period (Reg 10B(2))	7	11	9	30	57
Number of payments made under Reg 10B(2)	10	28	17	53	108
Number of times cap reached for payments under Reg 10B(4)(e)	0	3	1	2	6
Total value of payments made under Reg 10B	£200.00	£560.00	£340.00	£1,060.00	£2,160.00

Guaranteed Standard 12 - Regulation 12 - Payments

Domestic	Q1	Q2	Q3	Q4	Annual
Number of payments due under Reg 12	400	219	95	308	1022
Value of payments made under Regulation 12 to domestic customers	£8,000.00	£4,380.00	£1,900.00	£6,160.00	£20,440.00
Non Domestic					
Number of payments due under Reg 12	14	2	1	3	20
Value of payments made under Regulation 12 to non-domestic customers	£280.00	£40.00	£20.00	£60.00	£400.00
Value of payments made under Reg 12	£8,280.00	£4,420.00	£1,920.00	£6,220.00	£20,840.00

Total value of payments made under the Guaranteed Standards	£73,910.00	£50,490.00	£41,530.00	£191,248.00	£357,178.00
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Standard Special Condition D10(2)(a) Provision of standard connection quotations =<275 kWh per hour

	Q1	Q2	Q3	Q4	Annual
Number of requests for standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))	995	1914	1610	1638	6157
Number of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	992	1912	1609	1638	6151
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	99.70%	99.90%	99.94%	100.00%	99.90%
Number of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	3	2	1	0	6
Percentage of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	0.30%	0.10%	0.06%	0.00%	0.10%

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))	589	20	38	43	690
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	588	18	36	38	680
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	99.83%	90.00%	94.74%	88.37%	98.55%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	1	2	2	5	10
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	0.17%	10.00%	5.26%	11.63%	1.45%

Standard Special Condition D10(2)(b)(ii) Provision of non-standard connections quotations >275kWh per hour

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quotation >275kWh per hour (Standard Special Condition D10 (1)(a))	14	33	31	22	100
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	13	33	31	22	99
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	92.86%	100.00%	100.00%	100.00%	99.00%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	1	0	0	0	1
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	7.14%	0.00%	0.00%	0.00%	1.00%

Standard Special Condition D10(3) Accuracy of quotations

	Q1	Q2	Q3	Q4	Annual
Number of quotations challenged under accuracy scheme (Standard Special Condition D10 (3))	3	0	0	3	6
Number of quotations found not to be accurate (Standard Special Condition D10 (3))	2	0	0	0	2
Number of refunds issued following accuracy scheme challenge (Standard Special Condition D10 (3))	1	0	0	0	1
Total value of refunds issued following accuracy scheme challenge (Standard Special Condition D10 (3))	£12,076.13	£0.00	£0.00	£0.00	£12,076.13

Standard Special Condition D10(2)(d) Response to land enquiries

	Q1	Q2	Q3	Q4	Annual
Number of land enquiry requests received (Standard Special Condition D10 (1)(c))	351	399	297	332	1379
Number of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	351	397	296	331	1375
Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	100.00%	99.50%	99.66%	99.70%	99.71%
Number of land enquiry requests not responded to within timescale (Standard Special Condition D10 (2)(d))	0	2	1	1	4
Percentage of land enquiry requests not responded to within timescale (Standard Special Condition D10 (2)(d))	0.00%	0.50%	0.34%	0.30%	0.29%

Standard Special Condition D10(2)(e) Provision of a date for commencement and substantial completion

	Q1	Q2	Q3	Q4	Annual
Number of quotations accepted	995	760	1044	1145	3944
Number where both dates offered within timescale (Standard Special Condition D10 (2)(e))	989	749	1035	1139	3912
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))	99.40%	98.55%	99.14%	99.48%	99.19%
Number where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	6	11	9	6	32
Percentage where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	0.60%	1.45%	0.86%	0.52%	0.81%

Standard Special Condition D10(2)(c) Substantial completion of works within timescales agreed with the customer.

	Q1	Q2	Q3	Q4	Annual
Total number of projects completed	1178	1406	1095	852	4531
Number substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	1124	1374	1071	821	4390
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	95.42%	97.72%	97.81%	96.36%	96.89%
Number not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	54	32	24	31	141
Percentage not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	4.58%	2.28%	2.19%	3.64%	3.11%

Standard Special Condition D10(2)(f) Responding to telephone calls

	Q1	Q2	Q3	Q4	Annual
Total calls received on specified numbers	669953	680264	839857	839191	3029265
Total calls answered within timescale	635003	634114	752227	762560	2783904
Percentage of telephone calls answered within timescale	94.78%	93.22%	89.57%	90.87%	91.90%

Standard Special Condition D10(2)(g)(i) Uncontrolled gas emergencies

	Q1	Q2	Q3	Q4	Annual
Number of uncontrolled gas escapes or other uncontrolled gas emergencies reported	20963	18826	26657	33714	100160
Number of responses within timescale	20765	18432	25928	32008	97133
Percentage of uncontrolled gas escapes responded to within timescale	99.06%	97.91%	97.27%	94.94%	96.98%

Standard Special Condition D10(2)(g)(ii) Controlled gas emergencies

	Q1	Q2	Q3	Q4	Annual
Number of controlled gas escapes or controlled other gas emergencies reported	6512	7230	9968	9897	33607
Number of responses within timescale	6484	7127	9813	9405	32829
Percentage of uncontrolled gas escapes responded to within timescale	99.57%	98.58%	98.45%	95.03%	97.69%

GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE

COMPANY: NATIONAL GRID - West Midlands

Reporting Period: Annual

Year: 2009/10

Guaranteed Standard 1 - Regulation 7 - Supply Restoration					
Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	61	96	125	84	366
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	47	96	117	72	332
Number of payments made under Reg 7(2)(a)	61	96	125	84	366
Value of payments made under Reg 7(2)(a)	£1,830.00	£2,880.00	£3,750.00	£2,520.00	£10,980.00
Number of payments made under Reg 7(2)(b)	44	92	95	60	291
Value of payments made under Reg 7(2)(b)	£1,320.00	£2,760.00	£2,850.00	£1,800.00	8730
Number of times cap reached for payments under Reg 7(2)	0	0	2	0	2
Total value of domestic payments made under Regulation 7	£3,150.00	£5,640.00	£6,600.00	£4,320.00	£19,710.00

Non Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	1	4	3	5	13
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	1	3	3	4	11
Number of payments made under Reg 7(2)(a)	1	4	3	5	13
Value of payments made under Reg 7(2)(a)	£50.00	£200.00	£150.00	£250.00	£650.00
Number of payments made under Reg 7(2)(b)	0	4	7	5	16
Value of payments made under Reg 7(2)(b)	£0.00	£200.00	£350.00	£0.00	550
Number of times cap reached for payments under Reg 7(2)	0	0	0	0	0
Total value of non-domestic payments made under Regulation 7	£50.00	£400.00	£500.00	£250.00	£1,200.00
Total value of domestic and non-domestic payments made under Regulation 7	£3,200.00	£6,040.00	£7,100.00	£4,570.00	£20,910.00

Guaranteed Standard 2 - Regulation 8 - Reinstatement of customer's premises					
Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises due to be reinstated	2869	2559	2583	2155	131
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	36	26	17	52	
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	22	19	14	22	77
Number of payments made under Reg 8(2)(a)	36	26	17	52	131
Value of payments made under Reg 8(2)(a)	£1,800.00	£1,300.00	£850.00	£2,600.00	£6,550.00
Number of payments made under Reg 8(2)(b)	127	37	22	86	272
Value of payments made under Reg 8(2)(b)	£6,350.00	£1,850.00	£1,100.00	£4,300.00	£13,600.00
Total value of payments made under Regulation 8 to domestic customers	£8,150.00	£3,150.00	£1,950.00	£6,900.00	£20,150.00
Non Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises due to be reinstated	24	25	29	56	134
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	0
Number of payments made under Reg 8(2)(a)	0	0	0	0	0
Value of payments made under Reg 8(2)(a)	£0.00	£0.00	£0.00	£0.00	£0.00
Number of payments made under Reg 8(2)(b)	0	0	0	0	0
Value of payments made under Reg 8(2)(b)	£0.00	£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	£0.00
Total value of payments made under Regulation 8	£8,150.00	£3,150.00	£1,950.00	£6,900.00	£20,150.00

Guaranteed Standard 3 - Regulation 9 - Priority domestic customers					
	Q1	Q2	Q3	Q4	Annual
Number of supply interruptions to priority domestic customers' premises (Reg 9(1))	527	433	398	629	1987
Planned interruptions	Q1	Q2	Q3	Q4	Annual
Number of planned interruptions to priority domestic customers' premises (Reg 9(2)(a))	418	318	281	512	1529
Number of payments made under Reg 9(2)(a)	0	1	3	6	10
Value of payments made under Reg 9(2)(a)	£0.00	£24.00	£72.00	£144.00	£240.00
Unplanned interruptions (less than 250 premises)	Q1	Q2	Q3	Q4	Annual

Number of unplanned interruptions to priority domestic customers' premises where less than 250 customers'	109	115	117	117	458
Number of payments made under Reg 9(2)(b)(i)	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
Unplanned interruptions (more than 250 premises)					
Number of unplanned interruptions to priority domestic customers' premises where 250 or more customers'	0	0	0	0	0
Number of payments made under Reg 9(2)(b)(ii)	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
Total value of payments made under Regulation 9	£0.00	£24.00	£72.00	£144.00	£240.00

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for standard quote =<275kWh per hour (Reg 10(1)(a))	564	770	636	668	2638
Number of standard quotations provided within prescribed period (Reg 10(3)(a))	561	768	636	668	2633
Number of standard quotations not provided within prescribed period (Reg 10(3)(a))	3	2	0	0	5
Number of payments made under Reg 10(3)(a)	24	8	0	0	32
Number of times cap reached for payments under Reg 10(6)(b)(i)	0	1	0	0	1
Value of payments made under Regulation 10(3)(a)	£240.00	£80.00	£0.00	£0.00	£320.00

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quote =<275kWh per hour (Reg 10(1)(a))	266	93	95	104	558
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(i))	265	90	86	91	532
Number of non-standard quotations not provided within prescribed period (Reg 10(3)(b)(i))	1	3	9	13	26
Number of payments made under Reg 10(3)(b)(i)	1	54	64	72	191
Number of times cap reached for payments under Reg 10(6)(b)(i)	0	0	0	0	0
Value of payments made under Regulation 10(3)(b)(i)	£10.00	£540.00	£640.00	£720.00	£1,910.00

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quote >275kWh per hour (Reg 10(1)(a))	0	0	2	0	2
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(ii))	0	0	2	0	2
Number of non-standard quotations not provided within prescribed period (Reg 10(3)(b)(ii))	0	0	0	0	0
Number of payments made under Reg 10(3)(b)(ii)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(b)(ii)	0	0	0	0	0
Value of payments made under Regulation 10(3)(b)(ii)	£0.00	£0.00	£0.00	£0.00	£0.00

Guaranteed Standard 7 - Regulation 10 - Accuracy of quotations

	Q1	Q2	Q3	Q4	Annual
Number of quotations challenged under accuracy scheme (Reg 10(1)(b))	1	0	0	1	2
Number of quotations found not to be accurate (Reg 10(3)(c))	1	0	0	0	1
Number of refunds issued following accuracy scheme challenge	0	0	0	0	0
Value of refunds issued under accuracy scheme (Reg 10(3)(c))	£0.00	£0.00	£0.00	£0.00	£0.00

