



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

**Please note that the deadline for receipt of applications is 5pm, 13 May 2011.**

**GDN DETAILS:** (please complete)

Company: Northern Gas Networks  
Networks:

Address: 1100 Century Way  
Thorpe Park  
Leeds  
Postcode: LS15 8TU

**CONTACT DETAILS:** (please complete)

Name: Stephen Parker  
Title: Regulation Director  
Telephone: 07883 099609  
Email: sparker@northerngas.co.uk

**CATEGORY:** (please tick)

**Schemes to promote gas safety including awareness of carbon monoxide.**

**INTRODUCTION**

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

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

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

**GUIDANCE FOR COMPLETING YOUR APPLICATION**

- Keep it brief and simple. Keep to the page limits specified below, it will be the weight of your initiative(s) rather than the length of your application which will impress the Panel.
- A brief description of the initiative(s);
- Background information on the initiative: how it was identified, why it was implemented, objectives, etc;
- The scope and influence of the initiative(s) including: the target audience, whether partnerships were used, timeframe, impacts, etc;
- Communications: how the initiative(s) were communicated to the target audience; how feedback was sought and used; and
- How the initiative(s) were monitored and how success was measured: key performance indicators that provide comparable information, measurable outcomes of the initiative

**THE RULES**

1. Entries will be judged by a Panel appointed by Ofgem who will recommend award winners to the Authority. The final decision rests with the Authority.
2. Each GDN may submit one entry per category. GDNs must complete a separate entry form for each category. A GDN group may submit one entry per category which covers multiple networks, however, each of the networks covered by the entry must be clearly indicated in the relevant section of the entry form.
3. GDNs should ensure that their main submission for each category does not exceed 2 pages in length (excluding the covering entry form and any optional supplementary information). Supplementary information for each category must not exceed two pages in length per category
4. Entry forms must be received at Ofgem by no later than **5pm on 13 May 2011**. Entry forms should be sent to [lia.santis@ofgem.gov.uk](mailto:lia.santis@ofgem.gov.uk) electronically, with a hard copy sent to:

**Lia Santis, Distribution Policy, Ofgem, 9 Millbank, London SW1P 3GE.**

5. Award winners will be announced during Quarter Two (July- September). Winners may include the category and year they received an award in advertising and promotional materials.

#### **MINIMUM REQUIREMENTS**

##### **Initiatives which reduce the environmental impact of gas distribution**

- GDNs are pro-active in developing systems and processes that reduce gas shrinkage.
- GDNs have effective and efficient systems, procedures and processes in place and ensure these effectively reduce the environmental impact of gas distribution and that performance in this area is regularly monitored.
- GDNs systems and procedures put forward under this initiative show a marked improvement from initiatives previously put forward and have not been funded or incentivised under the price control review.
- GDNs have performance indicators in place which monitor their initiatives under this category and elicit comparable information within any given timeframe.
- GDNs have engaged with a number of relevant stakeholders and can provide evidence of an existing engagement strategy which allows them to inform and obtain feedback on the impacts of initiatives in this area.

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

- GDNs provide significant assistance to fuel poor customers to access resources<sup>[1]</sup> to fund 'in house works' so they can benefit from extensions to the gas network;
- GDNs have to demonstrate significant improvements have been made on the network extensions initiatives and processes they have adopted since last year's submissions.
- GDNs develop appropriate partnerships with relevant stakeholders to assist in targeting these initiatives at the fuel poor customers and communities which are generally harder to reach;
- GDNs have performance indicators in place which monitor their initiatives under this category and elicit comparable information within any given timeframe.
- GDNs have an up-to-date engagement strategy in place addressing how they inform and obtain feedback on the impacts of their network extensions initiatives from a range of stakeholders.

##### **Schemes to promote gas safety including awareness of carbon monoxide**

- GDNs have a scheme, or range of schemes regarding CO awareness, which have been trialled and could provide lessons as to the best approach to formulate policy in this area.
- GDNs have evidence that through their initiatives they have brought benefits to customers and/or bring forward learning that contribute to improve gas safety awareness schemes.
- GDNs have gathered data to understand costs, benefits and practical issues associated with different approaches to promoting gas safety.
- GDNs are able to quantify and assess the benefits (or valuable learning gained) from their initiatives by including measurable outcomes for the projects put forward.
- GDNs have engaged with a range of stakeholders who have commented on the GDN's approach to gas safety and the GDN has evidence of how this engagement has informed the initiatives put forward.

#### **DECLARATION AND CONSENT**

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

Signature:



Date:

13 MAY 2011

<sup>[1]</sup> For example, from existing sources of government funding, such as those aimed at tackling fuel poverty and regeneration.