

Energy Networks Association

GDNs Collective Responses to Guaranteed Standards of Performance – Phase 1 report

Phase 1 Summary & Key Considerations for Existing GSoPs

- **Accent Market Research have analysed desk based reports and interviewed stakeholders, to comprehensively review existing GSoPs and establish if any modifications or new standards are required**
- **Upon reviewing the joint research conducted in Phase 1, the networks have concluded that no new standards are required for GD2; as none of the stakeholder cases presented by Accent, provided a strong enough rationale to move forward with delivering new GSoPs**
- **However, in the cases of **GS2 & GS3**, the GDNs are willing to support revisions, where feasible. The following slides will provide further justification as to why the networks are willing to support amendments for these specific standards**

Joint responses to general recommendations

Improving GSoPs - Automatic payment

ENA/Collective Network Response: **Communication, support structure/customer reporting and compensation options**

- GDNs have already agreed with Ofgem to move forward with making automatic payments, by the start of GD2.
- It's important to note that GS12 should naturally drive all networks to make sure compensation is swiftly identified and paid properly.
- It should also be considered that customers are never paid in vouchers, as the standard process across all networks is for customers to be paid compensation in cash/cheque.
- Furthermore, as compensation is an automatic payment that could be for replacement work, GDNs cannot guarantee always having customer details on file. As such, this will follow same route as GS1 and be paid automatically through suppliers.

Description

If you are registered on your supplier's Priority Service Register, your gas supply is interrupted and your supplier owes you compensation, this will be done automatically.

Support for Automatic payment GSOP

13 Support; 1 Oppose; 2 Unsure

General advice on GSoPs, including other suggested GSoPs

ENA/Collective Network Response: Suggestions provided for new GSoPs, provision of tailored services, raising awareness of the PSR, promotion of GSoPs and compensation scheme

- Networks insisted that the majority of suggestions put forward are already being covered in new business plans.
- As such, we believe no new GSoPs are required. However we are taking forward revisions for particular GSoPs, as set out in this document.

Joint responses to existing GSoPs suggestions

GS1: Supply restoration

ENA/Collective Network Response: **Response times and reconsideration of compensation levels**

- Ofgem have addressed the suggestions for GS1 within their stated in their revised 'RIIO-2 Sector Specific Methodology Decision' document, which essentially states that response times will be kept as 24 hours as opposed to 18 hours which was originally proposed
- Furthermore, Ofgem have also proposed to have initial compensation rates start at £41 per 24 hour periods. Ofgem have not proposed any scaling up but it should be noted that the cap has been proposed to be removed going forward
- As such, no further changes are to be taken forward for GS1

Standard

GS1. Supply restoration

Description

If you are a domestic customer and your gas supply is interrupted as a result of a failure, fault or damage to your GTs pipeline system you will be reconnected/gas will be available at your property within 24 hours.

Compensation for failure

If the GT fails you will receive a payment of £30 if you are a domestic customer, and £30 for each additional complete 24 hour you are without gas up to a maximum of £1000.

GS2: Reinstatement of customer's premises: Supply restoration

ENA/Collective Network Response: **Revision of reinstatement time period**

- Ofgem have proposed that payments are to increase from £50 to £69 per day, within GD2.
- It should also be noted that the five day period is to be kept as standard. As such Networks cannot approve any changes to the current time period.
- Although, in the case of PSR customers, networks are willing to consider making an exception regarding the standard time period, if required.

Standard

GS2. Reinstatement of customer's premises

Description

If the GT initiates work on your premises, your premises will be permanently reinstated within 5 working days of the completion of the engineering work.

Compensation for failure

If the GT fails you will receive a payment of £50 if you are a domestic customer, and £50 for each succeeding period of 5 working days thereafter.

GS3: Heating and cooking facilities for PSR customers

ENA/Collective Network Response to Key Feedback 1: **Review compensation scheme**

- GDNs concluded that it may be of best interest to not move forward with the suggestion of ‘**scaling of compensation to duration of interruption, as payment should reflect the detriment**’, in order to avoid a potential duplication of GS1.
- With GS1 already focusing on the duration of interruption and GS3 being more geared towards welfare provision, keeping both GSoPs as is will ensure there are no future conflicts.
- Additionally, GDNs flagged that GS3 is set to change during GD2 in order to ensure payments are automatic going forward.