Guaranteed Standard 8 - Regulation 10 - Response to land enquiries

	Q1	Q2	Q3	Q4	Annual
Number of land enquiry requests received (Reg 10(1)(c))	46	50	72	88	256
Number of land enquiry requests responded to within timescale (Reg 10(3)(d))	46	50	72	88	256
Number of land enquiry requests not responded to within timescale (Reg 10(3)(d))	0	0	0	0	0
Number of payments made under Reg 10(3)(d)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(c)(i)(ii)	0	0	0	0	0
Value of payments made under Regulation 10(3)(d)	£0.00	£0.00	£0.00	£0.00	£0.00

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

	Q1	Q2	Q3	Q4	Annual
Number of quotations accepted (Reg 10(1)(d))	472	418	689	782	2361

Number where both dates offered within timescale (Reg 10(3)(e)(i))	470	406	681	780	2337
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	2	12	8	2	24
Number of payments made under Reg 10(3)(e)(i)	16.25	54	60	5	135.25
Number of times cap reached for payments under Reg 10(6)(d)(i)	0	2	3	0	5
Value of payments made under Regulation 10(3)(e)(i)	£325.00	£1,080.00	£1,200.00	£100.00	£2,705.00

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

	Q1	Q2	Q3	Q4	Annual
Number of quotations accepted (Reg 10(1)(d))	0	0	0	0	0
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	0	0	0	0	0
Number where at least one date not offered within timescale (Reg 10(3)(e)(ii))	0	0	0	0	0
Number of payments made under Reg 10(3)(e)(ii)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(d)(ii)	0	0	0	0	0
Value of payments made under Regulation 10(3)(e)(ii)	£0.00	£0.00	£0.00	£0.00	£0.00

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

Quotation value up to and including £1,000	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(i))	635	794	648	457	2534
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(i))	24	42	31	66	163
Number of payments made under Reg 10(3)(f)(i)	48	73	50	240	411
Number of times cap reached for payments under Reg 10(6)(e)	0	0	0	8	8
Value of payments made under Regulation 10(3)(f)(i)	£960.00	£1,460.00	£1,000.00	£4,800.00	£8,220.00

Quotation value over £1,000 but not exceeding £4,000	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(ii))	7	4	0	108	119
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(ii))	1	2	0	7	10
Number of payments made under Reg 10(3)(f)(ii)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(f)	0	0	0	0	0
Value of payments made under Regulation 10(3)(f)(ii)	£20.00	£80.00	£0.00	£0.00	£100.00

Quotation value over £4,000 but not exceeding £20,000	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(iii))	1	0	0	0	1
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(iii))	0	0	0	0	0
Number of payments made under Reg 10(3)(f)(iii)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(f)	0	0	0	0	0
Value of payments made under Regulation 10(3)(f)(iii)	£0.00	£0.00	£0.00	£0.00	£0.00

Quotation value above £20,000 but not exceeding £50,000	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(iv))	0	0	0	0	0
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(iv))	0	0	0	0	0
Number of payments made under Reg 10(3)(f)(iv)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(g)	0	0	0	0	0
Value of payments made under Regulation 10(3)(f)(iv)	£0.00	£0.00	£0.00	£0.00	£0.00

Quotation value above £50,000 but not exceeding £100,000	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(v))	0	0	0	0	0
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(v))	0	0	0	0	0
Number of payments made under Reg 10(3)(f)(v)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(h)	0	0	0	0	0
Value of payments made under Regulation 10(3)(f)(v)	£0.00	£0.00	£0.00	£0.00	£0.00

Total Amount	Q1	Q2	Q3	Q4	Annual
Total number of substantially completed quotations	668	842	679	638	2827
Total number substantially completed within agreed timescale	643	798	648	565	2654
Total number not substantially completed within agreed timescale (Reg 10(3)(f))	25	44	31	73	173
Total number of payments made (Reg 10(3)(f))	48	73	50	240	411
Total number of times cap reached for payments (Reg 10(6)(e) - (h))	0	0	0	8	8

Total value of payments made (Regulation 10(3)(f))	£980.00	£1,540.00	£1,000.00	£4,800.00	£8,320.00
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Guaranteed Standard 13 - Regulation 10A - Notification of planned supply interruptions

Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers whose gas supply was interrupted for planned maintenance or replacement work	17490	13776	5896	15704	52866
Number of customers that did not receive prior notice of not less than prescribed period (Reg 10A(2))	8	6	12	13	39
Number of payments made under Reg 10A(2)	8	6	12	13	39
Value of payments made under Reg 10A(2)	£160.00	£120.00	£240.00	£260.00	£780.00
Non Domestic					
Number of customers whose gas supply was interrupted for planned maintenance or replacement work	456	542	333	537	1868
Number of customers that did not receive prior notice of not less than prescribed period (Reg 10A(2))	1	1	0	0	2
Number of payments made under Reg 10A(2)	1	1	0	0	2
Value of payments made under Reg 10A(2)	£50.00	£50.00	£0.00	£0.00	£100.00
Total value of payments made under Reg 10A	£210.00	£170.00	£240.00	£260.00	£880.00

Guaranteed Standard 14 - Regulation 10B - Response to complaints

	Q1	Q2	Q3	Q4	Annual
Total number of written and oral complaints received requiring a response	334	291	321	450	1396
Number of customers that did not receive a response within the prescribed period (Reg 10B(2))	3	9	6	10	28
Number of payments made under Reg 10B(2)	8	15	21	17	61
Number of times cap reached for payments under Reg 10B(4)(e)	1	1	3	0	5
Total value of payments made under Reg 10B	£160.00	£300.00	£420.00	£340.00	£1,220.00

Guaranteed Standard 12 - Regulation 12 - Payments

Domestic	Q1	Q2	Q3	Q4	Annual
Number of payments due under Reg 12	31	44	24	84	183
Value of payments made under Regulation 12 to domestic customers	£620.00	£880.00	£480.00	£1,680.00	£3,660.00
Non Domestic					
Number of payments due under Reg 12	1	0	0	3	4
Value of payments made under Regulation 12 to non-domestic customers	£20.00	£0.00	£0.00	£60.00	£80.00
Value of payments made under Reg 12	£640.00	£880.00	£480.00	£1,740.00	£3,740.00

Total value of payments made under the Guaranteed Standards	£13,915.00	£13,804.00	£13,102.00	£19,574.00	£60,395.00
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Standard Special Condition D10(2)(a) Provision of standard connection quotations =<275 kWh per hour

	Q1	Q2	Q3	Q4	Annual
Number of requests for standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))	736	1278	1056	1305	4375
Number of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	732	1276	1056	1305	4369
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	99.46%	99.84%	100.00%	100.00%	99.86%
Number of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	4	2	0	0	6
Percentage of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	0.54%	0.16%	0.00%	0.00%	0.14%

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))	467	137	128	188	920
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	460	130	118	168	876
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	98.50%	94.89%	92.19%	89.36%	95.22%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	7	7	10	20	44
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	1.50%	5.11%	7.81%	10.64%	4.78%

Standard Special Condition D10(2)(b)(ii) Provision of non-standard connections quotations >275kWh per hour

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quotation >275kWh per hour (Standard Special Condition D10 (1)(a))	9	21	14	10	54
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	8	21	13	10	52
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	88.89%	100.00%	92.86%	100.00%	96.30%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	1	0	1	0	2
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	11.11%	0.00%	7.14%	0.00%	3.70%

Standard Special Condition D10(3) Accuracy of quotations

	Q1	Q2	Q3	Q4	Annual
Number of quotations challenged under accuracy scheme (Standard Special Condition D10 (3))	1	0	0	1	2
Number of quotations found not to be accurate (Standard Special Condition D10 (3))	1	0	0	0	1
Number of refunds issued following accuracy scheme challenge (Standard Special Condition D10 (3))	0	0	0	0	0
Total value of refunds issued following accuracy scheme challenge (Standard Special Condition D10 (3))	£0.00	£0.00	£0.00	£0.00	£0.00

Standard Special Condition D10(2)(d) Response to land enquiries

	Q1	Q2	Q3	Q4	Annual
Number of land enquiry requests received (Standard Special Condition D10 (1)(c))	230	246	267	291	1034
Number of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	230	246	266	291	1033
Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	100.00%	100.00%	99.63%	100.00%	99.90%
Number of land enquiry requests not responded to within timescale (Standard Special Condition D10 (2)(d))	0	0	1	0	1
Percentage of land enquiry requests not responded to within timescale (Standard Special Condition D10 (2)(d))	0.00%	0.00%	0.37%	0.00%	0.10%

Standard Special Condition D10(2)(e) Provision of a date for commencement and substantial completion

	Q1	Q2	Q3	Q4	Annual
Number of quotations accepted	621	476	831	1012	2940
Number where both dates offered within timescale (Standard Special Condition D10 (2)(e))	618	462	821	1007	2908
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))	99.52%	97.06%	98.80%	99.51%	98.91%
Number where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	3	14	10	5	32
Percentage where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	0.48%	2.94%	1.20%	0.49%	1.09%

Standard Special Condition D10(2)(c) Substantial completion of works within timescales agreed with the customer.

	Q1	Q2	Q3	Q4	Annual
Total number of projects completed	817	959	777	751	3304
Number substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	784	904	742	660	3090
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	95.96%	94.26%	95.50%	87.88%	93.52%
Number not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	33	55	35	91	214
Percentage not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	4.04%	5.74%	4.50%	12.12%	6.48%

Standard Special Condition D10(2)(f) Responding to telephone calls

	Q1	Q2	Q3	Q4	Annual
Total calls received on specified numbers	669953	680264	839857	839191	3029265
Total calls answered within timescale	635003	634114	752227	762560	2783904
Percentage of telephone calls answered within timescale	94.78%	93.22%	89.57%	90.87%	91.90%

Standard Special Condition D10(2)(g)(i) Uncontrolled gas emergencies

	Q1	Q2	Q3	Q4	Annual
Number of uncontrolled gas escapes or other uncontrolled gas emergencies reported	13754	12004	16845	19054	61657
Number of responses within timescale	13670	11850	16497	18557	60574
Percentage of uncontrolled gas escapes responded to within timescale	99.39%	98.72%	97.93%	97.39%	98.24%

Standard Special Condition D10(2)(g)(ii) Controlled gas emergencies

	Q1	Q2	Q3	Q4	Annual
Number of controlled gas escapes or controlled other gas emergencies reported	5532	5601	7892	7036	26061
Number of responses within timescale	5512	5555	7788	6894	25749

GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE

COMPANY: Northern Gas Networks

Reporting Period: Annual

Year: 2009/10

Guaranteed Standard 1 - Regulation 7 - Supply Restoration

Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	120	435	380	1007	1942
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	64	365	332	939	1700
Number of payments made under Reg 7(2)(a)	120	435	380	1007	1942
Value of payments made under Reg 7(2)(a)	£3,600.00	£13,050.00	£11,400.00	£30,210.00	£58,260.00
Number of payments made under Reg 7(2)(b)	97	997	557	3140	4791
Value of payments made under Reg 7(2)(b)	£2,910.00	£29,910.00	£16,710.00	£94,200.00	143730
Number of times cap reached for payments under Reg 7(2)	0	0	0	0	0
Total value of domestic payments made under Regulation 7	£6,510.00	£42,960.00	£28,110.00	£124,410.00	£201,990.00

