

GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE

COMPANY: **NATIONAL GRID - East of England**

Reporting Period: **Annual**

Year: **2010-11**

- Regulation 7 - Supply Restoration					
Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	156	135	151	1237	1679
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	68	76	63	295	502
Number of payments made under Reg 7(2)(a)	156	135	151	1237	1679
Value of payments made under Reg 7(2)(a)	£4,680.00	£4,050.00	£4,530.00	£37,110.00	£50,370.00
Number of payments made under Reg 7(2)(b)	126	218	143	450	937
Value of payments made under Reg 7(2)(b)	£3,780.00	£6,540.00	£4,290.00	£13,500.00	28110
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	£8,460.00	£10,590.00	£8,820.00	£50,610.00	£78,480.00

Non Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	5	4	5	30	44
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	1	2	3	17	23
Number of payments made under Reg 7(2)(a)	5	4	5	30	44
Value of payments made under Reg 7(2)(a)	£250.00	£200.00	£250.00	£1,500.00	£2,200.00
Number of payments made under Reg 7(2)(b)	2	6	30	40	78
Value of payments made under Reg 7(2)(b)	£100.00	£300.00	£1,500.00	£2,000.00	3900
Number of times cap reached for payments under Reg 7(2)	0	0	1	0	1
Total value of non-domestic payments made under Regulation 7	£350.00	£500.00	£1,750.00	£3,500.00	£6,100.00
Total value of domestic and non-domestic payments made under Regulation 7	£8,810.00	£11,090.00	£10,570.00	£54,110.00	£84,580.00

Guaranteed Standard 2 - Regulation 8 - Reinstatement of customer's premises					
Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises due to be reinstated	4842	4303	4325	3597	17067
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	32	46	28	35	141
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	10	15	7	20	52
Number of payments made under Reg 8(2)(a)	32	46	28	35	141
Value of payments made under Reg 8(2)(a)	£1,600.00	£2,300.00	£1,400.00	£1,750.00	£7,050.00
Number of payments made under Reg 8(2)(b)	23	22	17	58	120
Value of payments made under Reg 8(2)(b)	£1,150.00	£1,100.00	£850.00	£2,900.00	£6,000.00
Total value of payments made under Regulation 8 to domestic customers	£2,750.00	£3,400.00	£2,250.00	£4,650.00	£13,050.00
Non Domestic					
Number of customers' premises due to be reinstated	35	30	48	36	149
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	0	0	3	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	0	0	3	3
Value of payments made under Reg 8(2)(a)	£0.00	£0.00	£0.00	£300.00	£300.00
Number of payments made under Reg 8(2)(b)	0	0	0	3	3
Value of payments made under Reg 8(2)(b)	£0.00	£0.00	£0.00	£300.00	£300.00
Total value of payments made under Regulation 8 to non-domestic customers	£0.00	£0.00	£0.00	£600.00	£600.00
Total value of payments made under Regulation 8	£2,750.00	£3,400.00	£2,250.00	£5,250.00	£13,650.00

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))	727	789	735	712	2963

Planned interruptions					
Number of planned interruptions to priority domestic customers' premises (Reg 9(2)(a))	595	646	595	528	2364
Number of payments made under Reg 9(2)(a)	0	0	0	1	1
Value of payments made under Reg 9(2)(a)	£0.00	£0.00	£0.00	£24.00	£24.00
Unplanned interruptions (less than 250 premises)					
unplanned interruptions	132	143	140	141	556
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	0	0	0	43	43
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	£24.00	£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))	1747	1801	1795	1796	7139
Number of standard quotations provided within prescribed period (Reg 10(3)(a))	1746	1788	1769	1795	7098
Number of standard quotations not provided within prescribed period (Reg 10(3)(a))	1	13	26	1	41
Number of payments made under Reg 10(3)(a)	1	25	216	13	255
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)	£10.00	£250.00	£2,160.00	£130.00	£2,550.00

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))	36	17	35	47	135
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(i))	34	15	24	38	111
Number of non-standard quotations not provided within prescribed period (Reg 10(3)(b)(i))	2	2	11	9	24
Number of payments made under Reg 10(3)(b)(i)	14	6	90	109	219
Number of times cap reached for payments under Reg 10(6)(b)(i)	0	0	0	1	1
Value of payments made under Regulation 10(3)(b)(i)	£140.00	£60.00	£900.00	£1,090.00	£2,190.00

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))	15	6	12	23	56
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(ii))	15	6	10	20	51
Number of non-standard quotations not provided within prescribed period (Reg 10(3)(b)(ii))	0	0	2	3	5
Number of payments made under Reg 10(3)(b)(ii)	0	0	5	51.5	56.5
Number of times cap reached for payments under Reg 10(6)(b)(ii)	0	0	0	1	1
Value of payments made under Regulation 10(3)(b)(ii)	£0.00	£0.00	£100.00	£1,030.00	£1,130.00

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	1	3
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	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))	165	199	134	103	601
Number of land enquiry requests responded to within timescale (Reg 10(3)(d))	164	199	134	103	600
Number of land enquiry requests not responded to within timescale (Reg 10(3)(d))	1	0	0	0	1
Number of payments made under Reg 10(3)(d)	3	0	0	0	3
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)	£120.00	£0.00	£0.00	£0.00	£120.00

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))	1628	1397	1978	1625	6628
Number where both dates offered within timescale (Reg 10(3)(e)(i))	1623	1267	1843	1606	6339
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	5	130	135	19	289
Number of payments made under Reg 10(3)(e)(i)	30.5	646	874.3	168	1718.8
Number of times cap reached for payments under Reg 10(6)(d)(i)	0	0	0	0	0
Value of payments made under Regulation 10(3)(e)(i)	£601.00	£12,920.00	£17,486.00	£3,360.00	£34,367.00

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))	1	0	0	0	1
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	1	0	0	0	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))	2282	1238	1479	1403	6402
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(i))	154	94	107	79	434
Number of payments made under Reg 10(3)(f)(i)	269	142	176	102	689
Number of times cap reached for payments under Reg 10(6)(e)	2	0	0	0	2
Value of payments made under Regulation 10(3)(f)(i)	£5,380.00	£2,840.00	£3,520.00	£2,040.00	£13,780.00

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))	19	7	2	2	30
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(ii))	3	3	2	1	9
Number of payments made under Reg 10(3)(f)(ii)	17.142	16.9775	3.825	1.674	39.6185
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)	£342.84	£339.70	£76.50	£33.48	£792.52

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))	2	1	0	0	3
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	2460	1343	1590	1485	6878
Total number substantially completed within agreed timescale	2303	1246	1481	1405	6435
Total number not substantially completed within agreed timescale (Reg 10(3)(f))	157	97	109	80	443
Total number of payments made (Reg 10(3)(f))	286.142	158.9775	179.825	103.674	728.6185
Total number of times cap reached for payments (Reg 10(6)(e) - (h))	2	0	0	0	2
Total value of payments made (Regulation 10(3)(f))	£5,722.84	£3,179.70	£3,596.50	£2,073.48	£14,572.52

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	15001	10973	8154	16257	50385
Number of customers that did not receive prior notice of not less than prescribed period (Reg 10A(2))	3	1	1	3	8
Number of payments made under Reg 10A(2)	3	1	1	3	8
Value of payments made under Reg 10A(2)	£60.00	£20.00	£20.00	£60.00	£160.00
Non Domestic					
Number of customers whose gas supply was interrupted for planned maintenance or replacement work	838	180	142	169	1329
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	£60.00	£20.00	£20.00	£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	702	817	830	871	3220
Number of customers that did not receive a response within the prescribed period (Reg 10B(2))	40	14	24	33	111
Number of payments made under Reg 10B(2)	40	22	57	58	177
Number of times cap reached for payments under Reg 10B(4)(e)	3	0	5	44	52
Total value of payments made under Reg 10B	£800.00	£440.00	£1,140.00	£1,160.00	£3,540.00

Guaranteed Standard 12 - Regulation 12 - Payments

Domestic	Q1	Q2	Q3	Q4	Annual
Number of payments due under Reg 12	134	119	240	361	854
Value of payments made under Regulation 12 to domestic customers	£2,680.00	£2,380.00	£4,800.00	£7,220.00	£17,080.00
Non Domestic					
Number of payments due under Reg 12	2	1	2	15	20
Value of payments made under Regulation 12 to non-domestic customers	£40.00	£20.00	£40.00	£300.00	£400.00
Value of payments made under Reg 12	£2,720.00	£2,400.00	£4,840.00	£7,520.00	£17,480.00

Total value of payments made under the Guaranteed Standards	£21,733.84	£33,759.70	£43,062.50	£75,807.48	£174,363.52
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Standard Special Conditions applicable to all DN Licensees: Part D
Standard Special Condition D10. Provision of connections information.

COMPANY: NATIONAL GRID - East of England

Reporting Period: Annual

Year: 2010-11

DNs only

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))	3758	3647	3374	4004	14783
Number of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	3756	3634	3343	4003	14736
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	99.95%	99.64%	99.08%	99.98%	99.68%
Number of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	2	13	31	1	47
Percentage of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	0.05%	0.36%	0.92%	0.02%	0.32%

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))	53	47	57	85	242
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	51	43	42	73	209
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	96.23%	91.49%	73.68%	85.88%	86.36%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	2	4	15	12	33
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	3.77%	8.51%	26.32%	14.12%	13.64%

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))	43	29	35	40	147
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	43	29	33	36	141
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	100.00%	100.00%	94.29%	90.00%	95.92%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	0	0	2	4	6
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	0.00%	0.00%	5.71%	10.00%	4.08%

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	3	0	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	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))	546	655	547	568	2316
Number of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	545	653	547	563	2308
Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	99.82%	99.69%	100.00%	99.12%	99.65%
Number of land enquiry requests not responded to within timescale (Standard Special Condition D10 (2)(d))	1	2	0	5	8
Percentage of land enquiry requests not responded to within timescale (Standard Special Condition D10 (2)(d))	0.18%	0.31%	0.00%	0.88%	0.35%

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

	Q1	Q2	Q3	Q4	Annual
Number of quotations accepted	2229	2318	2901	2666	10114
Number where both dates offered within timescale (Standard Special Condition D10 (2)(e))	2213	2077	2694	2618	9602
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))	99.28%	89.60%	92.86%	98.20%	94.94%
Number where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	16	241	207	48	512
Percentage where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	0.72%	10.40%	7.14%	1.80%	5.06%

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	2804	2107	2454	2337	9702
Number substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	2614	1941	2269	2201	9025
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	93.22%	92.12%	92.46%	94.18%	93.02%
Number not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	190	166	185	136	677
Percentage not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	6.78%	7.88%	7.54%	5.82%	6.98%

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

	Q1	Q2	Q3	Q4	Annual
Total calls received on specified numbers	602258	615618	891747	687768	2797391
Total calls answered within timescale	561378	568810	728182	673885	2532255
Percentage of telephone calls answered within timescale	93.21%	92.40%	81.66%	97.98%	90.52%