ENA/Collective Network to Key Feedback 2: **Payment level insufficient and in some cases retrospective payment is inadequate**

- This feedback/suggestion has already been addressed, due to Ofgem’s proposal to increase the payment level of compensation from £24 to £33 per case.
- All networks are fully aware of the newly set obligation for all GDNs to ensure these payments are automatically provided in GD2. We are confident that this will ensure customers will no longer have to make claims, going forward.

Standard

GS3. Heating and cooking facilities for priority domestic customers

Description

If you are registered on your supplier’s Priority Service Register and your gas supply is interrupted, you will be provided with alternative heating and cooking facilities within 4 hours, or if more than 250 customers are affected, within 8 hours. (8pm-8am excluded).

Compensation for failure

If the GT fails and you inform them of their failure within 3 months of the interruption you will receive a payment of £24.

GS3: Heating and cooking facilities for PSR customers cont.

ENA/Collective Network Response to Key Feedback 3: **Timings could be improved**

- Each network collectively agreed to move forward with the request to remove the exclusion period, should they still hold the ability to stop the clock upon customer request or if required.

ENA/Collective Network Response to Key Feedback 4: **Customer awareness of GSoP needs to be raised**

- Networks confirmed that as GS3 and GS13 become automatically payable during GD2, this suggestion will be inevitably be addressed, and so no action is required.

Standard
GS3. Heating and cooking facilities for priority domestic customers
Description
If you are registered on your supplier's Priority Service Register and your gas supply is interrupted, you will be provided with alternative heating and cooking facilities within 4 hours, or if more than 250 customers are affected, within 8 hours. (8pm-8am excluded).
Compensation for failure
If the GT fails and you inform them of their failure within 3 months of the interruption you will receive a payment of £24.

GS13: Notification in advance of planned supply interruptions

ENA/Collective Network Response: **Amount of compensation, alternative sources of communication and frequency of advance notice**

- Ofgem have cited within their latest ‘RIIO-2 Sector Specific Methodology Decision’ document, that a total of 7 working days’ notice is to be provided for customers, in the instances of planned supply interruptions; as opposed to 5 working days.
- Furthermore, it should be noted that compensation payments are set to increase from £20 - £24 for domestic issues, if GDNs ever initially fail to address issues.
- Network companies however did not see the link regarding the comment ‘less notice given, more compensation’, provided in research. As of now, it is custom across all networks for 5 working days notice to be provided; except in the instance of an unexpected issue with steel pipes.
- Overall, networks feel that most of the suggestions put forward are already currently being provided as business as usual services. As such, there may be no need to revise this GSoP.

Standard
GS13. Notification in advance of planned supply interruptions
Description
When the GT carries out planned work to replace pipes or maintain the integrity of the gas system, they may need to interrupt your gas supply, if so your GT will inform you of the date they expect to interrupt you and the reason why your supply needs to be interrupted, at least 5 working days before the interruption occurs.
Compensation for failure
If the GT fails and you inform them of their failure within 3 months of the interruption you will receive a payment of £20 if you are a domestic customer.

GS14: Timely responses to complaints

ENA/Collective Network Response: **Customer communication needs**

- GDNs showed great confidence in the processes currently in place for dealing with complaints.
- Ofgem have also proposed that all networks will be held to a 5 day time period for circulating written responses to complaints, as opposed to 10 days.
- As such, networks will not be moving forward with implementing any further changes to GS14.

Standard

GS14. Responding to Complaints

Description

If you complain to a GT in writing or over the telephone, the GT will respond substantively to your complaint within 10 working days of receiving your complaint. However, if a visit to your premises or additional information from a 3rd party is required to enable resolution of the complaint, the GT will issue an initial written response within 10 working days of receiving your complaint to explain this situation and will then respond substantively within 20 working days from receipt of the complaint.

Compensation for failure

If the GT fails you will receive a payment of £20 and £20 for each succeeding period of 5 working days thereafter, up to a maximum of £100.
If the 20-day extension has been applied and the GT fails to meet it, you will receive the compensation amount.