Non Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	0	6	0	11	17
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	0	6	0	11	17
Number of payments made under Reg 7(2)(a)	0	6	0	11	17
Value of payments made under Reg 7(2)(a)	£0.00	£300.00	£0.00	£550.00	£850.00
Number of payments made under Reg 7(2)(b)	0	24	0	35	59
Value of payments made under Reg 7(2)(b)	£0.00	£1,200.00	£0.00	£1,750.00	2950
Number of times cap reached for payments under Reg 7(2)	0	0	0	0	0
Total value of non-domestic payments made under Regulation 7	£0.00	£1,500.00	£0.00	£2,300.00	£3,800.00
Total value of domestic and non-domestic payments made under Regulation 7	£6,510.00	£44,460.00	£28,110.00	£126,710.00	£205,790.00

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

Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises due to be reinstated	2409	2416	2638	2534	9997
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	60	53	20	35	168
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	10	7	3	5	25
Number of payments made under Reg 8(2)(a)	60	53	19	32	164
Value of payments made under Reg 8(2)(a)	£3,000.00	£2,650.00	£950.00	£1,600.00	£8,200.00
Number of payments made under Reg 8(2)(b)	13	21	3	34	71
Value of payments made under Reg 8(2)(b)	£650.00	£1,050.00	£150.00	£1,700.00	£3,550.00
Total value of payments made under Regulation 8 to domestic customers	£3,650.00	£3,700.00	£1,100.00	£3,300.00	£11,750.00
Non Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises due to be reinstated	64	61	12	69	206
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	1	1	0	0	2
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	0	0	0	0
Number of payments made under Reg 8(2)(a)	1	1	0	0	2
Value of payments made under Reg 8(2)(a)	£100.00	£100.00	£0.00	£0.00	£200.00
Number of payments made under Reg 8(2)(b)	0	0	0	0	0
Value of payments made under Reg 8(2)(b)	£0.00	£0.00	£0.00	£0.00	£0.00
Total value of payments made under Regulation 8 to non-domestic customers	£100.00	£100.00	£0.00	£0.00	£200.00
Total value of payments made under Regulation 8	£3,750.00	£3,800.00	£1,100.00	£3,300.00	£11,950.00

Guaranteed Standard 3 - Regulation 9 - Priority domestic customers

	Q1	Q2	Q3	Q4	Annual
Number of supply interruptions to priority domestic customers' premises (Reg 9(1))	334	288	339	382	1343
Planned interruptions	Q1	Q2	Q3	Q4	Annual
Number of planned interruptions to priority domestic customers' premises (Reg 9(2)(a))	277	219	251	275	1022
Number of payments made under Reg 9(2)(a)	0	0	1	0	1
Value of payments made under Reg 9(2)(a)	£0.00	£0.00	£24.00	£0.00	£24.00
Unplanned interruptions (less than 250 premises)	Q1	Q2	Q3	Q4	Annual

Number of unplanned interruptions to priority domestic customers' premises where less than 250 customers'	57	61	82	93	293
Number of payments made under Reg 9(2)(b)(i)	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
Unplanned interruptions (more than 250 premises)					
Number of unplanned interruptions to priority domestic customers' premises where 250 or more	0	8	6	14	28
Number of payments made under Reg 9(2)(b)(ii)	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
Total value of payments made under Regulation 9	£0.00	£0.00	£24.00	£0.00	£24.00

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for standard quote =<275kWh per hour (Reg 10(1)(a))	545	615	546	803	2509
Number of standard quotations provided within prescribed period (Reg 10(3)(a))	543	614	544	801	2502
Number of standard quotations not provided within prescribed period (Reg 10(3)(a))	2	1	2	2	7
Number of payments made under Reg 10(3)(a)	9	2	33	30	74
Number of times cap reached for payments under Reg 10(6)(b)(i)	0	0	1	0	1
Value of payments made under Regulation 10(3)(a)	£90.00	£20.00	£330.00	£300.00	£740.00

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quote =<275kWh per hour (Reg 10(1)(a))	461	494	421	534	1910
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(i))	454	491	418	526	1889
Number of non-standard quotations not provided within prescribed period (Reg 10(3)(b)(i))	7	3	3	8	21
Number of payments made under Reg 10(3)(b)(i)	78	25	53	15	171
Number of times cap reached for payments under Reg 10(6)(b)(i)	1	1	2	0	4
Value of payments made under Regulation 10(3)(b)(i)	£780.00	£250.00	£530.00	£150.00	£1,710.00

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quote >275kWh per hour (Reg 10(1)(a))	33	29	23	34	119
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(ii))	33	29	22	34	118
Number of non-standard quotations not provided within prescribed period (Reg 10(3)(b)(ii))	0	0	1	0	1
Number of payments made under Reg 10(3)(b)(ii)	0	0	1	0	1
Number of times cap reached for payments under Reg 10(6)(b)(ii)	0	0	0	0	0
Value of payments made under Regulation 10(3)(b)(ii)	£0.00	£0.00	£20.00	£0.00	£20.00

Guaranteed Standard 7 - Regulation 10 - Accuracy of quotations

	Q1	Q2	Q3	Q4	Annual
Number of quotations challenged under accuracy scheme (Reg 10(1)(b))	2	1	2	0	5
Number of quotations found not to be accurate (Reg 10(3)(c))	1	0	2	0	3
Number of refunds issued following accuracy scheme challenge	1	0	0	0	1
Value of refunds issued under accuracy scheme (Reg 10(3)(c))	£0.00	£0.00	£0.00	£0.00	£0.00

Guaranteed Standard 8 - Regulation 10 - Response to land enquiries

	Q1	Q2	Q3	Q4	Annual
Number of land enquiry requests received (Reg 10(1)(c))	0	0	0	0	0
Number of land enquiry requests responded to within timescale (Reg 10(3)(d))	0	0	0	0	0
Number of land enquiry requests not responded to within timescale (Reg 10(3)(d))	0	0	0	0	0
Number of payments made under Reg 10(3)(d)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(c)(i)(ii)	0	0	0	0	0
Value of payments made under Regulation 10(3)(d)	£0.00	£0.00	£0.00	£0.00	£0.00

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

	Q1	Q2	Q3	Q4	Annual
Number of quotations accepted (Reg 10(1)(d))	1346	1181	1210	1291	5028

Number where both dates offered within timescale (Reg 10(3)(e)(i))	1323	1176	1201	1289	4989
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	23	5	9	2	39
Number of payments made under Reg 10(3)(e)(i)	149	48.5	79	23	299.5
Number of times cap reached for payments under Reg 10(6)(d)(i)	6	3	3	1	13
Value of payments made under Regulation 10(3)(e)(i)	£2,980.00	£960.00	£1,580.00	£460.00	£5,980.00

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

	Q1	Q2	Q3	Q4	Annual
Number of quotations accepted (Reg 10(1)(d))	13	17	6	9	45
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	13	17	6	9	45
Number where at least one date not offered within timescale (Reg 10(3)(e)(ii))	0	0	0	0	0
Number of payments made under Reg 10(3)(e)(ii)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(d)(ii)	0	0	0	0	0
Value of payments made under Regulation 10(3)(e)(ii)	£0.00	£0.00	£0.00	£0.00	£0.00

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

Quotation value up to and including £1,000	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(i))	965	893	1102	1187	4147
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(i))	173	52	55	39	319
Number of payments made under Reg 10(3)(f)(i)	1156	391	386	323	2256
Number of times cap reached for payments under Reg 10(6)(e)	90	32	32	27	181
Value of payments made under Regulation 10(3)(f)(i)	£23,120.00	£7,820.00	£7,720.00	£6,460.00	£45,120.00

Quotation value over £1,000 but not exceeding £4,000	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(ii))	73	74	108	118	373
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(ii))	28	10	13	6	57
Number of payments made under Reg 10(3)(f)(ii)	199	80	78	54	411
Number of times cap reached for payments under Reg 10(6)(f)	19	7	6	5	37
Value of payments made under Regulation 10(3)(f)(ii)	£10,880.42	£3,449.58	£4,046.66	£3,038.95	£21,415.61

Quotation value over £4,000 but not exceeding £20,000	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(iii))	16	15	10	15	56
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(iii))	7	1	1	1	10
Number of payments made under Reg 10(3)(f)(iii)	59	2	2	17	80
Number of times cap reached for payments under Reg 10(6)(f)	3	0	0	1	4
Value of payments made under Regulation 10(3)(f)(iii)	£6,279.27	£200.00	£200.00	£1,667.67	£8,346.94

Quotation value above £20,000 but not exceeding £50,000	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(iv))	0	0	0	2	2
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(iv))	0	0	1	0	1
Number of payments made under Reg 10(3)(f)(iv)	0	0	38	0	38
Number of times cap reached for payments under Reg 10(6)(g)	0	0	0	0	0
Value of payments made under Regulation 10(3)(f)(iv)	£0.00	£0.00	£3,800.00	£0.00	£3,800.00

Quotation value above £50,000 but not exceeding £100,000	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(v))	0	0	0	0	0
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(v))	0	0	0	0	0
Number of payments made under Reg 10(3)(f)(v)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(h)	0	0	0	0	0
Value of payments made under Regulation 10(3)(f)(v)	£0.00	£0.00	£0.00	£0.00	£0.00

Total Amount	Q1	Q2	Q3	Q4	Annual
Total number of substantially completed quotations	1262	1045	1290	1368	4965
Total number substantially completed within agreed timescale	1054	982	1220	1322	4578
Total number not substantially completed within agreed timescale (Reg 10(3)(f))	208	63	70	46	387
Total number of payments made (Reg 10(3)(f))	1414	473	504	394	2785
Total number of times cap reached for payments (Reg 10(6)(e) - (h))	112	39	38	33	222

Total value of payments made (Regulation 10(3)(f))	£40,279.69	£11,469.58	£15,766.66	£11,166.62	£78,682.55
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Guaranteed Standard 13 - Regulation 10A - Notification of planned supply interruptions

Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers whose gas supply was interrupted for planned maintenance or replacement work	18601	14413	12401	18229	63644
Number of customers that did not receive prior notice of not less than prescribed period (Reg 10A(2))	881	650	572	558	2661
Number of payments made under Reg 10A(2)	11	2	3	5	21
Value of payments made under Reg 10A(2)	£220.00	£40.00	£60.00	£100.00	£420.00
Non Domestic					
Number of customers whose gas supply was interrupted for planned maintenance or replacement work	0	0	0	0	0
Number of customers that did not receive prior notice of not less than prescribed period (Reg 10A(2))	0	0	0	0	0
Number of payments made under Reg 10A(2)	0	0	0	0	0
Value of payments made under Reg 10A(2)	£0.00	£0.00	£0.00	£0.00	£0.00
Total value of payments made under Reg 10A	£220.00	£40.00	£60.00	£100.00	£420.00

Guaranteed Standard 14 - Regulation 10B - Response to complaints

	Q1	Q2	Q3	Q4	Annual
Total number of written and oral complaints received requiring a response	186	146	228	282	842
Number of customers that did not receive a response within the prescribed period (Reg 10B(2))	0	1	1	1	3
Number of payments made under Reg 10B(2)	0	1	1	1	3
Number of times cap reached for payments under Reg 10B(4)(e)	0	0	0	0	0
Total value of payments made under Reg 10B	£0.00	£20.00	£20.00	£20.00	£60.00