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	23462	21421	35375	29369	109627
Number of responses within timescale	23130	20797	31514	28875	104316
Percentage of uncontrolled gas escapes responded to within timescale	98.58%	97.09%	89.09%	98.32%	95.16%

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	9885	9934	15764	12573	48156
Number of responses within timescale	9805	9852	14455	12514	46626
Percentage of uncontrolled gas escapes responded to within timescale	99.19%	99.17%	91.70%	99.53%	96.82%

GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE

COMPANY: **NATIONAL GRID - London**

Reporting Period: **Annual**

Year: **2010-11**

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))	1054	448	683	757	2942
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	700	353	531	590	2174
Number of payments made under Reg 7(2)(a)	1054	448	683	757	2942
Value of payments made under Reg 7(2)(a)	£31,620.00	£13,440.00	£20,490.00	£22,710.00	£88,260.00
Number of payments made under Reg 7(2)(b)	3106	2059.666666	2647.666667	4495.333333	12308.66667
Value of payments made under Reg 7(2)(b)	£93,180.00	£61,790.00	£79,430.00	£134,860.00	369260
Number of times cap reached for payments under Reg 7(2)	17	5	2	12	36
Total value of domestic payments made under Regulation 7	£124,800.00	£75,230.00	£99,920.00	£157,570.00	£457,520.00

Non Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	30	7	13	15	65
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	16	7	6	8	37
Number of payments made under Reg 7(2)(a)	30	7	13	15	65
Value of payments made under Reg 7(2)(a)	£1,500.00	£350.00	£650.00	£750.00	£3,250.00
Number of payments made under Reg 7(2)(b)	72	51	35	68	226
Value of payments made under Reg 7(2)(b)	£3,600.00	£2,550.00	£1,750.00	£3,400.00	11300
Number of times cap reached for payments under Reg 7(2)	1	2	0	2	5
Total value of non-domestic payments made under Regulation 7	£5,100.00	£2,900.00	£2,400.00	£4,150.00	£14,550.00
Total value of domestic and non-domestic payments made under Regulation 7	£129,900.00	£78,130.00	£102,320.00	£161,720.00	£472,070.00

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

Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises due to be reinstated	2655	3230	2417	1620	9922
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	169	78	66	29	342
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	53	38	46	18	155
Number of payments made under Reg 8(2)(a)	169	78	66	29	342
Value of payments made under Reg 8(2)(a)	£8,450.00	£3,900.00	£3,300.00	£1,450.00	£17,100.00
Number of payments made under Reg 8(2)(b)	119	82	109	52	362
Value of payments made under Reg 8(2)(b)	£5,950.00	£4,100.00	£5,450.00	£2,600.00	£18,100.00
Total value of payments made under Regulation 8 to domestic customers	£14,400.00	£8,000.00	£8,750.00	£4,050.00	£35,200.00
Non Domestic					
Number of customers' premises due to be reinstated	17	18	27	20	82
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	1	0	1	0	2
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	0	1	0	1
Number of payments made under Reg 8(2)(a)	1	0	1	0	2
Value of payments made under Reg 8(2)(a)	£100.00	£0.00	£100.00	£0.00	£200.00
Number of payments made under Reg 8(2)(b)	0	0	14	0	14
Value of payments made under Reg 8(2)(b)	£0.00	£0.00	£1,400.00	£0.00	£1,400.00
Total value of payments made under Regulation 8 to non-domestic customers	£100.00	£0.00	£1,500.00	£0.00	£1,600.00
Total value of payments made under Regulation 8	£14,500.00	£8,000.00	£10,250.00	£4,050.00	£36,800.00

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))	564	453	472	467	1956

Planned interruptions					
Number of planned interruptions to priority domestic customers' premises (Reg 9(2)(a))	405	282	272	237	1196
Number of payments made under Reg 9(2)(a)	5	1	3	1	10
Value of payments made under Reg 9(2)(a)	£120.00	£24.00	£72.00	£24.00	£240.00
Unplanned interruptions (less than 250 premises)					
unplanned interruptions	159	171	200	230	760
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	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	£120.00	£24.00	£72.00	£24.00	£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))	713	703	783	711	2910
Number of standard quotations provided within prescribed period (Reg 10 (3) (a))	712	701	757	711	2881
Number of standard quotations not provided within prescribed period (Reg 10(3)(a))	1	2	26	0	29
Number of payments made under Reg 10(3)(a)	3	8	199	0	210
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	£80.00	£1,990.00	£0.00	£2,100.00

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))	18	13	31	41	103
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(i))	16	9	17	35	77
Number of non-standard quotations not provided within prescribed period (Reg 10(3)(b)(i))	2	4	14	6	26
Number of payments made under Reg 10(3)(b)(i)	2	35	154	61	252
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)(b)(i)	£20.00	£350.00	£1,540.00	£610.00	£2,520.00

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))	15	14	11	23	63
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(ii))	14	14	11	18	57
Number of non-standard quotations not provided within prescribed period (Reg 10(3)(b)(ii))	1	0	0	5	6
Number of payments made under Reg 10(3)(b)(ii)	12.5	0	0	57	69.5
Number of times cap reached for payments under Reg 10(6)(b)(ii)	0	0	0	2	2
Value of payments made under Regulation 10 (3)(b)(ii)	£250.00	£0.00	£0.00	£1,140.00	£1,390.00

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	1	2	6
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	1	0	0	0	1
Value of refunds issued under accuracy scheme (Reg 10 (3)(c))	£14,998.06	£0.00	£0.00	£0.00	£14,998.06

Guaranteed Standard 8 - Regulation 10 - Response to land enquiries

	Q1	Q2	Q3	Q4	Annual
Number of land enquiry requests received (Reg 10(1)(c))	105	121	76	77	379
Number of land enquiry requests responded to within timescale (Reg 10(3)(d))	104	120	76	77	377
Number of land enquiry requests not responded to within timescale (Reg 10(3)(d))	1	1	0	0	2
Number of payments made under Reg 10(3)(d)	3	5	0	0	8
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)	£120.00	£200.00	£0.00	£0.00	£320.00

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))	601	526	686	606	2419
Number where both dates offered within timescale (Reg 10(3)(e)(i))	573	472	602	593	2240
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	28	54	84	13	179
Number of payments made under Reg 10(3)(e)(i)	212.5	172.5	475	149	1009
Number of times cap reached for payments under Reg 10(6)(d)(i)	4	0	0	0	4
Value of payments made under Regulation 10(3)(e)(i)	£4,250.00	£3,450.00	£9,500.00	£2,980.00	£20,180.00

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))	1	0	0	0	1
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	1	0	0	0	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))	441	249	406	460	1556
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(i))	19	9	24	45	97
Number of payments made under Reg 10(3)(f)(i)	32	23	63	38	156
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)	£640.00	£460.00	£1,260.00	£760.00	£3,120.00

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))	83	74	113	35	305
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(ii))	3	4	6	4	17
Number of payments made under Reg 10(3)(f)(ii)	4.144	11.275	13.6225	6.909	35.9505
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)	£82.88	£226.36	£272.45	£138.18	£719.87

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))	0	5	0	0	5
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	546	341	549	544	1980
Total number substantially completed within agreed timescale	524	328	519	495	1866
Total number not substantially completed within agreed timescale (Reg 10(3)(f))	22	13	30	49	114
Total number of payments made (Reg 10(3)(f))	36.144	34.275	76.6225	44.909	191.9505
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))	£722.88	£686.36	£1,532.45	£898.18	£3,839.87

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	13840	8837	7351	10415	40443
Number of customers that did not receive prior notice of not less than prescribed period (Reg 10A(2))	9	6	2	5	22
Number of payments made under Reg 10A(2)	9	6	2	5	22
Value of payments made under Reg 10A(2)	£180.00	£120.00	£40.00	£100.00	£440.00
Non Domestic					
Number of customers whose gas supply was interrupted for planned maintenance or replacement work	1072	286	354	316	2028
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	£180.00	£120.00	£40.00	£100.00	£440.00

Guaranteed Standard 14 - Regulation 10B - Response to complaints

	Q1	Q2	Q3	Q4	Annual
Total number of written and oral complaints received requiring a response	944	1139	864	781	3728
Number of customers that did not receive a response within the prescribed period (Reg 10B(2))	88	43	49	24	204
Number of payments made under Reg 10B(2)	88	113	148	47	396
Number of times cap reached for payments under Reg 10B(4)(e)	4	4	11	10	29
Total value of payments made under Reg 10B	£1,760.00	£2,260.00	£2,960.00	£940.00	£7,920.00

Guaranteed Standard 12 - Regulation 12 - Payments

Domestic	Q1	Q2	Q3	Q4	Annual
Number of payments due under Reg 12	1043	255	417	531	2246
Value of payments made under Regulation 12 to domestic customers	£20,860.00	£5,100.00	£8,340.00	£10,620.00	£44,920.00
Non Domestic					
Number of payments due under Reg 12	24	3	4	9	40
Value of payments made under Regulation 12 to non-domestic customers	£480.00	£60.00	£80.00	£180.00	£800.00
Value of payments made under Reg 12	£21,340.00	£5,160.00	£8,420.00	£10,800.00	£45,720.00

Total value of payments made under the Guaranteed Standards	£188,190.94	£98,460.36	£138,624.45	£183,262.18	£608,537.93
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Standard Special Conditions applicable to all DN Licensees: Part D
Standard Special Condition D10. Provision of connections information.

