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*Promoting choice and  
value to customers*

Your Ref:  
Our Ref:  
Direct Dial: 020 7901 7441  
Email: Belinda.Littleton@ofgem.gov.uk

9 August 2011

Dear Sir/Madam,

**Gas Post-Emergency Metering Services (PEMS): request for information and consultation on proposal to publish information**

***Request for information***

On behalf of the Gas and Electricity Markets Authority, Ofgem is writing to certain suppliers to seek information in connection with PEMS. The specific information we are requesting from you is set out annex 1 below.

The information is being requested pursuant to the Gas and Electricity Markets Authority's general information collecting functions under section 34 of the Gas Act 1986. You should note that Ofgem is proposing to publish the information we receive pursuant to section 35 of the Gas Act 1986 in order to promote the interests of consumers and that the information may also be used for purposes relating to any of Ofgem's other functions.

We would ask you to endeavour to provide us with as detailed and accurate information as possible.

***Background to this request***

PEMS are provided following an emergency call-out on a gas distribution network (GDN) and involve maintaining or restoring the flow of gas to the outlet of a meter. The network engineer undertakes any necessary meter work and if a new meter is required this is sold on to the relevant supplier who transfers it to their Meter Asset Manager (MAM). National Gas Grid (NGG) and other GDN owners have put in place commercial PEMS contracts with suppliers and independent gas transporters (IGTs).

We have previously consulted on, and published, industry guidelines on PEMS that set out at a high-level our expectations regarding service availability and prices.<sup>1</sup> Whilst

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<sup>1</sup> Gas Post-Emergency Metering Services - Results of Information Request and Revised Guidelines (82/08), 6 June 2008.

these guidelines do not impose any formal obligations on industry, we are committed to monitoring PEMS arrangements on an ongoing basis, to ensure that PEMS continue to meet the interests of consumers without having adverse impacts on metering competition.

In December 2007 we requested that the GDNs provide us with information regarding PEMS in their regions for the preceding three years.<sup>2</sup> In May 2009 we also requested that the GDNs provide us with information for information covering the intervening period. We now wish the GDNs to provide us with updated information to reflect activity since then, covering the calendar years of 2009 and 2010.

### ***Proposal to publish information***

Ofgem is proposing to publish the information provided in response to this information request in order to promote the interests of consumers.

Before publishing any information relating to the affairs of a particular person, Ofgem is required to consider whether it is appropriate to redact any information on the basis that the information would or might, in our opinion, seriously and prejudicially harm the interests of that person ('confidential information'). In order to conduct this assessment, we are consulting you on our proposal to publish the information and would ask that you indicate in your response whether you consider any information to be confidential information and provide brief reasoning in support of your views.

### **Your response**

Please send all responses by 5pm, 26 August 2011, either by email to [Belinda.Littleton@ofgem.gov.uk](mailto:Belinda.Littleton@ofgem.gov.uk) or by post to:

Belinda Littleton  
Ofgem  
9 Millbank  
London  
SW1P 3GE

Should you have any questions regarding the information request you can contact me on the number above or Steve Rowe on 0207 901 7468.

Yours sincerely,

Steve Rowe

**Senior Manager, Smarter Markets**

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<sup>2</sup> Gas Post-Emergency Metering Services (PEMS) - Second Open Letter and Information Request (304/07), 21 December 2007.

## **Annex 1**

### **Information Requested**

We would like you to provide Ofgem with the following information regarding PEMS in your GDN region:

1. Total number of PEMS jobs carried out during calendar years 2009 and 2010, broken down into the following four categories:
  - a. Replacement of regulator and/or flexible tubing
  - b. Replacement of credit meter
  - c. Replacement of prepayment meter
  - d. Other PEMS jobs
  
2. An indication of the percentage of emergency call-outs that resulted in PEMS activity in 2009 and 2010.