Guaranteed Standard 12 - Regulation 12 - Payments

Domestic	Q1	Q2	Q3	Q4	Annual
Number of payments due under Reg 12	49	50	8	17	124
Value of payments made under Regulation 12 to domestic customers	£980.00	£1,000.00	£160.00	£340.00	£2,480.00
Non Domestic					
Number of payments due under Reg 12	0	0	0	0	0
Value of payments made under Regulation 12 to non-domestic customers	£0.00	£0.00	£0.00	£0.00	£0.00
Value of payments made under Reg 12	£980.00	£1,000.00	£160.00	£340.00	£2,480.00

Total value of payments made under the Guaranteed Standards	£55,589.69	£62,019.58	£47,700.66	£142,546.62	£307,856.55
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Standard Special Condition D10(2)(a) Provision of standard connection quotations =<275 kWh per hour

	Q1	Q2	Q3	Q4	Annual
Number of requests for standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))	1152	1103	946	1250	4451
Number of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	1148	1101	942	1248	4439
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	99.65%	99.82%	99.58%	99.84%	99.73%
Number of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	4	2	4	2	12
Percentage of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	0.35%	0.18%	0.42%	0.16%	0.27%

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))	766	752	690	753	2961
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	754	746	687	742	2929
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	98.43%	99.20%	99.57%	98.54%	98.92%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	12	6	3	11	32
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	1.57%	0.80%	0.43%	1.46%	1.08%

Standard Special Condition D10(2)(b)(ii) Provision of non-standard connections quotations >275kWh per hour

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quotation >275kWh per hour (Standard Special Condition D10 (1)(a))	63	50	48	65	226
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	63	50	47	65	225
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	100.00%	100.00%	97.92%	100.00%	99.56%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	0	0	1	0	1
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	0.00%	0.00%	2.08%	0.00%	0.44%

Standard Special Condition D10(3) Accuracy of quotations

	Q1	Q2	Q3	Q4	Annual
Number of quotations challenged under accuracy scheme (Standard Special Condition D10 (3))	2	1	2	0	5
Number of quotations found not to be accurate (Standard Special Condition D10 (3))	1	0	2	0	3
Number of refunds issued following accuracy scheme challenge (Standard Special Condition D10 (3))	1	0	0	0	1
Total value of refunds issued following accuracy scheme challenge (Standard Special Condition D10 (3))	£0.00	£0.00	£0.00	£0.00	£0.00

Standard Special Condition D10(2)(d) Response to land enquiries

	Q1	Q2	Q3	Q4	Annual
Number of land enquiry requests received (Standard Special Condition D10 (1)(c))	201	191	161	229	782
Number of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	201	191	161	229	782
Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	100.00%	100.00%	100.00%	100.00%	100.00%
Number of land enquiry requests not responded to within timescale (Standard Special Condition D10 (2)(d))	0	0	0	0	0
Percentage of land enquiry requests not responded to within timescale (Standard Special Condition D10 (2)(d))	0.00%	0.00%	0.00%	0.00%	0.00%

Standard Special Condition D10(2)(e) Provision of a date for commencement and substantial completion

	Q1	Q2	Q3	Q4	Annual
Number of quotations accepted	1938	1704	1809	1688	7139
Number where both dates offered within timescale (Standard Special Condition D10 (2)(e))	1907	1699	1797	1686	7089
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))	98.40%	99.71%	99.34%	99.88%	99.30%
Number where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	31	5	12	2	50
Percentage where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	1.60%	0.29%	0.66%	0.12%	0.70%

Standard Special Condition D10(2)(c) Substantial completion of works within timescales agreed with the customer.

	Q1	Q2	Q3	Q4	Annual
Total number of projects completed	1714	1532	1850	1883	6979
Number substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	1408	1437	1740	1799	6384
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	82.15%	93.80%	94.05%	95.54%	91.47%
Number not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	306	95	110	84	595
Percentage not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	17.85%	6.20%	5.95%	4.46%	8.53%

Standard Special Condition D10(2)(f) Responding to telephone calls

	Q1	Q2	Q3	Q4	Annual
Total calls received on specified numbers	669953	680264	839857	839191	3029265
Total calls answered within timescale	635003	634114	752227	762560	2783904
Percentage of telephone calls answered within timescale	94.78%	93.22%	89.57%	90.87%	91.90%

Standard Special Condition D10(2)(g)(i) Uncontrolled gas emergencies

	Q1	Q2	Q3	Q4	Annual
Number of uncontrolled gas escapes or other uncontrolled gas emergencies reported	19043	18457	25158	31741	94399
Number of responses within timescale	18801	18256	24148	30374	91579
Percentage of uncontrolled gas escapes responded to within timescale	98.73%	98.91%	95.99%	95.69%	97.01%

Standard Special Condition D10(2)(g)(ii) Controlled gas emergencies

	Q1	Q2	Q3	Q4	Annual
Number of controlled gas escapes or controlled other gas emergencies reported	5787	5857	8246	8530	28420
Number of responses within timescale	5764	5836	8064	8184	27848
Percentage of uncontrolled gas escapes responded to within timescale	99.60%	99.64%	97.79%	95.94%	97.99%

GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE

COMPANY: **Scotland Gas Networks**

Reporting Period: **Annual**

Year: **2009/10**

Guaranteed Standard 1 - Regulation 7 - Supply Restoration

Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	113	1618	313	267	2311
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	54	1562	202	162	1980
Number of payments made under Reg 7(2)(a)	113	1618	313	267	2311
Value of payments made under Reg 7(2)(a)	£3,390.00	£48,540.00	£9,390.00	£8,010.00	£69,330.00
Number of payments made under Reg 7(2)(b)	93	6132	484	1192	7901
Value of payments made under Reg 7(2)(b)	£2,790.00	£183,960.00	£14,520.00	£35,760.00	£237,030.00
Number of times cap reached for payments under Reg 7(2)	0	0	0	0	0
Total value of domestic payments made under Regulation 7	£6,180.00	£232,500.00	£23,910.00	£43,770.00	£306,360.00

Non Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	0	29	4	4	37
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	0	28	4	1	33
Number of payments made under Reg 7(2)(a)	0	29	4	4	37
Value of payments made under Reg 7(2)(a)	£0.00	£1,450.00	£200.00	£200.00	£1,850.00
Number of payments made under Reg 7(2)(b)	0	103	16	2	121
Value of payments made under Reg 7(2)(b)	£0.00	£5,150.00	£800.00	£100.00	£6,050.00
Number of times cap reached for payments under Reg 7(2)	0	0	0	0	0
Total value of non-domestic payments made under Regulation 7	£0.00	£6,600.00	£1,000.00	£300.00	£7,900.00
Total value of domestic and non-domestic payments made under Regulation 7	£6,180.00	£239,100.00	£24,910.00	£44,070.00	£314,260.00

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

Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises due to be reinstated	2037	2211	1703	1554	7505
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	9	8	27	16	60
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	4	2	4	0	10
Number of payments made under Reg 8(2)(a)	9	5	6	14	34
Value of payments made under Reg 8(2)(a)	£450.00	£250.00	£300.00	£700.00	£1,700.00
Number of payments made under Reg 8(2)(b)	5	6	2	2	15
Value of payments made under Reg 8(2)(b)	£250.00	£300.00	£100.00	£100.00	£750.00
Total value of payments made under Regulation 8 to domestic customers	£700.00	£550.00	£400.00	£800.00	£2,450.00
Non Domestic					
Number of customers' premises due to be reinstated	58	104	53	61	276
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	0	0	1	1
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	0	0	0	0
Number of payments made under Reg 8(2)(a)	0	1	0	0	1
Value of payments made under Reg 8(2)(a)	£0.00	£100.00	£0.00	£0.00	£100.00
Number of payments made under Reg 8(2)(b)	0	0	0	0	0
Value of payments made under Reg 8(2)(b)	£0.00	£0.00	£0.00	£0.00	£0.00
Total value of payments made under Regulation 8 to non-domestic customers	£0.00	£100.00	£0.00	£0.00	£100.00
Total value of payments made under Regulation 8	£700.00	£650.00	£400.00	£800.00	£2,550.00

Guaranteed Standard 3 - Regulation 9 - Priority domestic customers

	Q1	Q2	Q3	Q4	Annual
Number of supply interruptions to priority domestic customers' premises (Reg 9(1))	1195	1188	1628	1771	5782
Planned interruptions					
Number of planned interruptions to priority domestic customers' premises (Reg 9(2)(a))	214	177	175	133	699
Number of payments made under Reg 9(2)(a)	0	0	0	0	0
Value of payments made under Reg 9(2)(a)	£0.00	£0.00	£0.00	£0.00	£0.00
Unplanned interruptions (less than 250 premises)					

Number of unplanned interruptions to priority domestic customers' premises where less than 250 customers'	981	942	1453	1638	5014
Number of payments made under Reg 9(2)(b)(i)	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
Unplanned interruptions (more than 250 premises)					
Number of unplanned interruptions to priority domestic customers' premises where 250 or more	0	69	0	0	69
Number of payments made under Reg 9(2)(b)(ii)	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
Total value of payments made under Regulation 9	£0.00	£0.00	£0.00	£0.00	£0.00

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for standard quote =<275kWh per hour (Reg 10(1)(a))	565	566	510	549	2190
Number of standard quotations provided within prescribed period (Reg 10(3)(a))	562	565	509	549	2185
Number of standard quotations not provided within prescribed period (Reg 10(3)(a))	3	1	1	0	5
Number of payments made under Reg 10(3)(a)	40	6	1	0	47
Number of times cap reached for payments under Reg 10(6)(b)(i)	1	0	0	0	1
Value of payments made under Regulation 10(3)(a)	£400.00	£60.00	£10.00	£0.00	£470.00

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quote =<275kWh per hour (Reg 10(1)(a))	1968	1832	1699	1842	7341
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(i))	1961	1827	1695	1835	7318
Number of non-standard quotations not provided within prescribed period (Reg 10(3)(b)(i))	7	5	4	7	23
Number of payments made under Reg 10(3)(b)(i)	92	5	6	23	126
Number of times cap reached for payments under Reg 10(6)(b)(i)	1	0	0	0	1
Value of payments made under Regulation 10(3)(b)(i)	£920.00	£50.00	£60.00	£230.00	£1,260.00

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quote >275kWh per hour (Reg 10(1)(a))	28	19	5	9	61
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(ii))	28	19	5	9	61
Number of non-standard quotations not provided within prescribed period (Reg 10(3)(b)(ii))	0	0	0	0	0
Number of payments made under Reg 10(3)(b)(ii)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(b)(ii)	0	0	0	0	0
Value of payments made under Regulation 10(3)(b)(ii)	£0.00	£0.00	£0.00	£0.00	£0.00

Guaranteed Standard 7 - Regulation 10 - Accuracy of quotations

	Q1	Q2	Q3	Q4	Annual
Number of quotations challenged under accuracy scheme (Reg 10(1)(b))	1	3	0	0	4
Number of quotations found not to be accurate (Reg 10(3)(c))	0	0	0	0	0
Number of refunds issued following accuracy scheme challenge	0	0	0	0	0
Value of refunds issued under accuracy scheme (Reg 10(3)(c))	£0.00	£0.00	£0.00	£0.00	£0.00