COMPANY: NATIONAL GRID - London

Reporting Period: Annual

Year: 2010-11

DNs only

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))	1691	1485	1467	1565	6208
Number of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	1689	1483	1436	1565	6173
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	99.88%	99.87%	97.89%	100.00%	99.44%
Number of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	2	2	31	0	35
Percentage of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	0.12%	0.13%	2.11%	0.00%	0.56%

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))	42	38	46	72	198
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	40	28	29	60	157
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	95.24%	73.68%	63.04%	83.33%	79.29%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	2	10	17	12	41
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	4.76%	26.32%	36.96%	16.67%	20.71%

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))	52	47	28	58	185
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	50	47	27	50	174
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	96.15%	100.00%	96.43%	86.21%	94.05%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	2	0	1	8	11
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	3.85%	0.00%	3.57%	13.79%	5.95%

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))	2	2	1	5	10
Number of quotations found not to be accurate (Standard Special Condition D10 (3))	1	0	0	3	4
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))	£14,998.06	£0.00	£0.00	£0.00	£14,998.06

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))	349	378	330	379	1436
Number of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	348	376	328	379	1431
Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	99.71%	99.47%	99.39%	100.00%	99.65%
Number of land enquiry requests not responded to within timescale (Standard Special Condition D10 (2)(d))	1	2	2	0	5
Percentage of land enquiry requests not responded to within timescale (Standard Special Condition D10 (2)(d))	0.29%	0.53%	0.61%	0.00%	0.35%

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

	Q1	Q2	Q3	Q4	Annual
Number of quotations accepted	881	997	1130	1031	4039
Number where both dates offered within timescale (Standard Special Condition D10 (2)(e))	841	884	976	986	3687
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))	95.46%	88.67%	86.37%	95.64%	91.28%
Number where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	40	113	154	45	352
Percentage where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	4.54%	11.33%	13.63%	4.36%	8.72%

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	720	683	954	913	3270
Number substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	678	657	904	825	3064
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	94.17%	96.19%	94.76%	90.36%	93.70%
Number not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	42	26	50	88	206
Percentage not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	5.83%	3.81%	5.24%	9.64%	6.30%

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

	Q1	Q2	Q3	Q4	Annual
Total calls received on specified numbers	602258	615618	891747	687768	2797391
Total calls answered within timescale	561378	568810	728182	673885	2532255
Percentage of telephone calls answered within timescale	93.21%	92.40%	81.66%	97.98%	90.52%

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	18872	18057	26450	22296	85675
Number of responses within timescale	18724	17278	24606	21751	82359
Percentage of uncontrolled gas escapes responded to within timescale	99.22%	95.69%	93.03%	97.56%	96.13%

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	6736	6976	10795	8407	32914
Number of responses within timescale	6707	6817	10328	8362	32214
Percentage of uncontrolled gas escapes responded to within timescale	99.57%	97.72%	95.67%	99.46%	97.87%

GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE

COMPANY: **NATIONAL GRID - North West**

Reporting Period: **Annual**

Year: **2010-11**

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))	502	295	298	629	1724
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	282	158	114	333	887
Number of payments made under Reg 7(2)(a)	502	295	298	629	1724
Value of payments made under Reg 7(2)(a)	£15,060.00	£8,850.00	£8,940.00	£18,870.00	£51,720.00
Number of payments made under Reg 7(2)(b)	1054	562	292	1348	3256
Value of payments made under Reg 7(2)(b)	£31,630.00	£16,860.00	£8,760.00	£40,440.00	97690
Number of times cap reached for payments under Reg 7(2)	4	0	0	1	5
Total value of domestic payments made under Regulation 7	£46,690.00	£25,710.00	£17,700.00	£59,310.00	£149,410.00

Non Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	10	2	6	10	28
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	7	2	2	6	17
Number of payments made under Reg 7(2)(a)	10	2	6	10	28
Value of payments made under Reg 7(2)(a)	£500.00	£100.00	£300.00	£500.00	£1,400.00
Number of payments made under Reg 7(2)(b)	17	19	6	12	54
Value of payments made under Reg 7(2)(b)	£850.00	£950.00	£300.00	£600.00	2700
Number of times cap reached for payments under Reg 7(2)	0	0	0	1	1
Total value of non-domestic payments made under Regulation 7	£1,350.00	£1,050.00	£600.00	£1,100.00	£4,100.00
Total value of domestic and non-domestic payments made under Regulation 7	£48,040.00	£26,760.00	£18,300.00	£60,410.00	£153,510.00

Guaranteed Standard 2 - Regulation 8 - Reinstatement of customer's premises					
Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises due to be reinstated	2480	3401	3827	2966	12674
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	201	49	56	198	504
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	74	17	11	82	184
Number of payments made under Reg 8(2)(a)	201	49	56	198	504
Value of payments made under Reg 8(2)(a)	£10,050.00	£2,450.00	£2,800.00	£9,900.00	£25,200.00
Number of payments made under Reg 8(2)(b)	233	26	24	158	441
Value of payments made under Reg 8(2)(b)	£11,650.00	£1,300.00	£1,200.00	£7,900.00	£22,050.00
Total value of payments made under Regulation 8 to domestic customers	£21,700.00	£3,750.00	£4,000.00	£17,800.00	£47,250.00
Non Domestic					
Number of customers' premises due to be reinstated	33	34	41	44	152
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	1	0	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)	1	0	0	0	1
Value of payments made under Reg 8(2)(a)	£100.00	£0.00	£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	£100.00	£0.00	£0.00	£0.00	£100.00
Total value of payments made under Regulation 8	£21,800.00	£3,750.00	£4,000.00	£17,800.00	£47,350.00

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))	663	464	452	644	2223

Planned interruptions					
Number of planned interruptions to priority domestic customers' premises (Reg 9(2)(a))	563	358	336	530	1787
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' premises are affected (Reg 9(2)(b)(i))	100	106	116	114	436
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' premises are affected (Reg 9(2)(b)(ii))	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))	789	978	926	866	3559
Number of standard quotations provided within prescribed period (Reg 10(3)(a))	789	977	910	865	3541
Number of standard quotations not provided within prescribed period (Reg 10(3)(a))	0	1	16	1	18
Number of payments made under Reg 10(3)(a)	0	1	103	1	105
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	£10.00	£1,030.00	£10.00	£1,050.00

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))	32	10	13	24	79
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(i))	28	10	10	21	69
Number of non-standard quotations not provided within prescribed period (Reg 10(3)(b)(i))	4	0	3	3	10
Number of payments made under Reg 10(3)(b)(i)	71	0	42	29	142
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)	£710.00	£0.00	£420.00	£290.00	£1,420.00

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))	10	4	8	16	38
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(ii))	9	4	8	14	35
Number of non-standard quotations not provided within prescribed period (Reg 10(3)(b)(ii))	1	0	0	2	3
Number of payments made under Reg 10(3)(b)(ii)	3	0	0	20	23
Number of times cap reached for payments under Reg 10(6)(b)(ii)	1	0	0	0	1
Value of payments made under Regulation 10(3)(b)(ii)	£60.00	£0.00	£0.00	£400.00	£460.00

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	2	0	0	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))	113	148	83	67	411
Number of land enquiry requests responded to within timescale (Reg 10(3)(d))	113	148	82	67	410
Number of land enquiry requests not responded to within timescale (Reg 10(3)(d))	0	0	1	0	1
Number of payments made under Reg 10(3)(d)	0	0	1	0	1
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	£0.00	£40.00

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))	704	751	965	828	3248
Number where both dates offered within timescale (Reg 10(3)(e)(i))	702	746	893	820	3161
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	2	5	72	8	87
Number of payments made under Reg 10(3)(e)(i)	25	50.5	432.9	69.7	578.1
Number of times cap reached for payments under Reg 10(6)(d)(i)	1	0	0	0	1
Value of payments made under Regulation 10(3)(e)(i)	£500.00	£1,010.00	£8,658.00	£1,394.00	£11,562.00

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))	884	637	736	777	3034
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(i))	22	15	25	25	87
Number of payments made under Reg 10(3)(f)(i)	66	35	46	32	179
Number of times cap reached for payments under Reg 10(6)(e)	1	0	0	0	1
Value of payments made under Regulation 10(3)(f)(i)	£1,320.00	£700.00	£920.00	£640.00	£3,580.00

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))	4	3	1	0	8
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(ii))	1	2	0	0	3
Number of payments made under Reg 10(3)(f)(ii)	8.58	7.06	0	0	15.64
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)	£171.60	£140.81	£0.00	£0.00	£312.41

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))	0	3	0	1	4
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	911	660	762	803	3136
Total number substantially completed within agreed timescale	888	643	737	778	3046
Total number not substantially completed within agreed timescale (Reg 10(3)(f))	23	17	25	25	90
Total number of payments made (Reg 10(3)(f))	74.58	42.06	46	32	194.64
Total number of times cap reached for payments (Reg 10(6)(e) - (h))	1	0	0	0	1
Total value of payments made (Regulation 10(3)(f))	£1,491.60	£840.81	£920.00	£640.00	£3,892.41

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	15986	12543	8911	13284	50724
Number of customers that did not receive prior notice of not less than prescribed period (Reg 10A(2))	6	14	12	8	40
Number of payments made under Reg 10A(2)	6	14	12	8	40
Value of payments made under Reg 10A(2)	£120.00	£280.00	£240.00	£160.00	£800.00
Non Domestic					
Number of customers whose gas supply was interrupted for planned maintenance or replacement work	754	281	450	770	2255
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	£120.00	£280.00	£240.00	£160.00	£800.00

Guaranteed Standard 14 - Regulation 10B - Response to complaints

	Q1	Q2	Q3	Q4	Annual
Total number of written and oral complaints received requiring a response	810	709	993	1215	3727
Number of customers that did not receive a response within the prescribed period (Reg 10B(2))	47	17	24	18	106
Number of payments made under Reg 10B(2)	47	34	66	34	181
Number of times cap reached for payments under Reg 10B(4)(e)	4	0	6	106	116
Total value of payments made under Reg 10B	£940.00	£680.00	£1,320.00	£680.00	£3,620.00

Guaranteed Standard 12 - Regulation 12 - Payments

Domestic	Q1	Q2	Q3	Q4	Annual
Number of payments due under Reg 12	477	89	148	288	1002
Value of payments made under Regulation 12 to domestic customers	£9,540.00	£1,780.00	£2,960.00	£5,760.00	£20,040.00
Non Domestic					
Number of payments due under Reg 12	11	0	0	8	19
Value of payments made under Regulation 12 to non-domestic customers	£220.00	£0.00	£0.00	£160.00	£380.00
Value of payments made under Reg 12	£9,760.00	£1,780.00	£2,960.00	£5,920.00	£20,420.00

Total value of payments made under the Guaranteed Standards	£83,421.60	£35,110.81	£37,888.00	£87,704.00	£244,124.41
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Standard Special Conditions applicable to all DN Licensees: Part D
Standard Special Condition D10. Provision of connections information.

