

OVERALL SUPPLY STANDARDS OF PERFORMANCE

The Gas and Electricity Markets Authority, in accordance with the powers contained in section 33B of the Gas Act 1986 (“the Act”) and after the consultation and research required by section 33BAA, hereby determines the standards of overall performance in connection with the provision of gas supply services to be achieved by all gas suppliers, as follows–

1. (1) Unless the context otherwise requires, words and expressions used in this determination shall bear the same meaning as in Part I of the Act.

(2) The following words and expressions shall have the meaning attributed to them in the standard conditions of gas suppliers’ licences incorporated in each gas supplier’s licence granted or treated as granted to the gas supplier under section 7A of the Act:

customer

domestic customer

domestic premises

non-domestic customer

(3) In this determination–

“Authority” means the Gas and Electricity Markets Authority;

“relevant year” means a period of 12 months starting on 1 April;

“working hours” means 8.00am and 8.00pm on each working day and 9.00am and 5.00pm on any other day”; and

“working day” means a day other than a Saturday, a Sunday, Christmas Day, Good Friday or a day which is a bank holiday within the meaning of the Banking and Financial Dealings Act 1971.

2. The overall standard of performance to be achieved by each gas supplier in respect of each service described in column 1 is that, of the occasions during each relevant year upon which he is requested or required to perform the service, he shall provide the service within the time specified in column 1 in no less than the percentage of such occasions specified in column 2 opposite that service.

3. The overall standards hereby determined shall apply on and after 1 April 2002.

Column 1

Column 2

Service 1

Where,

- (a) the gas supplier has received from a domestic customer –
 - (i) a notice requesting that the meter be repositioned; and
 - (ii) such payments as may reasonably be required or (if appropriate) as may be determined by the Authority to be paid prior to the repositioning of the meter, and
- (b) the customer has accepted the terms and conditions proposed by the gas supplier in response to the notice or is deemed to have accepted the terms by requesting the gas supplier in writing to proceed with the work,

the gas supplier shall within 15 working days of the date upon which the last to be satisfied of sub-paragraphs (a) and (b) attend at the customer's premises for the purpose of repositioning the meter, unless the customer has requested a later date.

100 per cent

Service 2

Where–

- (i) a domestic customer has requested that the basis on which he is charged for the supply is changed;
- (ii) the gas supplier has no reasonable grounds for refusing that request; and
- (iii) it is necessary to change the meter at the customer's premises to enable the gas supplier to comply with the request,

the gas supplier shall (unless otherwise requested by the customer) within 10 working days of the receipt of the request attend at the customer's premises for the purpose of

100 per cent

changing the meter or carrying out any other metering work necessary to facilitate a change supplier transfer.

Service 3

Where the gas supplier is informed by a domestic customer who takes his supply through a pre-payment meter either that the pre-payment meter is not operating so as to permit a supply to the customer's premises in the manner for which it is designed, or of circumstances suggesting that the pre-payment meter is not so operating, the gas supplier shall procure that an appropriate person shall attend at the premises where the pre-payment meter is installed in order to repair or replace the pre-payment meter so as to permit a supply in the manner for which it is designed within four hours.

Within four hours on a working day - 98%

Within four hours on any other day - 95%

Provided that information received by the gas supplier outside working hours shall be deemed to have been received at the commencement of the next following period of working hours.

Service 4

100 per cent

Where the gas supplier has cut off the supply to any premises in consequence of any default on the part of a domestic customer, the supplier shall visit the customer's premises before the end of a period of 24 hours beginning at 00.01 am on the working day following the day on which the customer has:

- (a) made good the default;
- (b) paid the reasonable expenses of disconnecting and re-connecting the supply; and
- (c) given a security deposit, if requested to do so by the supplier,

Provided that

- (a) any agreement or payment required to be made shall have been delivered to an address, in a manner and at a time which the customer has been advised is appropriate for the receipt of any agreement or payment of that

nature; and

(b) the supplier does not in exercise of a statutory power refuse to restore the power refuse to restore the supply.

Dated 6th December 2001

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Duly authorised for that purpose by
the Gas and Electricity Markets Authority.