Guaranteed Standard 8 - Regulation 10 - Response to land enquiries

	Q1	Q2	Q3	Q4	Annual
Number of land enquiry requests received (Reg 10(1)(c))	10	8	10	13	41
Number of land enquiry requests responded to within timescale (Reg 10(3)(d))	10	8	10	13	41
Number of land enquiry requests not responded to within timescale (Reg 10(3)(d))	0	0	0	0	0
Number of payments made under Reg 10(3)(d)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(c)(i)(ii)	0	0	0	0	0
Value of payments made under Regulation 10(3)(d)	£0.00	£0.00	£0.00	£0.00	£0.00

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

	Q1	Q2	Q3	Q4	Annual
Number of quotations accepted (Reg 10(1)(d))	1981	1683	1598	1433	6695

Number where both dates offered within timescale (Reg 10(3)(e)(i))	1980	1680	1586	1423	6669
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	1	3	12	10	26
Number of payments made under Reg 10(3)(e)(i)	6	25	88	65	184
Number of times cap reached for payments under Reg 10(6)(d)(i)	0	2	2	4	8
Value of payments made under Regulation 10(3)(e)(i)	£120.00	£500.00	£1,760.00	£1,300.00	£3,680.00

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

	Q1	Q2	Q3	Q4	Annual
Number of quotations accepted (Reg 10(1)(d))	12	8	3	0	23
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	12	8	3	0	23
Number where at least one date not offered within timescale (Reg 10(3)(e)(ii))	0	0	0	0	0
Number of payments made under Reg 10(3)(e)(ii)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(d)(ii)	0	0	0	0	0
Value of payments made under Regulation 10(3)(e)(ii)	£0.00	£0.00	£0.00	£0.00	£0.00

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

Quotation value up to and including £1,000	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(i))	1564	1500	1441	1149	5654
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(i))	21	14	73	45	153
Number of payments made under Reg 10(3)(f)(i)	30	21	96	46	193
Number of times cap reached for payments under Reg 10(6)(e)	0	0	0	0	0
Value of payments made under Regulation 10(3)(f)(i)	£600.00	£420.00	£1,920.00	£920.00	£3,860.00

Quotation value over £1,000 but not exceeding £4,000

	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(ii))	56	52	61	37	206
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(ii))	1	2	8	2	13
Number of payments made under Reg 10(3)(f)(ii)	1	2	9	3	15
Number of times cap reached for payments under Reg 10(6)(f)	0	0	0	0	0
Value of payments made under Regulation 10(3)(f)(ii)	£42.05	£56.29	£861.07	£165.63	£1,125.04

Quotation value over £4,000 but not exceeding £20,000

	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(iii))	8	7	10	5	30
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(iii))	0	0	1	0	1
Number of payments made under Reg 10(3)(f)(iii)	0	0	2	0	2
Number of times cap reached for payments under Reg 10(6)(f)	0	0	0	0	0
Value of payments made under Regulation 10(3)(f)(iii)	£0.00	£0.00	£200.00	£0.00	£200.00

Quotation value above £20,000 but not exceeding £50,000

	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(iv))	0	0	1	1	2
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(iv))	0	0	0	0	0
Number of payments made under Reg 10(3)(f)(iv)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(g)	0	0	0	0	0
Value of payments made under Regulation 10(3)(f)(iv)	£0.00	£0.00	£0.00	£0.00	£0.00

Quotation value above £50,000 but not exceeding £100,000

	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(v))	0	0	0	1	1
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(v))	0	0	0	0	0
Number of payments made under Reg 10(3)(f)(v)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(h)	0	0	0	0	0
Value of payments made under Regulation 10(3)(f)(v)	£0.00	£0.00	£0.00	£0.00	£0.00

Total Amount

	Q1	Q2	Q3	Q4	Annual
Total number of substantially completed quotations	1650	1575	1595	1240	6060
Total number substantially completed within agreed timescale	1628	1559	1513	1193	5893
Total number not substantially completed within agreed timescale (Reg 10(3)(f))	22	16	82	47	167
Total number of payments made (Reg 10(3)(f))	31	23	107	49	210
Total number of times cap reached for payments (Reg 10(6)(e) - (h))	0	0	0	0	0

Total value of payments made (Regulation 10(3)(f))	£642.05	£476.29	£2,981.07	£1,085.63	£5,185.04
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Guaranteed Standard 13 - Regulation 10A - Notification of planned supply interruptions

Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers whose gas supply was interrupted for planned maintenance or replacement work	4824	3831	3712	2754	15121
Number of customers that did not receive prior notice of not less than prescribed period (Reg 10A(2))	116	72	36	76	300
Number of payments made under Reg 10A(2)	5	0	0	0	5
Value of payments made under Reg 10A(2)	£100.00	£0.00	£0.00	£0.00	£100.00
Non Domestic					
Number of customers whose gas supply was interrupted for planned maintenance or replacement work	50	56	26	1	133
Number of customers that did not receive prior notice of not less than prescribed period (Reg 10A(2))	0	0	1	0	1
Number of payments made under Reg 10A(2)	0	0	0	0	0
Value of payments made under Reg 10A(2)	£0.00	£0.00	£0.00	£0.00	£0.00
Total value of payments made under Reg 10A	£100.00	£0.00	£0.00	£0.00	£100.00

Guaranteed Standard 14 - Regulation 10B - Response to complaints

	Q1	Q2	Q3	Q4	Annual
Total number of written and oral complaints received requiring a response	112	141	129	142	524
Number of customers that did not receive a response within the prescribed period (Reg 10B(2))	7	7	16	8	38
Number of payments made under Reg 10B(2)	8	10	23	14	55
Number of times cap reached for payments under Reg 10B(4)(e)	0	1	2	2	5
Total value of payments made under Reg 10B	£160.00	£200.00	£460.00	£280.00	£1,100.00

Guaranteed Standard 12 - Regulation 12 - Payments

Domestic	Q1	Q2	Q3	Q4	Annual
Number of payments due under Reg 12	71	53	66	64	254
Value of payments made under Regulation 12 to domestic customers	£1,420.00	£1,060.00	£1,320.00	£1,280.00	£5,080.00
Non Domestic					
Number of payments due under Reg 12	0	0	0	1	1
Value of payments made under Regulation 12 to non-domestic customers	£0.00	£0.00	£0.00	£20.00	£20.00
Value of payments made under Reg 12	£1,420.00	£1,060.00	£1,320.00	£1,300.00	£5,100.00

Total value of payments made under the Guaranteed Standards	£10,642.05	£242,096.29	£31,901.07	£49,065.63	£333,705.04
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Standard Special Condition D10(2)(a) Provision of standard connection quotations =<275 kWh per hour

	Q1	Q2	Q3	Q4	Annual
Number of requests for standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))	585	586	605	665	2441
Number of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	582	585	604	665	2436
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	99.49%	99.83%	99.83%	100.00%	99.80%
Number of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	3	1	1	0	5
Percentage of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	0.51%	0.17%	0.17%	0.00%	0.20%

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))	2280	2156	2200	2516	9152
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	2273	2151	2194	2504	9122
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	99.69%	99.77%	99.73%	99.52%	99.67%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	7	5	6	12	30
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	0.31%	0.23%	0.27%	0.48%	0.33%

Standard Special Condition D10(2)(b)(ii) Provision of non-standard connections quotations >275kWh per hour

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quotation >275kWh per hour (Standard Special Condition D10 (1)(a))	195	151	119	93	558
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	195	151	119	93	558
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	100.00%	100.00%	100.00%	100.00%	100.00%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	0	0	0	0	0
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	0.00%	0.00%	0.00%	0.00%	0.00%

Standard Special Condition D10(3) Accuracy of quotations

	Q1	Q2	Q3	Q4	Annual
Number of quotations challenged under accuracy scheme (Standard Special Condition D10 (3))	2	3	1	0	6
Number of quotations found not to be accurate (Standard Special Condition D10 (3))	1	0	0	0	1
Number of refunds issued following accuracy scheme challenge (Standard Special Condition D10 (3))	0	0	0	0	0
Total value of refunds issued following accuracy scheme challenge (Standard Special Condition D10 (3))	£0.00	£0.00	£0.00	£0.00	£0.00

Standard Special Condition D10(2)(d) Response to land enquiries

	Q1	Q2	Q3	Q4	Annual
Number of land enquiry requests received (Standard Special Condition D10 (1)(c))	48	29	33	39	149
Number of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	48	29	33	39	149
Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	100.00%	100.00%	100.00%	100.00%	100.00%
Number of land enquiry requests not responded to within timescale (Standard Special Condition D10 (2)(d))	0	0	0	0	0
Percentage of land enquiry requests not responded to within timescale (Standard Special Condition D10 (2)(d))	0.00%	0.00%	0.00%	0.00%	0.00%

Standard Special Condition D10(2)(e) Provision of a date for commencement and substantial completion

	Q1	Q2	Q3	Q4	Annual
Number of quotations accepted	2294	1898	1888	1819	7899
Number where both dates offered within timescale (Standard Special Condition D10 (2)(e))	2293	1895	1876	1809	7873
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))	99.96%	99.84%	99.36%	99.45%	99.67%
Number where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	1	3	12	10	26
Percentage where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	0.04%	0.16%	0.64%	0.55%	0.33%

Standard Special Condition D10(2)(c) Substantial completion of works within timescales agreed with the customer.

	Q1	Q2	Q3	Q4	Annual
Total number of projects completed	1976	1788	1887	1586	7237
Number substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	1948	1767	1781	1532	7028
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	98.58%	98.83%	94.38%	96.60%	97.11%
Number not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	28	21	106	54	209
Percentage not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	1.42%	1.17%	5.62%	3.40%	2.89%

Standard Special Condition D10(2)(f) Responding to telephone calls

	Q1	Q2	Q3	Q4	Annual
Total calls received on specified numbers	669953	680264	839857	839191	3029265
Total calls answered within timescale	635003	634114	752227	762560	2783904
Percentage of telephone calls answered within timescale	94.78%	93.22%	89.57%	90.87%	91.90%

Standard Special Condition D10(2)(g)(i) Uncontrolled gas emergencies

	Q1	Q2	Q3	Q4	Annual
Number of uncontrolled gas escapes or other uncontrolled gas emergencies reported	16156	14465	23319	25844	79784
Number of responses within timescale	16053	14388	22759	24809	78009
Percentage of uncontrolled gas escapes responded to within timescale	99.36%	99.47%	97.60%	96.00%	97.78%

Standard Special Condition D10(2)(g)(ii) Controlled gas emergencies

	Q1	Q2	Q3	Q4	Annual
Number of controlled gas escapes or controlled other gas emergencies reported	5969	5900	8843	8170	28882
Number of responses within timescale	5955	5888	8679	7973	28495
Percentage of uncontrolled gas escapes responded to within timescale	99.77%	99.80%	98.15%	97.59%	98.66%

GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE

COMPANY: Southern Gas Networks

Reporting Period: Annual

Year: 2009/10

Guaranteed Standard 1 - Regulation 7 - Supply Restoration

Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	370	443	1073	698	2584
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	325	381	971	570	2247
Number of payments made under Reg 7(2)(a)	370	443	1073	698	2584
Value of payments made under Reg 7(2)(a)	£11,100.00	£13,290.00	£32,190.00	£20,940.00	£77,520.00
Number of payments made under Reg 7(2)(b)	1405	2569	5874	5327.33	15175.33
Value of payments made under Reg 7(2)(b)	£42,150.00	£77,070.00	£176,220.00	£159,820.00	£455,260.00
Number of times cap reached for payments under Reg 7(2)	0	15	24	22	61
Total value of domestic payments made under Regulation 7	£53,250.00	£90,360.00	£208,410.00	£180,760.00	£532,780.00