COMPANY: NATIONAL GRID - North West

Reporting Period: Annual

Year: 2010-11

DNs only

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))	1694	1791	1649	1853	6987
Number of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	1694	1790	1631	1852	6967
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	100.00%	99.94%	98.91%	99.95%	99.71%
Number of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	0	1	18	1	20
Percentage of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	0.00%	0.06%	1.09%	0.05%	0.29%

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))	42	20	28	40	130
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	37	20	18	34	109
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	88.10%	100.00%	64.29%	85.00%	83.85%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	5	0	10	6	21
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	11.90%	0.00%	35.71%	15.00%	16.15%

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))	38	27	17	28	110
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	37	27	17	26	107
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	97.37%	100.00%	100.00%	92.86%	97.27%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	1	0	0	2	3
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	2.63%	0.00%	0.00%	7.14%	2.73%

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	0	4
Number of quotations found not to be accurate (Standard Special Condition D10 (3))	0	0	1	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))	347	412	403	302	1464
Number of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	345	409	400	301	1455
Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	99.42%	99.27%	99.26%	99.67%	99.39%
Number of land enquiry requests not responded to within timescale (Standard Special Condition D10 (2)(d))	2	3	3	1	9
Percentage of land enquiry requests not responded to within timescale (Standard Special Condition D10 (2)(d))	0.58%	0.73%	0.74%	0.33%	0.61%

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

	Q1	Q2	Q3	Q4	Annual
Number of quotations accepted	970	1262	1355	1323	4910
Number where both dates offered within timescale (Standard Special Condition D10 (2)(e))	966	1251	1247	1308	4772
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))	99.59%	99.13%	92.03%	98.87%	97.19%
Number where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	4	11	108	15	138
Percentage where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	0.41%	0.87%	7.97%	1.13%	2.81%

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	1210	1013	1114	1246	4583
Number substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	1178	986	1068	1198	4430
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	97.36%	97.33%	95.87%	96.15%	96.66%
Number not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	32	27	46	48	153
Percentage not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	2.64%	2.67%	4.13%	3.85%	3.34%

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

	Q1	Q2	Q3	Q4	Annual
Total calls received on specified numbers	602258	615618	891747	687768	2797391
Total calls answered within timescale	561378	568810	728182	673885	2532255
Percentage of telephone calls answered within timescale	93.21%	92.40%	81.66%	97.98%	90.52%

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	20238	18722	35157	25174	99291
Number of responses within timescale	20027	18346	28517	24597	91487
Percentage of uncontrolled gas escapes responded to within timescale	98.96%	97.99%	81.11%	97.71%	92.14%

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	7102	7314	12011	9165	35592
Number of responses within timescale	7059	7254	10431	9109	33853
Percentage of uncontrolled gas escapes responded to within timescale	99.39%	99.18%	86.85%	99.39%	95.11%

GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE

COMPANY: **NATIONAL GRID - West Midlands**

Reporting Period: **Annual**

Year: **2010-11**

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))	107	101	117	164	489
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	36	35	39	70	180
Number of payments made under Reg 7(2)(a)	107	101	117	164	489
Value of payments made under Reg 7(2)(a)	£3,210.00	£3,030.00	£3,510.00	£4,920.00	£14,670.00
Number of payments made under Reg 7(2)(b)	143	98	82	252	575
Value of payments made under Reg 7(2)(b)	£4,290.00	£2,940.00	£2,460.00	£7,560.00	17250
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	£7,500.00	£5,970.00	£5,970.00	£12,480.00	£31,920.00

Non Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	2	2	1	2	7
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	0	2	1	1	4
Number of payments made under Reg 7(2)(a)	2	2	1	2	7
Value of payments made under Reg 7(2)(a)	£100.00	£100.00	£50.00	£100.00	£350.00
Number of payments made under Reg 7(2)(b)	0	9	2	3	14
Value of payments made under Reg 7(2)(b)	£0.00	£450.00	£100.00	£150.00	700
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	£100.00	£550.00	£150.00	£250.00	£1,050.00
Total value of domestic and non-domestic payments made under Regulation 7	£7,600.00	£6,520.00	£6,120.00	£12,730.00	£32,970.00

Guaranteed Standard 2 - Regulation 8 - Reinstatement of customer's premises					
Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises due to be reinstated	3169	3200	3904	1825	12098
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	32	9	8	9	58
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	7	4	4	3	18
Number of payments made under Reg 8(2)(a)	32	9	8	9	58
Value of payments made under Reg 8(2)(a)	£1,600.00	£450.00	£400.00	£450.00	£2,900.00
Number of payments made under Reg 8(2)(b)	80	11	79	12	182
Value of payments made under Reg 8(2)(b)	£4,000.00	£550.00	£3,950.00	£600.00	£9,100.00
Total value of payments made under Regulation 8 to domestic customers	£5,600.00	£1,000.00	£4,350.00	£1,050.00	£12,000.00
Non Domestic					
Number of customers' premises due to be reinstated	30	20	30	23	103
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	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	£5,600.00	£1,000.00	£4,350.00	£1,050.00	£12,000.00

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))	481	287	322	323	1413

Planned interruptions					
Number of planned interruptions to priority domestic customers' premises (Reg 9(2)(a))	481	287	322	323	1413
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' premises are affected (Reg 9(2)(b)(i))	0	0	0	0	0
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' premises are affected (Reg 9(2)(b)(ii))	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))	746	664	675	695	2780
Number of standard quotations provided within prescribed period (Reg 10(3)(a))	745	662	661	695	2763
Number of standard quotations not provided within prescribed period (Reg 10(3)(a))	1	2	14	0	17
Number of payments made under Reg 10(3)(a)	1	2	105	0	108
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)	£10.00	£20.00	£1,050.00	£0.00	£1,080.00

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))	78	7	9	19	113
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(i))	72	6	6	15	99
Number of non-standard quotations not provided within prescribed period (Reg 10(3)(b)(i))	6	1	3	4	14
Number of payments made under Reg 10(3)(b)(i)	38	4	42	50	134
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)	£380.00	£40.00	£420.00	£500.00	£1,340.00

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))	6	6	11	17	40
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(ii))	6	6	11	17	40
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))	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))	85	114	72	69	340
Number of land enquiry requests responded to within timescale (Reg 10(3)(d))	85	113	72	69	339
Number of land enquiry requests not responded to within timescale (Reg 10(3)(d))	0	1	0	0	1
Number of payments made under Reg 10(3)(d)	0	2	0	0	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	£80.00	£0.00	£0.00	£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))	658	578	643	644	2523
Number where both dates offered within timescale (Reg 10(3)(e)(i))	653	578	610	629	2470
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	5	0	33	15	53
Number of payments made under Reg 10(3)(e)(i)	31	0	218	90.8	339.8
Number of times cap reached for payments under Reg 10(6)(d)(i)	1	0	0	0	1
Value of payments made under Regulation 10(3)(e)(i)	£620.00	£0.00	£4,360.00	£1,816.00	£6,796.00

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))	583	916	456	585	2540
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(i))	40	35	38	16	129
Number of payments made under Reg 10(3)(f)(i)	106	70	92	49	317
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)	£2,120.00	£1,400.00	£1,840.00	£980.00	£6,340.00

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))	9	7	4	2	22
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(ii))	2	0	0	0	2
Number of payments made under Reg 10(3)(f)(ii)	13.488	0	0	0	13.488
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)	£269.76	£0.00	£0.00	£0.00	£269.76

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))	0	1	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	634	959	498	603	2694
Total number substantially completed within agreed timescale	592	924	460	587	2563
Total number not substantially completed within agreed timescale (Reg 10(3)(f))	42	35	38	16	131
Total number of payments made (Reg 10(3)(f))	119,488	70	92	49	330,488
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))	£2,389.76	£1,400.00	£1,840.00	£980.00	£6,609.76

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	8596	6368	5570	5117	25651
Number of customers that did not receive prior notice of not less than prescribed period (Reg 10A(2))	9	5	4	3	21
Number of payments made under Reg 10A(2)	9	5	4	3	21
Value of payments made under Reg 10A(2)	£180.00	£100.00	£80.00	£60.00	£420.00
Non Domestic					
Number of customers whose gas supply was interrupted for planned maintenance or replacement work	422	120	266	157	965
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	£180.00	£100.00	£80.00	£60.00	£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	345	322	528	631	1826
Number of customers that did not receive a response within the prescribed period (Reg 10B(2))	37	15	22	7	81
Number of payments made under Reg 10B(2)	37	29	43	10	119
Number of times cap reached for payments under Reg 10B(4)(e)	3	1	3	41	48
Total value of payments made under Reg 10B	£740.00	£580.00	£860.00	£200.00	£2,380.00

Guaranteed Standard 12 - Regulation 12 - Payments					
Domestic	Q1	Q2	Q3	Q4	Annual
Number of payments due under Reg 12	84	42	79	42	247
Value of payments made under Regulation 12 to domestic customers	£1,680.00	£840.00	£1,580.00	£840.00	£4,940.00
Non Domestic					
Number of payments due under Reg 12	1	2	0	1	4
Value of payments made under Regulation 12 to non-domestic customers	£20.00	£40.00	£0.00	£20.00	£80.00
Value of payments made under Reg 12	£1,700.00	£880.00	£1,580.00	£860.00	£5,020.00

Total value of payments made under the Guaranteed Standards	£19,219.76	£10,620.00	£20,660.00	£18,196.00	£68,695.76
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Standard Special Conditions applicable to all DN Licensees: Part D
Standard Special Condition D10. Provision of connections information.

COMPANY: NATIONAL GRID - West Midlands

Reporting Period: Annual

Year: 2010-11

DNs only

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))	1460	1345	1282	1464	5551
Number of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	1458	1343	1265	1464	5530
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	99.86%	99.85%	98.67%	100.00%	99.62%
Number of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	2	2	17	0	21
Percentage of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	0.14%	0.15%	1.33%	0.00%	0.38%

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))	81	14	21	38	154
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	75	12	14	31	132
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	92.59%	85.71%	66.67%	81.58%	85.71%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	6	2	7	7	22
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	7.41%	14.29%	33.33%	18.42%	14.29%

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))	15	12	17	25	69
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	15	12	17	24	68
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	100.00%	100.00%	100.00%	96.00%	98.55%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	0	0	0	1	1
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	0.00%	0.00%	0.00%	4.00%	1.45%

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	2	5
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))	310	394	325	322	1351
Number of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	309	392	324	321	1346
Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	99.68%	99.49%	99.69%	99.69%	99.63%
Number of land enquiry requests not responded to within timescale (Standard Special Condition D10 (2)(d))	1	2	1	1	5
Percentage of land enquiry requests not responded to within timescale (Standard Special Condition D10 (2)(d))	0.32%	0.51%	0.31%	0.31%	0.37%

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

	Q1	Q2	Q3	Q4	Annual
Number of quotations accepted	862	963	944	996	3765
Number where both dates offered within timescale (Standard Special Condition D10 (2)(e))	856	959	901	974	3690
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))	99.30%	99.58%	95.44%	97.79%	98.01%
Number where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	6	4	43	22	75
Percentage where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	0.70%	0.42%	4.56%	2.21%	1.99%

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	863	1193	772	949	3777
Number substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	807	1154	714	920	3595
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	93.51%	96.73%	92.49%	96.94%	95.18%
Number not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	56	39	58	29	182
Percentage not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	6.49%	3.27%	7.51%	3.06%	4.82%

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

	Q1	Q2	Q3	Q4	Annual
Total calls received on specified numbers	602258	615618	891747	687768	2797391
Total calls answered within timescale	561378	568810	728182	673885	2532255
Percentage of telephone calls answered within timescale	93.21%	92.40%	81.66%	97.98%	90.52%

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	12645	11467	19567	15552	59231
Number of responses within timescale	12519	11133	17510	15295	56457
Percentage of uncontrolled gas escapes responded to within timescale	99.00%	97.09%	89.49%	98.35%	95.32%

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	5417	5670	8408	6563	26058
Number of responses within timescale	5400	5616	7917	6533	25466
Percentage of uncontrolled gas escapes responded to within timescale	99.69%	99.05%	94.16%	99.54%	97.73%

GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE

COMPANY: **Northern Gas Networks**

Reporting Period: **Annual**

Year: **2010-11**

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))	41	271	308	306	926
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	16	137	124	195	472
Number of payments made under Reg 7(2)(a)	41	271	308	306	926
Value of payments made under Reg 7(2)(a)	£1,230.00	£8,130.00	£9,240.00	£9,180.00	£27,780.00
Number of payments made under Reg 7(2)(b)	40	193	223	705	1161
Value of payments made under Reg 7(2)(b)	£1,200.00	£5,790.00	£6,690.00	£21,150.00	34830
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	£2,430.00	£13,920.00	£15,930.00	£30,330.00	£62,610.00

Non Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	0	1	3	5	9
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	0	0	2	3	5
Number of payments made under Reg 7(2)(a)	0	1	3	5	9
Value of payments made under Reg 7(2)(a)	£0.00	£50.00	£150.00	£250.00	£450.00
Number of payments made under Reg 7(2)(b)	0	0	2	36	38
Value of payments made under Reg 7(2)(b)	£0.00	£0.00	£100.00	£1,800.00	1900
Number of times cap reached for payments under Reg 7(2)	0	0	0	1	1
Total value of non-domestic payments made under Regulation 7	£0.00	£50.00	£250.00	£2,050.00	£2,350.00
Total value of domestic and non-domestic payments made under Regulation 7	£2,430.00	£13,970.00	£16,180.00	£32,380.00	£64,960.00

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

Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises due to be reinstated	2215	2845	2355	3845	11260
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	12	24	28	346	410
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	6	5	5	136	152
Number of payments made under Reg 8(2)(a)	12	24	28	346	410
Value of payments made under Reg 8(2)(a)	£600.00	£1,200.00	£1,400.00	£17,300.00	£20,500.00
Number of payments made under Reg 8(2)(b)	11	6	6	229	252
Value of payments made under Reg 8(2)(b)	£550.00	£300.00	£300.00	£11,450.00	£12,600.00
Total value of payments made under Regulation 8 to domestic customers	£1,150.00	£1,500.00	£1,700.00	£28,750.00	£33,100.00

Non Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises due to be reinstated	60	147	65	115	387
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	0	1	5	6
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	0	1	0	1
Number of payments made under Reg 8(2)(a)	0	0	1	5	6
Value of payments made under Reg 8(2)(a)	£0.00	£0.00	£100.00	£500.00	£600.00
Number of payments made under Reg 8(2)(b)	0	0	2	0	2
Value of payments made under Reg 8(2)(b)	£0.00	£0.00	£200.00	£0.00	£200.00
Total value of payments made under Regulation 8 to non-domestic customers	£0.00	£0.00	£300.00	£500.00	£800.00
Total value of payments made under Regulation 8	£1,150.00	£1,500.00	£2,000.00	£29,250.00	£33,900.00

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))	318	351	359	405	1433

Planned interruptions					
Number of planned interruptions to priority domestic customers' premises (Reg 9(2)(a))	233	285	252	325	1095
Number of payments made under Reg 9(2)(a)	0	1	0	0	1
Value of payments made under Reg 9(2)(a)	£0.00	£24.00	£0.00	£0.00	£24.00
Unplanned interruptions (less than 250 premises)					
Number of unplanned interruptions to priority domestic customers' premises where less than 250 customers' premises are affected (Reg 9(2)(b)(i))	85	66	107	80	338
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' premises are affected (Reg 9(2)(b)(ii))	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	£0.00	£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))	1133	1270	1008	1408	4819
Number of standard quotations provided within prescribed period (Reg 10(3)(a))	1132	1267	1007	1398	4804
Number of standard quotations not provided within prescribed period (Reg 10(3)(a))	1	3	1	10	15
Number of payments made under Reg 10(3)(a)	1	41	25	47	114
Number of times cap reached for payments under Reg 10(6)(b)(i)	0	1	1	0	2
Value of payments made under Regulation 10(3)(a)	£10.00	£410.00	£250.00	£470.00	£1,140.00

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))	603	701	614	705	2623
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(i))	602	698	612	703	2615
Number of non-standard quotations not provided within prescribed period (Reg 10(3)(b)(i))	1	3	2	2	8
Number of payments made under Reg 10(3)(b)(i)	25	42	2	21	90
Number of times cap reached for payments under Reg 10(6)(b)(i)	1	1	0	0	2
Value of payments made under Regulation 10(3)(b)(i)	£250.00	£420.00	£20.00	£210.00	£900.00

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))	42	50	46	49	187
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(ii))	42	50	46	49	187
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	0	1
Number of quotations found not to be accurate (Reg 10(3)(c))	0	1	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))	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))	1204	1468	1171	1242	5085
Number where both dates offered within timescale (Reg 10(3)(e)(i))	1201	1468	1168	1240	5077
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	3	0	3	2	8
Number of payments made under Reg 10(3)(e)(i)	17.5	0	17.5	26	61
Number of times cap reached for payments under Reg 10(6)(d)(i)	1	0	1	2	4
Value of payments made under Regulation 10(3)(e)(i)	£350.00	£0.00	£350.00	£520.00	£1,220.00

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))	16	24	17	14	71
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	16	24	17	14	71
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))	1001	1039	927	1050	4017
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(i))	44	37	43	61	185
Number of payments made under Reg 10(3)(f)(i)	307	275	245	400	1227
Number of times cap reached for payments under Reg 10(6)(e)	24	20	17	52	113
Value of payments made under Regulation 10(3)(f)(i)	£5,940.00	£5,500.00	£4,900.00	£8,000.00	£24,340.00

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))	120	180	179	206	685
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(ii))	8	8	15	19	50
Number of payments made under Reg 10(3)(f)(ii)	50	28	105	161	344
Number of times cap reached for payments under Reg 10(6)(f)	4	3	7	18	32
Value of payments made under Regulation 10(3)(f)(ii)	£2,170.54	£836.53	£5,061.91	£3,220.00	£11,288.98

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))	12	22	22	19	75
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(iii))	1	0	1	4	6
Number of payments made under Reg 10(3)(f)(iii)	11.3	0	29	59	99.3
Number of times cap reached for payments under Reg 10(6)(f)	1	0	1	3	5
Value of payments made under Regulation 10(3)(f)(iii)	£1,130.87	£0.00	£2,828.72	£1,180.00	£5,139.59

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))	1	0	0	0	1
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(iv))	0	1	0	0	1

Number of payments made under Reg 10(3)(f)(iv)	0	1	0	0	1
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	£100.00	£0.00	£0.00	£100.00

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	1187	1287	1187	1359	5020
Total number substantially completed within agreed timescale	1134	1241	1128	1275	4778
Total number not substantially completed within agreed timescale (Reg 10(3)(f))	53	46	59	84	242
Total number of payments made (Reg 10(3)(f))	368.3	304	379	620	1671.3
Total number of times cap reached for payments (Reg 10(6)(e) - (h))	29	23	25	73	150
Total value of payments made (Regulation 10(3)(f))	£9,241.41	£6,436.53	£12,790.63	£12,400.00	£40,868.57

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	15768	12393	12333	18222	58716
Number of customers that did not receive prior notice of not less than prescribed period (Reg 10A(2))	512	375	576	1712	3175
Number of payments made under Reg 10A(2)	3	5	5	1	14
Value of payments made under Reg 10A(2)	£60.00	£100.00	£100.00	£20.00	£280.00
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	£60.00	£100.00	£100.00	£20.00	£280.00

Guaranteed Standard 14 - Regulation 10B - Response to complaints

	Q1	Q2	Q3	Q4	Annual
Total number of written and oral complaints received requiring a response	180	148	163	331	822
Number of customers that did not receive a response within the prescribed period (Reg 10B(2))	4	0	0	0	4
Number of payments made under Reg 10B(2)	4	0	0	0	4
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	£80.00	£0.00	£0.00	£0.00	£80.00

Guaranteed Standard 12 - Regulation 12 - Payments

Domestic	Q1	Q2	Q3	Q4	Annual
Number of payments due under Reg 12	10	5	0	14	29
Value of payments made under Regulation 12 to domestic customers	£200.00	£100.00	£0.00	£280.00	£580.00
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	£200.00	£100.00	£0.00	£280.00	£580.00

Total value of payments made under the Guaranteed Standards	£13,771.41	£22,960.53	£31,690.63	£75,530.00	£143,952.57
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Standard Special Conditions applicable to all DN Licensees: Part D
Standard Special Condition D10. Provision of connections information.

COMPANY: Northern Gas Networks

Reporting Period: Annual

Year: 2010-11

DNs only

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))	1452	1595	1328	1787	6162
Number of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	1450	1592	1326	1772	6140
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	99.86%	99.81%	99.85%	99.16%	99.64%
Number of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	2	3	2	15	22
Percentage of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	0.14%	0.19%	0.15%	0.84%	0.36%

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))	854	921	800	901	3476
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	850	918	797	898	3463
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	99.53%	99.67%	99.63%	99.67%	99.63%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	4	3	3	3	13
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	0.47%	0.33%	0.38%	0.33%	0.37%

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))	95	86	75	66	322
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	95	86	75	66	322
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	1	0	0	1
Number of quotations found not to be accurate (Standard Special Condition D10 (3))	0	1	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))	179	168	186	147	680
Number of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	178	167	186	145	676
Percentage of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	99.44%	99.40%	100.00%	98.64%	99.41%
Number of land enquiry requests not responded to within timescale (Standard Special Condition D10 (2)(d))	1	1	0	2	4
Percentage of land enquiry requests not responded to within timescale (Standard Special Condition D10 (2)(d))	0.56%	0.60%	0.00%	1.36%	0.59%

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

Q1	Q2	Q3	Q4	Annual
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Number of quotations accepted	1594	1842	1494	1533	6463
Number where both dates offered within timescale (Standard Special Condition D10 (2)(e))	1589	1842	1490	1530	6451
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))	99.69%	100.00%	99.73%	99.80%	99.81%
Number where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	5	0	4	3	12
Percentage where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	0.31%	0.00%	0.27%	0.20%	0.19%

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	1524	1607	1459	1693	6283
Number substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	1456	1551	1384	1593	5984
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	95.54%	96.52%	94.86%	94.09%	95.24%
Number not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	68	56	75	100	299
Percentage not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	4.46%	3.48%	5.14%	5.91%	4.76%

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

	Q1	Q2	Q3	Q4	Annual
Total calls received on specified numbers	602258	615618	891747	687768	2797391
Total calls answered within timescale	561378	568810	728182	673885	2532255
Percentage of telephone calls answered within timescale	93.21%	92.40%	81.66%	97.98%	90.52%

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	18392	16830	31782	22889	89893
Number of responses within timescale	18323	16750	25128	22116	82317
Percentage of uncontrolled gas escapes responded to within timescale	99.62%	99.52%	79.06%	96.62%	91.57%