Joint responses to potential new GSoPs suggestions

Potential new GSOPs – Face to face appointments

ENA/Collective Network Response: **Potential offer for vulnerable customers, use of interpreter and more utilisation of use of online technology**

- GDNs collectively agreed that the research provided by the consultancy did not provide enough of a compelling case, for the inclusion of face to face appointments as a new GSoP.
- Furthermore, although this potential GSoP is targeted at vulnerable customers, all networks are known to usually have a representative onsite to attend to customer needs during business hours. As such, GDNs cannot see the value of including this suggestion as a new GSoP.

Description

If you are registered on your supplier's Priority Service Register, your gas supplier will arrange face to face appointments to explain the procedure and impact on you.

Support for F2F Appointment GSOP

10 Support; 2 Oppose; 4 Unsure

Potential new GSOPs – Guaranteed appointment times

ENA/Collective Network Response: **Increase of customer time-slot duration and allowing for better customer preparation and time management**

- Ofgem have stated that they will not introduce a new GSoP enforcing guaranteed appointment times.
- As such, all network companies have agreed to not move forward with this suggestion.

Support for
guaranteed
appointment
times GSOP

10 Support; 6 unsure

Potential new GSOPs – Additional support

ENA/Collective Network Response: **Specifically for hot food, shower facilities and alternative accommodation**

- GDNs agreed it would be best to not formulise this as a guaranteed standard, as the suggestions presented are already provided as part of bespoke offerings/services.
- Furthermore, as reimbursement would impact resource requirements (i.e. required receipts, etc.), networks agree it may be better to focus on ensuring steps are taken to contact carers or bespoke where required, which is already BAU for most.
- Networks however are all open to offering an immediate alternative that's more flexible, and/or a reimbursement when required.
- GDNs are also happy to rephrase GS3 to allow for further flexibility of what customers can be offered (especially in regards to hot food), as opposed to establishing a new GSoP.
- Networks noted that 'alternative accommodation' may need to be split out, as it is not actually a GSoP and neither is it supported by stakeholders.

Support for hot food GSOP
8 Support; 2 Oppose; 6 Unsure

Summary & Conclusions

- Upon reviewing the joint research conducted in Phase 1, the networks have concluded that no new standards are required for GD2, for the reasons provided in these slides,
- The GDNs are however, willing to make amendments for **GS2 & GS3**, where feasible. These potential changes have also been summarised on the following slide.
- Overall, in light of the findings for phase 1, the networks are happy with the evidence now in place and do not believe further collective work is needed to support GD2 business planning.

Summary of GDN suggestions

GSOP description	OFGEM Responses (based on RIIO-2 Sector Specific Methodology Decision Doc – May 19)				GDN Collective Suggestions
	Standard		Payment level		
	Current	Updated Standard	Current	Indicative payment estimate	
GSOP1: Gas supply restoration following an unplanned interruption	24 hours	No change	£30 domestic £50 non-domestic	£41 domestic £69 non-domestic	No further changes
GSOP2: Reinstatement of consumer’s premises	5 working days	No change	£50 domestic £100 non-domestic	£69 domestic £138 non-domestic	Exceptions to be given to PSR customers, regarding the standard time period, if required
GSOP3: Alternative heating and cooking facilities for priority domestic customers	4 hours	No change	£24	£33	<p>Networks to consider removing the exclusion period, should they still hold the ability to stop the clock upon customer request / if required</p> <p>GDNs to also consider rephrasing GSoP to allow for flexibility of what customers can be offered as a better alternative to cooking facilities (especially in regards to hot food when more than 250 customers are affected within 8 hours)</p>
GSOP12: Timely payment of GSOP customer payments	20 working days	10 working days	£20	£28	No further changes
GSOP13: Notification in advance of planned supply interruptions	5 working days	7 working days	£20 domestic £50 non-domestic	£24 domestic £59 non-domestic	No further changes
GSOP14: Timely response to complaints	10 working days; 20 working days if site visit required	5 working days; 10 working days if site visit required	£20	£24	No further changes