Non Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	2	4	30	8	44
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	1	3	27	7	38
Number of payments made under Reg 7(2)(a)	2	4	30	8	44
Value of payments made under Reg 7(2)(a)	£100.00	£200.00	£1,500.00	£400.00	£2,200.00
Number of payments made under Reg 7(2)(b)	7	8	49	39	103
Value of payments made under Reg 7(2)(b)	£350.00	£400.00	£2,450.00	£1,950.00	£5,150.00
Number of times cap reached for payments under Reg 7(2)	0	0	0	0	0
Total value of non-domestic payments made under Regulation 7	£450.00	£600.00	£3,950.00	£2,350.00	£7,350.00
Total value of domestic and non-domestic payments made under Regulation 7	£53,700.00	£90,960.00	£212,360.00	£183,110.00	£540,130.00

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

Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises due to be reinstated	3405	3393	3301	3358	13457
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	8	10	103	191	312
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	1	3	17	37	58
Number of payments made under Reg 8(2)(a)	8	10	26	57	101
Value of payments made under Reg 8(2)(a)	£400.00	£500.00	£1,300.00	£2,850.00	£5,050.00
Number of payments made under Reg 8(2)(b)	1	19	15	20	55
Value of payments made under Reg 8(2)(b)	£50.00	£950.00	£750.00	£1,000.00	£2,750.00
Total value of payments made under Regulation 8 to domestic customers	£450.00	£1,450.00	£2,050.00	£3,850.00	£7,800.00
Non Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises due to be reinstated	101	139	124	130	494
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	0	4	6	10
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	0	1	1	2
Number of payments made under Reg 8(2)(a)	0	0	0	2	2
Value of payments made under Reg 8(2)(a)	£0.00	£0.00	£0.00	£200.00	£200.00
Number of payments made under Reg 8(2)(b)	0	0	0	0	0
Value of payments made under Reg 8(2)(b)	£0.00	£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	£200.00	£200.00
Total value of payments made under Regulation 8	£450.00	£1,450.00	£2,050.00	£4,050.00	£8,000.00

Guaranteed Standard 3 - Regulation 9 - Priority domestic customers

	Q1	Q2	Q3	Q4	Annual
Number of supply interruptions to priority domestic customers' premises (Reg 9(1))	1980	1294	3327	2372	8973
Planned interruptions	Q1	Q2	Q3	Q4	Annual
Number of planned interruptions to priority domestic customers' premises (Reg 9(2)(a))	508	396	710	390	2004
Number of payments made under Reg 9(2)(a)	0	0	0	0	0
Value of payments made under Reg 9(2)(a)	£0.00	£0.00	£0.00	£0.00	£0.00
Unplanned interruptions (less than 250 premises)	Q1	Q2	Q3	Q4	Annual

Number of unplanned interruptions to priority domestic customers' premises where less than 250 customers'	1472	898	2596	1982	6948
Number of payments made under Reg 9(2)(b)(i)	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
Unplanned interruptions (more than 250 premises)					
Number of unplanned interruptions to priority domestic customers' premises where 250 or more customers'	0	0	21	0	21
Number of payments made under Reg 9(2)(b)(ii)	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
Total value of payments made under Regulation 9	£0.00	£0.00	£0.00	£0.00	£0.00

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for standard quote =<275kWh per hour (Reg 10(1)(a))	909	1050	973	1206	4138
Number of standard quotations provided within prescribed period (Reg 10(3)(a))	907	1046	971	1205	4129
Number of standard quotations not provided within prescribed period (Reg 10(3)(a))	2	4	2	1	9
Number of payments made under Reg 10(3)(a)	3	37	13	3	56
Number of times cap reached for payments under Reg 10(6)(b)(i)	0	0	0	0	0
Value of payments made under Regulation 10(3)(a)	£30.00	£370.00	£130.00	£30.00	£560.00

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quote =<275kWh per hour (Reg 10(1)(a))	2040	2401	2931	2689	10061
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(i))	2038	2394	2926	2685	10043
Number of non-standard quotations not provided within prescribed period (Reg 10(3)(b)(i))	2	7	5	4	18
Number of payments made under Reg 10(3)(b)(i)	8	37	51	17	113
Number of times cap reached for payments under Reg 10(6)(b)(i)	0	0	1	0	1
Value of payments made under Regulation 10(3)(b)(i)	£80.00	£370.00	£510.00	£170.00	£1,130.00

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quote >275kWh per hour (Reg 10(1)(a))	29	80	77	34	220
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(ii))	29	80	77	34	220
Number of non-standard quotations not provided within prescribed period (Reg 10(3)(b)(ii))	0	0	0	0	0
Number of payments made under Reg 10(3)(b)(ii)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(b)(ii)	0	0	0	0	0
Value of payments made under Regulation 10(3)(b)(ii)	£0.00	£0.00	£0.00	£0.00	£0.00

Guaranteed Standard 7 - Regulation 10 - Accuracy of quotations

	Q1	Q2	Q3	Q4	Annual
Number of quotations challenged under accuracy scheme (Reg 10(1)(b))	0	0	0	0	0
Number of quotations found not to be accurate (Reg 10(3)(c))	0	0	0	0	0
Number of refunds issued following accuracy scheme challenge	0	0	0	0	0
Value of refunds issued under accuracy scheme (Reg 10(3)(c))	£0.00	£0.00	£0.00	£0.00	£0.00

Guaranteed Standard 8 - Regulation 10 - Response to land enquiries

	Q1	Q2	Q3	Q4	Annual
Number of land enquiry requests received (Reg 10(1)(c))	34	43	43	35	155
Number of land enquiry requests responded to within timescale (Reg 10(3)(d))	34	43	43	35	155
Number of land enquiry requests not responded to within timescale (Reg 10(3)(d))	0	0	0	0	0
Number of payments made under Reg 10(3)(d)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(c)(i)(ii)	0	0	0	0	0
Value of payments made under Regulation 10(3)(d)	£0.00	£0.00	£0.00	£0.00	£0.00

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

	Q1	Q2	Q3	Q4	Annual
Number of quotations accepted (Reg 10(1)(d))	1605	1775	2003	1830	7213

Number where both dates offered within timescale (Reg 10(3)(e)(i))	1603	1772	1996	1829	7200
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	2	3	7	1	13
Number of payments made under Reg 10(3)(e)(i)	21	5	48	12	86
Number of times cap reached for payments under Reg 10(6)(d)(i)	1	0	2	1	4
Value of payments made under Regulation 10(3)(e)(i)	£420.00	£100.00	£960.00	£240.00	£1,720.00

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

	Q1	Q2	Q3	Q4	Annual
Number of quotations accepted (Reg 10(1)(d))	10	21	19	9	59
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	10	21	19	9	59
Number where at least one date not offered within timescale (Reg 10(3)(e)(ii))	0	0	0	0	0
Number of payments made under Reg 10(3)(e)(ii)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(d)(ii)	0	0	0	0	0
Value of payments made under Regulation 10(3)(e)(ii)	£0.00	£0.00	£0.00	£0.00	£0.00

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

Quotation value up to and including £1,000	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(i))	1733	1400	1639	1441	6213
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(i))	14	23	67	57	161
Number of payments made under Reg 10(3)(f)(i)	52	57	137	201	447
Number of times cap reached for payments under Reg 10(6)(e)	1	0	2	13	16
Value of payments made under Regulation 10(3)(f)(i)	£1,040.00	£1,140.00	£2,740.00	£4,020.00	£8,940.00

Quotation value over £1,000 but not exceeding £4,000

	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(ii))	119	111	160	216	606
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(ii))	0	5	14	9	28
Number of payments made under Reg 10(3)(f)(ii)	0	10	25	26	61
Number of times cap reached for payments under Reg 10(6)(f)	0	0	3	2	5
Value of payments made under Regulation 10(3)(f)(ii)	£0.00	£882.68	£2,411.73	£2,442.49	£5,736.90

Quotation value over £4,000 but not exceeding £20,000

	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(iii))	18	16	15	23	72
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(iii))	0	2	2	1	5
Number of payments made under Reg 10(3)(f)(iii)	0	16	1	4	21
Number of times cap reached for payments under Reg 10(6)(f)	0	0	0	0	0
Value of payments made under Regulation 10(3)(f)(iii)	£0.00	£1,600.00	£100.00	£400.00	£2,100.00

Quotation value above £20,000 but not exceeding £50,000

	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(iv))	0	2	0	0	2
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(iv))	0	0	0	0	0
Number of payments made under Reg 10(3)(f)(iv)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(g)	0	0	0	0	0
Value of payments made under Regulation 10(3)(f)(iv)	£0.00	£0.00	£0.00	£0.00	£0.00

Quotation value above £50,000 but not exceeding £100,000

	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(v))	1	1	0	0	2
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(v))	0	0	0	0	0
Number of payments made under Reg 10(3)(f)(v)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(h)	0	0	0	0	0
Value of payments made under Regulation 10(3)(f)(v)	£0.00	£0.00	£0.00	£0.00	£0.00

Total Amount

	Q1	Q2	Q3	Q4	Annual
Total number of substantially completed quotations	1885	1560	1897	1747	7089
Total number substantially completed within agreed timescale	1871	1530	1814	1680	6895
Total number not substantially completed within agreed timescale (Reg 10(3)(f))	14	30	83	67	194
Total number of payments made (Reg 10(3)(f))	52	83	163	231	529
Total number of times cap reached for payments (Reg 10(6)(e) - (h))	1	0	5	15	21

Total value of payments made (Regulation 10(3)(f))	£1,040.00	£3,622.68	£5,251.73	£6,862.49	£16,776.90
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Guaranteed Standard 13 - Regulation 10A - Notification of planned supply interruptions

Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers whose gas supply was interrupted for planned maintenance or replacement work	14187	15073	14628	14185	58073
Number of customers that did not receive prior notice of not less than prescribed period (Reg 10A(2))	414	509	488	351	1762
Number of payments made under Reg 10A(2)	12	4	1	12	29
Value of payments made under Reg 10A(2)	£240.00	£80.00	£20.00	£240.00	£580.00
Non Domestic					
Number of customers whose gas supply was interrupted for planned maintenance or replacement work	71	67	72	318	528
Number of customers that did not receive prior notice of not less than prescribed period (Reg 10A(2))	5	11	16	13	45
Number of payments made under Reg 10A(2)	0	0	1	0	1
Value of payments made under Reg 10A(2)	£0.00	£0.00	£50.00	£0.00	£50.00
Total value of payments made under Reg 10A	£240.00	£80.00	£70.00	£240.00	£630.00

Guaranteed Standard 14 - Regulation 10B - Response to complaints

	Q1	Q2	Q3	Q4	Annual
Total number of written and oral complaints received requiring a response	456	453	552	559	2020
Number of customers that did not receive a response within the prescribed period (Reg 10B(2))	32	24	48	67	171
Number of payments made under Reg 10B(2)	86	61	75	110	332
Number of times cap reached for payments under Reg 10B(4)(e)	9	6	7	13	35
Total value of payments made under Reg 10B	£1,720.00	£1,220.00	£1,500.00	£2,200.00	£6,640.00