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	6520	6119	10443	7578	30660
Number of responses within timescale	6514	6119	8874	7411	28918
Percentage of uncontrolled gas escapes responded to within timescale	99.91%	100.00%	84.98%	97.80%	94.32%

GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE

COMPANY: **Scotland Gas Networks**

Reporting Period: **Annual**

Year: **2010-11**

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))	192	150	2049	1570	3961
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	114	80	741	1075	2010
Number of payments made under Reg 7(2)(a)	192	150	2049	1570	3961
Value of payments made under Reg 7(2)(a)	£5,760.00	£4,500.00	£61,470.00	£47,100.00	£118,830.00
Number of payments made under Reg 7(2)(b)	205	183	1198	2277	3863
Value of payments made under Reg 7(2)(b)	£6,150.00	£5,490.00	£35,940.00	£68,310.00	£115,890.00
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	£11,910.00	£9,990.00	£97,410.00	£115,410.00	£234,720.00

Non Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	2	3	16	4	25
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	0	2	8	2	12
Number of payments made under Reg 7(2)(a)	2	3	16	4	25
Value of payments made under Reg 7(2)(a)	£100.00	£150.00	£800.00	£200.00	£1,250.00
Number of payments made under Reg 7(2)(b)	0	5	37	7	49
Value of payments made under Reg 7(2)(b)	£0.00	£250.00	£1,850.00	£350.00	£2,450.00
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	£100.00	£400.00	£2,650.00	£550.00	£3,700.00
Total value of domestic and non-domestic payments made under Regulation 7	£12,010.00	£10,390.00	£100,060.00	£115,960.00	£238,420.00

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

Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises due to be reinstated	1394	1323	1154	1545	5416
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	4	13	9	17	43
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	2	0	0	2
Number of payments made under Reg 8(2)(a)	29	6	11	7	53
Value of payments made under Reg 8(2)(a)	£1,450.00	£300.00	£550.00	£350.00	£2,650.00
Number of payments made under Reg 8(2)(b)	2	1	0	0	3
Value of payments made under Reg 8(2)(b)	£100.00	£50.00	£0.00	£0.00	£150.00
Total value of payments made under Regulation 8 to domestic customers	£1,550.00	£350.00	£550.00	£350.00	£2,800.00

Non Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises due to be reinstated	33	27	54	47	161
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	1	1	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	0	2	0	3
Value of payments made under Reg 8(2)(a)	£100.00	£0.00	£200.00	£0.00	£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	£100.00	£0.00	£200.00	£0.00	£300.00
Total value of payments made under Regulation 8	£1,650.00	£350.00	£750.00	£350.00	£3,100.00

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))	1172	1151	2067	1802	6192

Planned interruptions					
Number of planned interruptions to priority domestic customers' premises (Reg 9(2)(a))	198	227	184	251	860
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' premises are affected (Reg 9(2)(b)(i))	974	924	1789	1505	5192
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' premises are affected (Reg 9(2)(b)(ii))	0	0	94	46	140
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))	600	718	686	616	2620
Number of standard quotations provided within prescribed period (Reg 10(3)(a))	599	714	685	615	2613
Number of standard quotations not provided within prescribed period (Reg 10(3)(a))	1	4	1	1	7
Number of payments made under Reg 10(3)(a)	1	25	21	12	59
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)	£10.00	£250.00	£210.00	£120.00	£590.00

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))	1771	1870	1679	1658	6978
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(i))	1763	1863	1673	1654	6953
Number of non-standard quotations not provided within prescribed period (Reg 10(3)(b)(i))	8	7	6	4	25
Number of payments made under Reg 10(3)(b)(i)	56	49	30	31	166
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)	£560.00	£490.00	£300.00	£310.00	£1,660.00

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	6	2	4	15
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(ii))	3	6	2	4	15
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	0	1
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))	9	14	10	12	45
Number of land enquiry requests responded to within timescale (Reg 10(3)(d))	9	14	10	12	45
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))	1880	1589	1682	1572	6723
Number where both dates offered within timescale (Reg 10(3)(e)(i))	1879	1586	1677	1569	6711
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	1	3	5	3	12
Number of payments made under Reg 10(3)(e)(i)	2	2	51	37.5	92.5
Number of times cap reached for payments under Reg 10(6)(d)(i)	0	0	4	3	7
Value of payments made under Regulation 10(3)(e)(i)	£40.00	£40.00	£1,020.00	£750.00	£1,850.00

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))	2	1	2	0	5
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	2	1	2	0	5
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))	1693	1534	1405	1454	6086
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(i))	64	45	33	39	181
Number of payments made under Reg 10(3)(f)(i)	64	67	40	59	230
Number of times cap reached for payments under Reg 10(6)(e)	0	1	0	0	1
Value of payments made under Regulation 10(3)(f)(i)	£1,280.00	£1,340.00	£800.00	£1,180.00	£4,600.00

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))	48	62	65	68	243
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(ii))	1	4	2	3	10
Number of payments made under Reg 10(3)(f)(ii)	1	5	2	3	11
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)	£97.50	£287.36	£115.48	£159.41	£659.75

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	7	4	7	27
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(iii))	1	1	1	0	3
Number of payments made under Reg 10(3)(f)(iii)	3	2	1	0	6
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	£200.00	£100.00	£0.00	£600.00

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	1816	1653	1510	1571	6550
Total number substantially completed within agreed timescale	1750	1603	1474	1529	6356
Total number not substantially completed within agreed timescale (Reg 10(3)(f))	66	50	36	42	194
Total number of payments made (Reg 10(3)(f))	68	74	43	62	247
Total number of times cap reached for payments (Reg 10(6)(e) - (h))	0	1	0	0	1
Total value of payments made (Regulation 10(3)(f))	£1,677.50	£1,827.36	£1,015.48	£1,339.41	£5,859.75

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	4083	4683	3613	4385	16764
Number of customers that did not receive prior notice of not less than prescribed period (Reg 10A(2))	8	2	18	0	28
Number of payments made under Reg 10A(2)	0	0	4	0	4
Value of payments made under Reg 10A(2)	£0.00	£0.00	£80.00	£0.00	£80.00
Non Domestic					
Number of customers whose gas supply was interrupted for planned maintenance or replacement work	22	102	24	36	184
Number of customers that did not receive prior notice of not less than prescribed period (Reg 10A(2))	1	0	0	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	£0.00	£0.00	£80.00	£0.00	£80.00

Guaranteed Standard 14 - Regulation 10B - Response to complaints

	Q1	Q2	Q3	Q4	Annual
Total number of written and oral complaints received requiring a response	109	107	87	101	404
Number of customers that did not receive a response within the prescribed period (Reg 10B(2))	1	0	0	0	1
Number of payments made under Reg 10B(2)	11	26	0	0	37
Number of times cap reached for payments under Reg 10B(4)(e)	0	1	0	0	1
Total value of payments made under Reg 10B	£220.00	£520.00	£0.00	£0.00	£740.00

Guaranteed Standard 12 - Regulation 12 - Payments

Domestic	Q1	Q2	Q3	Q4	Annual
Number of payments due under Reg 12	53	53	18	223	347
Value of payments made under Regulation 12 to domestic customers	£1,060.00	£1,060.00	£360.00	£4,460.00	£6,940.00
Non Domestic					
Number of payments due under Reg 12	0	0	1	0	1
Value of payments made under Regulation 12 to non-domestic customers	£0.00	£0.00	£20.00	£0.00	£20.00
Value of payments made under Reg 12	£1,060.00	£1,060.00	£380.00	£4,460.00	£6,960.00

Total value of payments made under the Guaranteed Standards	£17,227.50	£14,927.36	£103,815.48	£123,289.41	£259,259.75
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Standard Special Conditions applicable to all DN Licensees: Part D
Standard Special Condition D10. Provision of connections information.

COMPANY: **Scotland Gas Networks**

Reporting Period: **Annual**

Year: **2010-11**

DNs only

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))	612	754	696	649	2711
Number of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	611	750	695	648	2704
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	99.84%	99.47%	99.86%	99.85%	99.74%
Number of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	1	4	1	1	7
Percentage of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	0.16%	0.53%	0.14%	0.15%	0.26%

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))	2196	2304	2057	2023	8580
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	2183	2294	2050	2017	8544
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	99.41%	99.57%	99.66%	99.70%	99.58%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	13	10	7	6	36
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	0.59%	0.43%	0.34%	0.30%	0.42%

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))	106	92	97	132	427
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	106	92	97	131	426
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	100.00%	100.00%	100.00%	99.24%	99.77%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	0	0	0	1	1
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	0.00%	0.00%	0.00%	0.76%	0.23%

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	0	0	0	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))	48	30	33	31	142
Number of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	48	30	33	31	142
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	2241	1868	1919	1809	7837
Number where both dates offered within timescale (Standard Special Condition D10 (2)(e))	2239	1864	1911	1805	7819
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))	99.91%	99.79%	99.58%	99.78%	99.77%
Number where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	2	4	8	4	18
Percentage where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	0.09%	0.21%	0.42%	0.22%	0.23%

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	2195	1960	1751	1810	7716
Number substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	2118	1897	1710	1764	7489
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	96.49%	96.79%	97.66%	97.46%	97.06%
Number not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	77	63	41	46	227
Percentage not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	3.51%	3.21%	2.34%	2.54%	2.94%

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

	Q1	Q2	Q3	Q4	Annual
Total calls received on specified numbers	656954	672638	953026	746117	3028735
Total calls answered within timescale	612288	621824	784990	728827	2747929
Percentage of telephone calls answered within timescale	93.20%	92.45%	82.37%	97.68%	90.73%

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	14089	13512	27178	18891	73670
Number of responses within timescale	13993	13444	25550	18699	71686
Percentage of uncontrolled gas escapes responded to within timescale	99.32%	99.50%	94.01%	98.98%	97.31%

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	6027	5854	9549	7417	28847
Number of responses within timescale	6018	5846	9170	7414	28448
Percentage of controlled gas escapes responded to within timescale	99.85%	99.86%	96.03%	99.96%	98.62%

GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE

COMPANY: **Southern Gas Networks**

Reporting Period: **Annual**

Year: **2010-11**

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))	522	736	865	781	2904
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	448	662	765	674	2549
Number of payments made under Reg 7(2)(a)	522	736	865	781	2904
Value of payments made under Reg 7(2)(a)	£15,660.00	£22,080.00	£25,950.00	£23,430.00	£87,120.00
Number of payments made under Reg 7(2)(b)	3500	7974	7758	4706	23939
Value of payments made under Reg 7(2)(b)	£105,010.00	£239,220.00	£232,740.00	£141,190.00	£718,160.00
Number of times cap reached for payments under Reg 7(2)	34	99	33	19	185
Total value of domestic payments made under Regulation 7	£120,670.00	£261,300.00	£258,690.00	£164,620.00	£805,280.00

