



Making a positive difference
for energy consumers

Citizens Advice, Citizens Advice
Scotland, gas transporters
(GTs/GDNs), gas suppliers, BEIS
and other interested parties

Email: cara.yates@ofgem.gov.uk

Date: 31st March 2021

Dear Stakeholders,

Decision on amendments to the Guaranteed Standards of Performance (GSOP) Statutory Instrument (SI) for Gas Transporters (GTs)

GTs have 14 GSOPs that set out minimum standards of performance for interruptions, connections, and consumer communications. If the GT fails to meet the required level of service, it must pay compensation to the affected consumer. The Gas (Standards of Performance) Regulations 2005 (*SI 2005/1135*) underpin these obligations.

As part of RIIO-GD2 Final Determinations¹, we decided to amend the GSOP payment levels and standards. To implement these changes, we drafted The Gas (Standards of Performance) (Amendment) Regulations 2021 (the “amendment regulations”), which we published for consultation on 17 December 2020.²

We received 6 responses to consultation and our feedback is set out in an issues log published alongside this document. Some changes have made, but the substantive policy that underpinned the draft amendment regulations and that were approved as part of our Final Determinations has not changed.

Following the consultation process, the amendment regulations have been signed by the Authority and received Ministerial consent. The amendment regulations were made on 4

¹ https://www.ofgem.gov.uk/system/files/docs/2021/02/final_determinations_-_gd_annex_revised.pdf

² <https://www.ofgem.gov.uk/publications-and-updates/statutory-consultation-amendments-gas-guaranteed-standards-performance-statutory-instrument>

March 2021 and will come into force on 1 April 2021.³ The final version is published on the legislation website: <https://www.legislation.gov.uk/uksi/2021/257/contents/made> .

Any questions regarding this decision letter should be directed to Cara Yates, cara.yates@ofgem.gov.uk.

Kind regards,

Michael Wagner

Deputy Director, Gas Sector, Networks

Signed on behalf of the Authority and authorised for that purpose by the Authority

³ The Gas (Standards of Performance) Amendment) Regulations 2021 (*SI 2021/257*).