Guaranteed Standard 12 - Regulation 12 - Payments

Domestic	Q1	Q2	Q3	Q4	Annual
Number of payments due under Reg 12	19	38	441	187	685
Value of payments made under Regulation 12 to domestic customers	£380.00	£760.00	£8,820.00	£3,740.00	£13,700.00
Non Domestic					
Number of payments due under Reg 12	0	1	7	2	10
Value of payments made under Regulation 12 to non-domestic customers	£0.00	£20.00	£140.00	£40.00	£200.00
Value of payments made under Reg 12	£380.00	£780.00	£8,960.00	£3,780.00	£13,900.00

Total value of payments made under the Guaranteed Standards	£58,060.00	£98,952.68	£231,791.73	£200,682.49	£589,486.90
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Standard Special Condition D10(2)(a) Provision of standard connection quotations =<275 kWh per hour

	Q1	Q2	Q3	Q4	Annual
Number of requests for standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))	1542	1524	1310	1471	5847
Number of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	1540	1517	1308	1470	5835
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	99.87%	99.54%	99.85%	99.93%	99.79%
Number of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	2	7	2	1	12
Percentage of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	0.13%	0.46%	0.15%	0.07%	0.21%

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))	3515	3845	3918	3664	14942
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	3507	3831	3911	3656	14905
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	99.77%	99.64%	99.82%	99.78%	99.75%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	8	14	7	8	37
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	0.23%	0.36%	0.18%	0.22%	0.25%

Standard Special Condition D10(2)(b)(ii) Provision of non-standard connections quotations >275kWh per hour

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quotation >275kWh per hour (Standard Special Condition D10 (1)(a))	184	213	160	155	712
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	184	213	160	155	712
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	100.00%	100.00%	100.00%	100.00%	100.00%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	0	0	0	0	0
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	0.00%	0.00%	0.00%	0.00%	0.00%

Standard Special Condition D10(3) Accuracy of quotations

	Q1	Q2	Q3	Q4	Annual
Number of quotations challenged under accuracy scheme (Standard Special Condition D10 (3))	0	0	0	0	0
Number of quotations found not to be accurate (Standard Special Condition D10 (3))	0	0	0	0	0
Number of refunds issued following accuracy scheme challenge (Standard Special Condition D10 (3))	0	0	0	0	0
Total value of refunds issued following accuracy scheme challenge (Standard Special Condition D10 (3))	£0.00	£0.00	£0.00	£0.00	£0.00

Standard Special Condition D10(2)(d) Response to land enquiries

	Q1	Q2	Q3	Q4	Annual
Number of land enquiry requests received (Standard Special Condition D10 (1)(c))	92	100	124	99	415
Number of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	92	100	124	99	415
Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	100.00%	100.00%	100.00%	100.00%	100.00%
Number of land enquiry requests not responded to within timescale (Standard Special Condition D10 (2)(d))	0	0	0	0	0
Percentage of land enquiry requests not responded to within timescale (Standard Special Condition D10 (2)(d))	0.00%	0.00%	0.00%	0.00%	0.00%

Standard Special Condition D10(2)(e) Provision of a date for commencement and substantial completion

	Q1	Q2	Q3	Q4	Annual
Number of quotations accepted	2611	2793	2834	2319	10557
Number where both dates offered within timescale (Standard Special Condition D10 (2)(e))	2607	2787	2824	2316	10534
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))	99.85%	99.79%	99.65%	99.87%	99.78%
Number where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	4	6	10	3	23
Percentage where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	0.15%	0.21%	0.35%	0.13%	0.22%

Standard Special Condition D10(2)(c) Substantial completion of works within timescales agreed with the customer.

	Q1	Q2	Q3	Q4	Annual
Total number of projects completed	2758	2571	2791	2324	10444
Number substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	2727	2518	2678	2222	10145
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	98.88%	97.94%	95.95%	95.61%	97.14%
Number not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	31	53	113	102	299
Percentage not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	1.12%	2.06%	4.05%	4.39%	2.86%

Standard Special Condition D10(2)(f) Responding to telephone calls

	Q1	Q2	Q3	Q4	Annual
Total calls received on specified numbers	669953	680264	839857	839191	3029265
Total calls answered within timescale	635003	634114	752227	762560	2783904
Percentage of telephone calls answered within timescale	94.78%	93.22%	89.57%	90.87%	91.90%

Standard Special Condition D10(2)(g)(i) Uncontrolled gas emergencies

	Q1	Q2	Q3	Q4	Annual
Number of uncontrolled gas escapes or other uncontrolled gas emergencies reported	31115	28376	42057	41894	143442
Number of responses within timescale	30961	28163	40905	40498	140527
Percentage of uncontrolled gas escapes responded to within timescale	99.51%	99.25%	97.26%	96.67%	97.97%

Standard Special Condition D10(2)(g)(ii) Controlled gas emergencies

	Q1	Q2	Q3	Q4	Annual
Number of controlled gas escapes or controlled other gas emergencies reported	10074	10329	14391	14285	49079
Number of responses within timescale	10067	10313	14175	14063	48618
Percentage of uncontrolled gas escapes responded to within timescale	99.93%	99.85%	98.50%	98.45%	99.06%

GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE

COMPANY: **Wales & West Utilities Ltd**

Reporting Period: **Annual**

Year: **2009-10**

Guaranteed Standard 1 - Regulation 7 - Supply Restoration

Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	54	300	187	363	904
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	9	13	65	39	126
Number of payments made under Reg 7(2)(a)	54	300	187	363	904
Value of payments made under Reg 7(2)(a)	£1,620.00	£9,000.00	£5,610.00	£10,890.00	£27,120.00
Number of payments made under Reg 7(2)(b)	38	35	458	90	621
Value of payments made under Reg 7(2)(b)	£1,140.00	£1,050.00	£13,740.00	£2,700.00	£18,630.00
Number of times cap reached for payments under Reg 7(2)	0	0	0	0	0
Total value of domestic payments made under Regulation 7	£2,760.00	£10,050.00	£19,350.00	£13,590.00	£45,750.00

Non Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	18	1	3	11	33
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	10	1	2	3	16
Number of payments made under Reg 7(2)(a)	18	1	3	11	33
Value of payments made under Reg 7(2)(a)	£900.00	£50.00	£150.00	£550.00	£1,650.00
Number of payments made under Reg 7(2)(b)	10	1	9	7	27
Value of payments made under Reg 7(2)(b)	£500.00	£50.00	£450.00	£350.00	£1,350.00
Number of times cap reached for payments under Reg 7(2)	0	0	0	0	0
Total value of non-domestic payments made under Regulation 7	£1,400.00	£100.00	£600.00	£900.00	£3,000.00
Total value of domestic and non-domestic payments made under Regulation 7	£4,160.00	£10,150.00	£19,950.00	£14,490.00	£48,750.00

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

Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises due to be reinstated	2815	2506	2100	2124	9545
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	59	19	17	14	109
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	22	9	4	6	41
Number of payments made under Reg 8(2)(a)	59	19	17	14	109
Value of payments made under Reg 8(2)(a)	£2,950.00	£950.00	£850.00	£700.00	£5,450.00
Number of payments made under Reg 8(2)(b)	53	11	77	15	156
Value of payments made under Reg 8(2)(b)	£2,650.00	£550.00	£3,850.00	£750.00	£7,800.00
Total value of payments made under Regulation 8 to domestic customers	£5,600.00	£1,500.00	£4,700.00	£1,450.00	£13,250.00
Non Domestic					
Number of customers' premises due to be reinstated	60	47	37	44	188
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	1	0	0	1
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	0	0	0	0
Number of payments made under Reg 8(2)(a)	0	1	0	0	1
Value of payments made under Reg 8(2)(a)	£0.00	£100.00	£0.00	£0.00	£100.00
Number of payments made under Reg 8(2)(b)	0	0	0	0	0
Value of payments made under Reg 8(2)(b)	£0.00	£0.00	£0.00	£0.00	£0.00
Total value of payments made under Regulation 8 to non-domestic customers	£0.00	£100.00	£0.00	£0.00	£100.00
Total value of payments made under Regulation 8	£5,600.00	£1,600.00	£4,700.00	£1,450.00	£13,350.00

Guaranteed Standard 3 - Regulation 9 - Priority domestic customers

	Q1	Q2	Q3	Q4	Annual
Number of supply interruptions to priority domestic customers' premises (Reg 9(1))	533	614	535	422	2104
Planned interruptions					
Number of planned interruptions to priority domestic customers' premises (Reg 9(2)(a))	375	409	247	223	1254
Number of payments made under Reg 9(2)(a)	1	1	0	0	2
Value of payments made under Reg 9(2)(a)	£24.00	£24.00	£0.00	£0.00	£48.00
Unplanned interruptions (less than 250 premises)					

Number of unplanned interruptions to priority domestic customers' premises where less than 250 customers'	158	156	205	185	704
Number of payments made under Reg 9(2)(b)(i)	0	0	1	0	1
Value of payments made under Reg 9(2)(b)(i)	£0.00	£0.00	£24.00	£0.00	£24.00
Unplanned interruptions (more than 250 premises)					
Number of unplanned interruptions to priority domestic customers' premises where 250 or more	0	49	83	14	146
Number of payments made under Reg 9(2)(b)(ii)	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
Total value of payments made under Regulation 9	£24.00	£24.00	£24.00	£0.00	£72.00

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for standard quote =<275kWh per hour (Reg 10(1)(a))	1248	1469	1583	2060	6360
Number of standard quotations provided within prescribed period (Reg 10(3)(a))	1234	1452	1575	2054	6315
Number of standard quotations not provided within prescribed period (Reg 10(3)(a))	14	17	8	6	45
Number of payments made under Reg 10(3)(a)	35	63	61	40	199
Number of times cap reached for payments under Reg 10(6)(b)(i)	0	0	0	0	0
Value of payments made under Regulation 10(3)(a)	£350.00	£630.00	£610.00	£400.00	£1,990.00

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quote =<275kWh per hour (Reg 10(1)(a))	1459	1372	1100	914	4845
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(i))	1435	1356	1087	908	4786
Number of non-standard quotations not provided within prescribed period (Reg 10(3)(b)(i))	24	16	13	6	59
Number of payments made under Reg 10(3)(b)(i)	201	50	89	9	349
Number of times cap reached for payments under Reg 10(6)(b)(i)	2	0	1	0	3
Value of payments made under Regulation 10(3)(b)(i)	£2,010.00	£500.00	£890.00	£90.00	£3,490.00

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quote >275kWh per hour (Reg 10(1)(a))	17	27	23	26	93
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(ii))	16	27	23	26	92
Number of non-standard quotations not provided within prescribed period (Reg 10(3)(b)(ii))	1	0	0	0	1
Number of payments made under Reg 10(3)(b)(ii)	9	0	0	0	9
Number of times cap reached for payments under Reg 10(6)(b)(ii)	0	0	0	0	0
Value of payments made under Regulation 10(3)(b)(ii)	£180.00	£0.00	£0.00	£0.00	£180.00

Guaranteed Standard 7 - Regulation 10 - Accuracy of quotations

	Q1	Q2	Q3	Q4	Annual
Number of quotations challenged under accuracy scheme (Reg 10(1)(b))	0	0	0	0	0
Number of quotations found not to be accurate (Reg 10(3)(c))	0	0	0	0	0
Number of refunds issued following accuracy scheme challenge	0	0	0	0	0
Value of refunds issued under accuracy scheme (Reg 10(3)(c))	£0.00	£0.00	£0.00	£0.00	£0.00