Non Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	5	3	8	9	25
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	5	1	7	6	19
Number of payments made under Reg 7(2)(a)	5	3	8	9	25
Value of payments made under Reg 7(2)(a)	£250.00	£150.00	£400.00	£450.00	£1,250.00
Number of payments made under Reg 7(2)(b)	31	2	37	43	113
Value of payments made under Reg 7(2)(b)	£1,550.00	£100.00	£1,850.00	£2,150.00	£5,650.00
Number of times cap reached for payments under Reg 7(2)	0	0	0	1	1
Total value of non-domestic payments made under Regulation 7	£1,800.00	£250.00	£2,250.00	£2,600.00	£6,900.00
Total value of domestic and non-domestic payments made under Regulation 7	£122,470.00	£261,550.00	£260,940.00	£167,220.00	£812,180.00

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

Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises due to be reinstated	2946	3153	3174	3528	12801
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	94	92	214	92	492
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	13	22	49	41	125
Number of payments made under Reg 8(2)(a)	82	79	131	72	364
Value of payments made under Reg 8(2)(a)	£4,100.00	£3,950.00	£6,550.00	£3,600.00	£18,200.00
Number of payments made under Reg 8(2)(b)	29	45	68	26	168
Value of payments made under Reg 8(2)(b)	£1,450.00	£2,250.00	£3,400.00	£1,300.00	£8,400.00
Total value of payments made under Regulation 8 to domestic customers	£5,550.00	£6,200.00	£9,950.00	£4,900.00	£26,600.00

Non Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises due to be reinstated	96	128	126	169	519
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	2	2	9	4	17
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	0	0	4	1	5
Number of payments made under Reg 8(2)(a)	4	1	2	3	10
Value of payments made under Reg 8(2)(a)	£400.00	£100.00	£200.00	£300.00	£1,000.00
Number of payments made under Reg 8(2)(b)	5	0	1	0	6
Value of payments made under Reg 8(2)(b)	£500.00	£0.00	£100.00	£0.00	£600.00
Total value of payments made under Regulation 8 to non-domestic customers	£900.00	£100.00	£300.00	£300.00	£1,600.00
Total value of payments made under Regulation 8	£6,450.00	£6,300.00	£10,250.00	£5,200.00	£28,200.00

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))	2154	2012	2784	2835	9785

Planned interruptions					
Number of planned interruptions to priority domestic customers' premises (Reg 9(2)(a))	625	507	460	562	2154
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' premises are affected (Reg 9(2)(b)(i))	1529	1505	2324	2273	7631
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' premises are affected (Reg 9(2)(b)(ii))	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))	1241	1524	1374	1309	5448
Number of standard quotations provided within prescribed period (Reg 10(3)(a))	1232	1524	1372	1308	5436
Number of standard quotations not provided within prescribed period (Reg 10(3)(a))	9	0	2	1	12
Number of payments made under Reg 10(3)(a)	76	0	3	1	80
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)	£760.00	£0.00	£30.00	£10.00	£800.00

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))	2986	3293	2983	3131	12393
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(i))	2977	3288	2975	3130	12370
Number of non-standard quotations not provided within prescribed period (Reg 10(3)(b)(i))	9	5	8	1	23
Number of payments made under Reg 10(3)(b)(i)	32	53	41	6	132
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)(b)(i)	£320.00	£530.00	£410.00	£60.00	£1,320.00

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))	38	43	32	24	137
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(ii))	38	43	32	24	137
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))	44	36	39	59	178
Number of land enquiry requests responded to within timescale (Reg 10(3)(d))	44	36	39	59	178
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))	2105	2126	2180	2058	8469
Number where both dates offered within timescale (Reg 10(3)(e)(i))	2102	2124	2175	2053	8454
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	3	2	5	5	15
Number of payments made under Reg 10(3)(e)(i)	26	14	32	23	95
Number of times cap reached for payments under Reg 10(6)(d)(i)	2	1	1	0	4
Value of payments made under Regulation 10(3)(e)(i)	£520.00	£270.00	£640.00	£460.00	£1,890.00

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))	5	9	5	5	24
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	4	9	5	5	23
Number where at least one date not offered within timescale (Reg 10(3)(e)(ii))	1	0	0	0	1
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))	2017	1950	2152	2045	8164
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(i))	43	43	44	44	174
Number of payments made under Reg 10(3)(f)(i)	168	133	124	102	527
Number of times cap reached for payments under Reg 10(6)(e)	10	6	2	3	21
Value of payments made under Regulation 10(3)(f)(i)	£3,360.00	£2,667.60	£2,480.00	£2,040.00	£10,547.60

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))	205	233	211	160	809
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(ii))	10	13	8	9	40
Number of payments made under Reg 10(3)(f)(ii)	21	21	11	13	66
Number of times cap reached for payments under Reg 10(6)(f)	3	1	0	0	4
Value of payments made under Regulation 10(3)(f)(ii)	£2,061.18	£1,967.23	£958.94	£1,230.25	£6,217.60

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))	24	28	34	26	112
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(iii))	0	3	2	2	7
Number of payments made under Reg 10(3)(f)(iii)	0	7	11	11	29
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	£700.00	£1,100.00	£1,100.00	£2,900.00

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))	3	1	0	1	5
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	2302	2271	2451	2287	9311
Total number substantially completed within agreed timescale	2249	2212	2397	2232	9090
Total number not substantially completed within agreed timescale (Reg 10(3)(f))	53	59	54	55	221
Total number of payments made (Reg 10(3)(f))	189	161	146	126	622
Total number of times cap reached for payments (Reg 10(6)(e) - (h))	13	7	2	3	25
Total value of payments made (Regulation 10(3)(f))	£5,421.18	£5,334.83	£4,538.94	£4,370.25	£19,665.20

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	16188	13142	11393	12470	53193
Number of customers that did not receive prior notice of not less than prescribed period (Reg 10A(2))	129	168	141	137	575
Number of payments made under Reg 10A(2)	4	5	5	2	16
Value of payments made under Reg 10A(2)	£80.00	£100.00	£100.00	£40.00	£320.00
Non Domestic					
Number of customers whose gas supply was interrupted for planned maintenance or replacement work	81	91	133	119	424
Number of customers that did not receive prior notice of not less than prescribed period (Reg 10A(2))	0	0	0	2	2
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	£80.00	£100.00	£100.00	£40.00	£320.00

Guaranteed Standard 14 - Regulation 10B - Response to complaints

	Q1	Q2	Q3	Q4	Annual
Total number of written and oral complaints received requiring a response	377	369	384	315	1445
Number of customers that did not receive a response within the prescribed period (Reg 10B(2))	1	0	0	0	1
Number of payments made under Reg 10B(2)	70	71	0	0	141
Number of times cap reached for payments under Reg 10B(4)(e)	2	5	0	0	7
Total value of payments made under Reg 10B	£1,400.00	£1,420.00	£0.00	£0.00	£2,820.00

Guaranteed Standard 12 - Regulation 12 - Payments

Domestic	Q1	Q2	Q3	Q4	Annual
Number of payments due under Reg 12	205	240	152	259	856
Value of payments made under Regulation 12 to domestic customers	£4,100.00	£4,800.00	£3,040.00	£5,180.00	£17,120.00
Non Domestic					
Number of payments due under Reg 12	2	2	3	1	8
Value of payments made under Regulation 12 to non-domestic customers	£40.00	£40.00	£60.00	£20.00	£160.00
Value of payments made under Reg 12	£4,140.00	£4,840.00	£3,100.00	£5,200.00	£17,280.00

Total value of payments made under the Guaranteed Standards	£141,561.18	£280,344.83	£280,008.94	£182,560.25	£884,475.20
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Standard Special Conditions applicable to all DN Licensees: Part D
Standard Special Condition D10. Provision of connections information.

COMPANY: **Southern Gas Networks**

Reporting Period: **Annual**

Year: **2010-11**

DNs only

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))	1370	1615	1402	1338	5725
Number of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	1360	1615	1400	1337	5712
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	99.27%	100.00%	99.86%	99.93%	99.77%
Number of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	10	0	2	1	13
Percentage of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	0.73%	0.00%	0.14%	0.07%	0.23%

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))	3849	4129	3801	3988	15767
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	3840	4118	3785	3986	15729
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	99.77%	99.73%	99.58%	99.95%	99.76%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	9	11	16	2	38
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	0.23%	0.27%	0.42%	0.05%	0.24%

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))	176	225	185	171	757
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	176	224	183	171	754
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	100.00%	99.56%	98.92%	100.00%	99.60%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	0	1	2	0	3
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	0.00%	0.44%	1.08%	0.00%	0.40%

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))	99	87	106	141	433
Number of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	99	87	106	141	433
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	2629	2551	2552	2451	10183
Number where both dates offered within timescale (Standard Special Condition D10 (2)(e))	2622	2547	2547	2445	10161
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))	99.73%	99.84%	99.80%	99.76%	99.78%
Number where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	7	4	5	6	22
Percentage where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	0.27%	0.16%	0.20%	0.24%	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	2924	2783	2885	2782	11374
Number substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	2848	2708	2815	2705	11076
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	97.40%	97.31%	97.57%	97.23%	97.38%
Number not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	76	75	70	77	298
Percentage not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	2.60%	2.69%	2.43%	2.77%	2.62%

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

	Q1	Q2	Q3	Q4	Annual
Total calls received on specified numbers	656954	672638	953026	746117	3028735
Total calls answered within timescale	612288	621824	784990	728827	2747929
Percentage of telephone calls answered within timescale	93.20%	92.45%	82.37%	97.68%	90.73%

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	28636	27871	42158	37093	135758
Number of responses within timescale	28338	27465	39629	36361	131793
Percentage of uncontrolled gas escapes responded to within timescale	98.96%	98.54%	94.00%	98.03%	97.08%

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	10915	11126	16229	13295	51565
Number of responses within timescale	10893	11089	15685	13239	50906
Percentage of controlled gas escapes responded to within timescale	99.80%	99.67%	96.65%	99.58%	98.72%

GAS TRANSPORTER GUARANTEED STANDARDS OF PERFORMANCE REPORTING TEMPLATE

COMPANY: **Wales & West Utilities Ltd**

Reporting Period: **Annual**

Year: **2010-11**

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))	60	65	151	189	465
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	14	30	46	83	173
Number of payments made under Reg 7(2)(a)	60	65	151	189	465
Value of payments made under Reg 7(2)(a)	£1,800.00	£1,950.00	£4,530.00	£5,670.00	£13,950.00
Number of payments made under Reg 7(2)(b)	57.3333	58	145.33	91	351.6633
Value of payments made under Reg 7(2)(b)	£1,720.00	£1,740.00	£4,360.00	£2,750.00	#####
Number of times cap reached for payments under Reg 7(2)	1	0	1	0	2
Total value of domestic payments made under Regulation 7	£3,520.00	£3,690.00	£8,890.00	£8,420.00	£24,520.00