Guaranteed Standard 8 - Regulation 10 - Response to land enquiries

	Q1	Q2	Q3	Q4	Annual
Number of land enquiry requests received (Reg 10(1)(c))	0	0	0	0	0
Number of land enquiry requests responded to within timescale (Reg 10(3)(d))	0	0	0	0	0
Number of land enquiry requests not responded to within timescale (Reg 10(3)(d))	0	0	0	0	0
Number of payments made under Reg 10(3)(d)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(c)(i)(ii)	0	0	0	0	0
Value of payments made under Regulation 10(3)(d)	£0.00	£0.00	£0.00	£0.00	£0.00

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

	Q1	Q2	Q3	Q4	Annual
Number of quotations accepted (Reg 10(1)(d))	1716	1719	1700	1694	6829

Number where both dates offered within timescale (Reg 10(3)(e)(i))	1716	1719	1699	1694	6828
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	0	0	1	0	1
Number of payments made under Reg 10(3)(e)(i)	0	0	12.5	0	12.5
Number of times cap reached for payments under Reg 10(6)(d)(i)	0	0	1	0	1
Value of payments made under Regulation 10(3)(e)(i)	£0.00	£0.00	£250.00	£0.00	£250.00

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

	Q1	Q2	Q3	Q4	Annual
Number of quotations accepted (Reg 10(1)(d))	7	6	6	14	33
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	7	6	6	14	33
Number where at least one date not offered within timescale (Reg 10(3)(e)(ii))	0	0	0	0	0
Number of payments made under Reg 10(3)(e)(ii)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(d)(ii)	0	0	0	0	0
Value of payments made under Regulation 10(3)(e)(ii)	£0.00	£0.00	£0.00	£0.00	£0.00

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

Quotation value up to and including £1,000	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(i))	1503	1526	1471	1258	5758
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(i))	51	32	60	57	200
Number of payments made under Reg 10(3)(f)(i)	187	99	171.61	212	669.6065
Number of times cap reached for payments under Reg 10(6)(e)	10	5	7	10	32
Value of payments made under Regulation 10(3)(f)(i)	£3,740.00	£1,980.00	£3,432.13	£4,240.00	£13,392.13

Quotation value over £1,000 but not exceeding £4,000	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(ii))	134	132	116	127	509
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(ii))	5	8	13	8	34
Number of payments made under Reg 10(3)(f)(ii)	22	26	44	40	132
Number of times cap reached for payments under Reg 10(6)(f)	1	1	1	3	6
Value of payments made under Regulation 10(3)(f)(ii)	£893.13	£1,676.45	£1,950.44	£1,707.66	£6,227.68

Quotation value over £4,000 but not exceeding £20,000	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(iii))	13	14	9	20	56
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(iii))	1	1	0	2	4
Number of payments made under Reg 10(3)(f)(iii)	3	1	0	9	13
Number of times cap reached for payments under Reg 10(6)(f)	0	0	0	0	0
Value of payments made under Regulation 10(3)(f)(iii)	£300.00	£100.00	£0.00	£900.00	£1,300.00

Quotation value above £20,000 but not exceeding £50,000	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(iv))	0	4	0	0	4
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(iv))	0	0	0	0	0
Number of payments made under Reg 10(3)(f)(iv)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(g)	0	0	0	0	0
Value of payments made under Regulation 10(3)(f)(iv)	£0.00	£0.00	£0.00	£0.00	£0.00

Quotation value above £50,000 but not exceeding £100,000	Q1	Q2	Q3	Q4	Annual
Number substantially completed within timescale agreed with customer (Reg 10(3)(f)(v))	0	0	0	0	0
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(v))	0	0	0	0	0
Number of payments made under Reg 10(3)(f)(v)	0	0	0	0	0
Number of times cap reached for payments under Reg 10(6)(h)	0	0	0	0	0
Value of payments made under Regulation 10(3)(f)(v)	£0.00	£0.00	£0.00	£0.00	£0.00

Total Amount	Q1	Q2	Q3	Q4	Annual
Total number of substantially completed quotations	1707	1717	1669	1472	6565
Total number substantially completed within agreed timescale	1650	1676	1596	1405	6327
Total number not substantially completed within agreed timescale (Reg 10(3)(f))	57	41	73	67	238
Total number of payments made (Reg 10(3)(f))	212	126	215.6065	261	814.6065
Total number of times cap reached for payments (Reg 10(6)(e) - (h))	11	6	8	13	38

Total value of payments made (Regulation 10(3)(f))	£4,933.13	£3,756.45	£5,382.57	£6,847.66	£20,919.81
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Guaranteed Standard 13 - Regulation 10A - Notification of planned supply interruptions

Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers whose gas supply was interrupted for planned maintenance or replacement work	10553	10264	7640	6007	34464
Number of customers that did not receive prior notice of not less than prescribed period (Reg 10A(2))	166	151	257	97	671
Number of payments made under Reg 10A(2)	17	4	4	13	38
Value of payments made under Reg 10A(2)	£340.00	£80.00	£80.00	£260.00	£760.00
Non Domestic					
Number of customers whose gas supply was interrupted for planned maintenance or replacement work	240	92	211	256	799
Number of customers that did not receive prior notice of not less than prescribed period (Reg 10A(2))	7	15	9	11	42
Number of payments made under Reg 10A(2)	1	0	0	0	1
Value of payments made under Reg 10A(2)	£50.00	£0.00	£0.00	£0.00	£50.00
Total value of payments made under Reg 10A	£390.00	£80.00	£80.00	£260.00	£810.00

Guaranteed Standard 14 - Regulation 10B - Response to complaints

	Q1	Q2	Q3	Q4	Annual
Total number of written and oral complaints received requiring a response	130	115	132	136	513
Number of customers that did not receive a response within the prescribed period (Reg 10B(2))	0	2	1	1	4
Number of payments made under Reg 10B(2)	0	10	1	5	16
Number of times cap reached for payments under Reg 10B(4)(e)	0	2	0	1	3
Total value of payments made under Reg 10B	£0.00	£200.00	£20.00	£100.00	£320.00

Guaranteed Standard 12 - Regulation 12 - Payments

Domestic	Q1	Q2	Q3	Q4	Annual
Number of payments due under Reg 12	52	23	24	36	135
Value of payments made under Regulation 12 to domestic customers	£1,040.00	£460.00	£480.00	£720.00	£2,700.00
Non Domestic					
Number of payments due under Reg 12	15	0	2	0	17
Value of payments made under Regulation 12 to non-domestic customers	£300.00	£0.00	£40.00	£0.00	£340.00
Value of payments made under Reg 12	£1,340.00	£460.00	£520.00	£720.00	£3,040.00

Total value of payments made under the Guaranteed Standards	£18,987.13	£17,400.45	£32,426.57	£24,357.66	£93,171.81
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Standard Special Condition D10(2)(a) Provision of standard connection quotations =<275 kWh per hour

	Q1	Q2	Q3	Q4	Annual
Number of requests for standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))	2055	2398	2448	2982	9883
Number of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	2030	2379	2434	2972	9815
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	98.78%	99.21%	99.43%	99.66%	99.31%
Number of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	25	19	14	10	68
Percentage of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	1.22%	0.79%	0.57%	0.34%	0.69%

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

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quotation =<275kWh per hour (Standard Special Condition D10 (1)(a))	2206	2062	1721	1542	7531
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	2175	2032	1702	1529	7438
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	98.59%	98.55%	98.90%	99.16%	98.77%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	31	30	19	13	93
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	1.41%	1.45%	1.10%	0.84%	1.23%

Standard Special Condition D10(2)(b)(ii) Provision of non-standard connections quotations >275kWh per hour

	Q1	Q2	Q3	Q4	Annual
Number of requests for non-standard quotation >275kWh per hour (Standard Special Condition D10 (1)(a))	120	141	134	132	527
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	119	140	131	132	522
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	99.17%	99.29%	97.76%	100.00%	99.05%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	1	1	3	0	5
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	0.83%	0.71%	2.24%	0.00%	0.95%

Standard Special Condition D10(3) Accuracy of quotations

	Q1	Q2	Q3	Q4	Annual
Number of quotations challenged under accuracy scheme (Standard Special Condition D10 (3))	1	0	0	0	1
Number of quotations found not to be accurate (Standard Special Condition D10 (3))	0	0	0	0	0
Number of refunds issued following accuracy scheme challenge (Standard Special Condition D10 (3))	0	0	0	0	0
Total value of refunds issued following accuracy scheme challenge (Standard Special Condition D10 (3))	£0.00	£0.00	£0.00	£0.00	£0.00

Standard Special Condition D10(2)(d) Response to land enquiries

	Q1	Q2	Q3	Q4	Annual
Number of land enquiry requests received (Standard Special Condition D10 (1)(c))	49	83	77	75	284
Number of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	49	83	77	75	284
Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	100.00%	100.00%	100.00%	100.00%	100.00%
Number of land enquiry requests not responded to within timescale (Standard Special Condition D10 (2)(d))	0	0	0	0	0
Percentage of land enquiry requests not responded to within timescale (Standard Special Condition D10 (2)(d))	0.00%	0.00%	0.00%	0.00%	0.00%

Standard Special Condition D10(2)(e) Provision of a date for commencement and substantial completion

	Q1	Q2	Q3	Q4	Annual
Number of quotations accepted	2686	2667	2656	2597	10606
Number where both dates offered within timescale (Standard Special Condition D10 (2)(e))	2685	2665	2655	2597	10602
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))	99.96%	99.93%	99.96%	100.00%	99.96%
Number where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	1	2	1	0	4
Percentage where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	0.04%	0.07%	0.04%	0.00%	0.04%

Standard Special Condition D10(2)(c) Substantial completion of works within timescales agreed with the customer.

	Q1	Q2	Q3	Q4	Annual
Total number of projects completed	2610	2665	2545	2237	10057
Number substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	2506	2584	2429	2127	9646
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	96.02%	96.96%	95.44%	95.08%	95.91%
Number not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	104	81	116	110	411
Percentage not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	3.98%	3.04%	4.56%	4.92%	4.09%

Standard Special Condition D10(2)(f) Responding to telephone calls

	Q1	Q2	Q3	Q4	Annual
Total calls received on specified numbers	669953	680264	839857	839191	3029265
Total calls answered within timescale	635003	634114	752227	762560	2783904
Percentage of telephone calls answered within timescale	94.78%	93.22%	89.57%	90.87%	91.90%

Standard Special Condition D10(2)(g)(i) Uncontrolled gas emergencies

	Q1	Q2	Q3	Q4	Annual
Number of uncontrolled gas escapes or other uncontrolled gas emergencies reported	16499	15403	23164	25086	80152
Number of responses within timescale	16283	15203	22556	24214	78256
Percentage of uncontrolled gas escapes responded to within timescale	98.69%	98.70%	97.38%	96.52%	97.63%

Standard Special Condition D10(2)(g)(ii) Controlled gas emergencies

	Q1	Q2	Q3	Q4	Annual
Number of controlled gas escapes or controlled other gas emergencies reported	6079	6425	8154	8636	29294
Number of responses within timescale	6066	6396	8087	8487	29036
Percentage of uncontrolled gas escapes responded to within timescale	99.79%	99.55%	99.18%	98.27%	99.12%