Non Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises not restored within the prescribed period (Reg 7(2)(a))	3	2	7	5	17
Number of customers' premises not restored within the prescribed period (Reg 7(2)(b))	1	1	3	1	6
Number of payments made under Reg 7(2)(a)	3	2	7	5	17
Value of payments made under Reg 7(2)(a)	£150.00	£100.00	£350.00	£250.00	£850.00
Number of payments made under Reg 7(2)(b)	3	3	8	1	15
Value of payments made under Reg 7(2)(b)	£150.00	£150.00	£400.00	£50.00	£ 750.00
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	£300.00	£250.00	£750.00	£300.00	£1,600.00
Total value of domestic and non-domestic payments made under Regulation 7	£3,820.00	£3,940.00	£9,640.00	£8,720.00	£26,120.00

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

Domestic	Q1	Q2	Q3	Q4	Annual
Number of customers' premises due to be reinstated	2216	2301	2740	2746	10003
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	12	8	27	33	80
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(b))	1	10	14	10	35
Number of payments made under Reg 8(2)(a)	12	8	27	33	80
Value of payments made under Reg 8(2)(a)	£600.00	£400.00	£1,350.00	£1,650.00	£4,000.00
Number of payments made under Reg 8(2)(b)	9	61	18	52	140
Value of payments made under Reg 8(2)(b)	£450.00	£3,050.00	£900.00	£2,600.00	£7,000.00
Total value of payments made under Regulation 8 to domestic customers	£1,050.00	£3,450.00	£2,250.00	£4,250.00	£11,000.00
Non Domestic					
Number of customers' premises due to be reinstated	45	46	53	42	186
Number of customers' premises not reinstated within the prescribed period (Reg 8(2)(a))	0	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	£1,050.00	£3,450.00	£2,250.00	£4,250.00	£11,000.00

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))	296	446	471	452	1665

Planned interruptions					
Number of planned interruptions to priority domestic customers' premises (Reg 9(2)(a))	157	301	246	261	965
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' premises are affected (Reg 9(2)(b)(i))	139	145	212	191	687
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' premises are affected (Reg 9(2)(b)(ii))	0	0	13	0	13
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))	1837	1949	1632	1559	6977
Number of standard quotations provided within prescribed period (Reg 10(3)(a))	1825	1935	1616	1550	6926
Number of standard quotations not provided within prescribed period (Reg 10(3)(a))	12	14	16	9	51
Number of payments made under Reg 10(3)(a)	70	96	37	62	265
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)	£700.00	£960.00	£370.00	£620.00	£2,650.00

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))	1016	1199	1360	1287	4862
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(i))	1009	1194	1349	1270	4822
Number of non-standard quotations not provided within prescribed period (Reg 10(3)(b)(i))	7	5	11	17	40
Number of payments made under Reg 10(3)(b)(i)	35	33	74	80	222
Number of times cap reached for payments under Reg 10(6)(b)(i)	0	0	1	1	2
Value of payments made under Regulation 10(3)(b)(i)	£350.00	£330.00	£740.00	£800.00	£2,220.00

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))	14	18	15	13	60
Number of non-standard quotations provided within prescribed period (Reg 10(3)(b)(ii))	14	18	15	13	60
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))	0	0	1	0	1
Number of land enquiry requests responded to within timescale (Reg 10(3)(d))	0	0	1	0	1
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))	1767	1747	1604	1505	6623
Number where both dates offered within timescale (Reg 10(3)(e)(i))	1767	1746	1604	1504	6621
Number where at least one date not offered within timescale (Reg 10(3)(e)(i))	0	1	0	1	2
Number of payments made under Reg 10(3)(e)(i)	0	12.5	0	12.5	25
Number of times cap reached for payments under Reg 10(6)(d)(i)	0	1	0	1	2
Value of payments made under Regulation 10(3)(e)(i)	£0.00	£250.00	£0.00	£250.00	£500.00

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))	8	6	7	7	28
Number where both dates offered within timescale (Reg 10(3)(e)(ii))	8	6	7	7	28
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))	1587	1553	1212	1350	5702
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(i))	58	69	80	76	283
Number of payments made under Reg 10(3)(f)(i)	236	256	238	481	1211
Number of times cap reached for payments under Reg 10(6)(e)	13	17	9	39	78
Value of payments made under Regulation 10(3)(f)(i)	£4,720.00	£5,120.00	£4,760.00	£9,620.00	£24,220.00

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))	173	124	122	140	559
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(ii))	11	15	12	21	59
Number of payments made under Reg 10(3)(f)(ii)	30	83	27	106	246
Number of times cap reached for payments under Reg 10(6)(f)	2	4	0	7	13
Value of payments made under Regulation 10(3)(f)(ii)	£2,078.79	£3,587.16	£1,278.73	£4,898.55	£11,843.23

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))	17	15	11	18	61
Number not substantially completed within timescale agreed with customer (Reg 10(3)(f)(iii))	4	3	2	1	10
Number of payments made under Reg 10(3)(f)(iii)	25.788275	21.10545	16.8687	3	66.762425
Number of times cap reached for payments under Reg 10(6)(f)	2	1	1	0	4
Value of payments made under Regulation 10(3)(f)(iii)	£2,578.83	£2,110.55	£1,686.87	£300.00	£6,676.24

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	2	3
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	1850	1779	1440	1608	6677
Total number substantially completed within agreed timescale	1777	1692	1346	1510	6325
Total number not substantially completed within agreed timescale (Reg 10(3)(f))	73	87	94	98	352
Total number of payments made (Reg 10(3)(f))	291.788275	360.10545	281.8687	590	1523.7624
Total number of times cap reached for payments (Reg 10(6)(e) - (h))	17	22	10	46	95
Total value of payments made (Regulation 10(3)(f))	£9,377.62	£10,817.70	£7,725.60	£14,818.55	£42,739.47

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	8983	9327	8053	8327	34690
Number of customers that did not receive prior notice of not less than prescribed period (Reg 10A(2))	135	289	157	56	637
Number of payments made under Reg 10A(2)	5	4	0	4	13
Value of payments made under Reg 10A(2)	£100.00	£80.00	£0.00	£80.00	£260.00
Non Domestic					
Number of customers whose gas supply was interrupted for planned maintenance or replacement work	264	289	248	270	1071
Number of customers that did not receive prior notice of not less than prescribed period (Reg 10A(2))	26	30	28	9	93
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	£80.00	£0.00	£80.00	£260.00

Guaranteed Standard 14 - Regulation 10B - Response to complaints

	Q1	Q2	Q3	Q4	Annual
Total number of written and oral complaints received requiring a response	106	175	246	195	722
Number of customers that did not receive a response within the prescribed period (Reg 10B(2))	1	1	2	2	6
Number of payments made under Reg 10B(2)	2	1	10	7	20
Number of times cap reached for payments under Reg 10B(4)(e)	0	0	2	1	3
Total value of payments made under Reg 10B	£40.00	£20.00	£200.00	£140.00	£400.00

Guaranteed Standard 12 - Regulation 12 - Payments

Domestic	Q1	Q2	Q3	Q4	Annual
Number of payments due under Reg 12	17	3	33	7	60
Value of payments made under Regulation 12 to domestic customers	£340.00	£60.00	£660.00	£140.00	£1,200.00
Non Domestic					
Number of payments due under Reg 12	0	0	1	1	2
Value of payments made under Regulation 12 to non-domestic customers	£0.00	£0.00	£20.00	£20.00	£40.00
Value of payments made under Reg 12	£340.00	£60.00	£680.00	£160.00	£1,240.00

Total value of payments made under the Guaranteed Standards	£15,777.62	£19,907.70	£21,605.60	£29,838.55	£87,129.47
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Standard Special Conditions applicable to all DN Licensees: Part D
Standard Special Condition D10. Provision of connections information.

COMPANY: **Wales & West Utilities Ltd**

Reporting Period: **Annual**

Year: **2010-11**

DNs only

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))	2769	2954	2426	2447	10596
Number of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	2754	2932	2408	2426	10520
Percentage of standard quotations provided within timescale (Standard Special Condition D10 (2)(a))	99.46%	99.26%	99.26%	99.14%	99.28%
Number of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	15	22	18	21	76
Percentage of standard quotations not provided within timescale (Standard Special Condition D10 (2)(a))	0.54%	0.74%	0.74%	0.86%	0.72%

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))	1688	1909	2089	2030	7716
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	1675	1897	2072	2001	7645
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(i))	99.23%	99.37%	99.19%	98.57%	99.08%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	13	12	17	29	71
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(i))	0.77%	0.63%	0.81%	1.43%	0.92%

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))	128	135	120	111	494
Number of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	128	135	119	108	490
Percentage of non-standard quotations provided within timescale (Standard Special Condition D10 (2)(b)(ii))	100.00%	100.00%	99.17%	97.30%	99.19%
Number of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	0	0	1	3	4
Percentage of non-standard quotations not provided within timescale (Standard Special Condition D10 (2)(b)(ii))	0.00%	0.00%	0.83%	2.70%	0.81%

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))	64	72	57	57	250
Number of land enquiry requests responded to within timescale (Standard Special Condition D10 (2)(d))	64	72	57	57	250
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	2817	2749	2589	2288	10443
Number where both dates offered within timescale (Standard Special Condition D10 (2)(e))	2817	2745	2589	2285	10436
Percentage where both dates provided within timescale (Standard Special Condition D10 (2)(e))	100.00%	99.85%	100.00%	99.87%	99.93%
Number where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	0	4	0	3	7
Percentage where at least one date not offered within timescale (Standard Special Condition D10 (2)(e))	0.00%	0.15%	0.00%	0.13%	0.07%

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	2851	2799	2304	2468	10422
Number substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	2714	2658	2154	2302	9828
Percentage substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	95.19%	94.96%	93.49%	93.27%	94.30%
Number not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	137	141	150	166	594
Percentage not substantially completed within timescale agreed with customer (Standard Special Condition D10 (2)(c))	4.81%	5.04%	6.51%	6.73%	5.70%

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

	Q1	Q2	Q3	Q4	Annual
Total calls received on specified numbers	602258	615618	891747	687768	2797391
Total calls answered within timescale	561378	568810	728182	673885	2532255
Percentage of telephone calls answered within timescale	93.21%	92.40%	81.66%	97.98%	90.52%

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	15671	14675	25914	20239	76499
Number of responses within timescale	15562	14567	25118	20068	75315
Percentage of uncontrolled gas escapes responded to within timescale	99.30%	99.26%	96.93%	99.16%	98.45%

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	6328	6574	10119	8064	31085
Number of responses within timescale	6323	6559	9980	8034	30896
Percentage of uncontrolled gas escapes responded to within timescale	99.92%	99.77%	98.63%	99.63%	99.39%