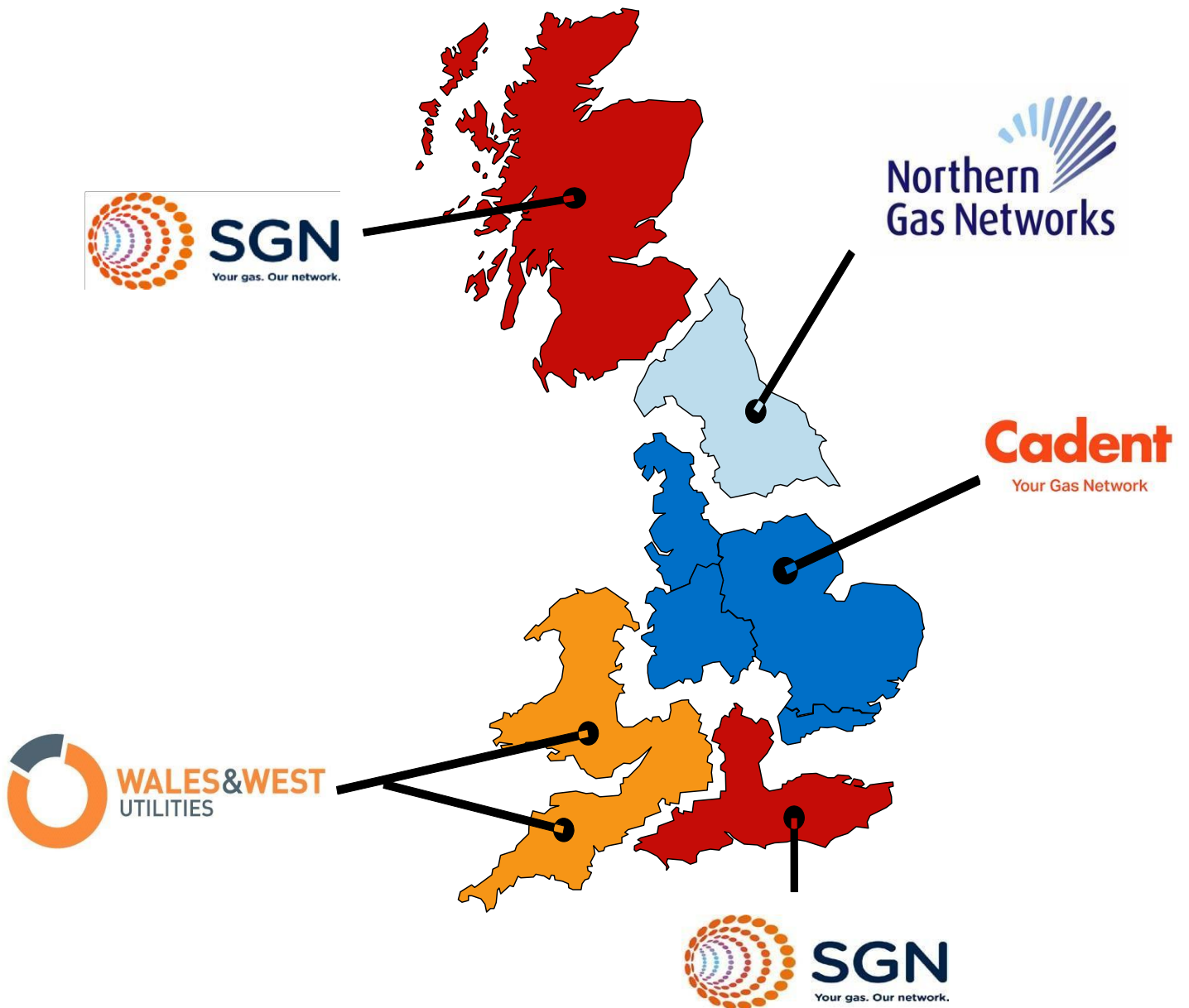


# GAS TRANSPORTATION

## CUSTOMER STANDARDS OF PERFORMANCE 2020/21



## INTRODUCTION

**Ofgem (Office of Gas and Electricity Markets)** sets guaranteed standards of performance for all Gas Transporters (GT). These standards ensure that we provide the required level of service.

The standards cover:

- supply restoration;
- reinstatement following work at your premises;
- provision of alternative heating and cooking facilities for priority domestic customers;
- response to complaints;
- notification of planned work where there is a requirement to interrupt the gas supply; and
- connection services.

If we fail to meet these standards you are entitled to receive a compensation payment.

This document provides information on the standards of performance and the compensation payments you are entitled to receive where we fail to meet these standards.

Ofgem also sets Licence Conditions which require GTs to meet minimum service levels measured on an annual basis. Licence Conditions cover response to telephone calls made to the National Gas Emergency Service and the time taken to respond to gas emergencies.

Your GT owns the network of gas pipes which supply gas to your premises. GTs do not supply gas or read your gas meter. For any queries in relation to these services you should contact your gas supplier.

*The Guaranteed Standards listed in this document reflect the final year of GD1 Price Control. For the GD2 Price Control the Guaranteed Standards are changing, the new criteria is outlined in Appendix 1 and will be reflected in next year's publication alongside the GT's performance.*

## **GUARANTEED STANDARDS OF PERFORMANCE (GSOP)**

Most compensation payments for failure to meet Guaranteed Standards are paid automatically when the GT fails the standard. However, for some standards customers must make a claim to the GT using the contact details at the end of this document. The table below indicates which standards must be claimed by customers.

### **NON-CONNECTIONS GUARANTEED STANDARDS**

<b>Guaranteed Standard</b>	<b>Standard Description</b>	<b>Compensation for failure</b>
<b>GS1. Supply restoration</b>	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.	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.  If you are a non-domestic customer, (and your annual gas consumption does not exceed 73,200kWh) the payment will be £50 for the failure and £50 for each additional complete 24 hour you are without gas up to a maximum of £1000.
	Note for GS1: If you are a non-domestic customer and your annual gas consumption exceeds the 73,200kWh threshold, you are entitled to similar payments to GS1 but under alternative arrangements.	
<b>GS2. Reinstatement of customer's premises</b>	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.	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. If you are a non-domestic customer the payment will be £100 for the failure and £100 for each succeeding period of 5 working days thereafter.
<b>GS3. Heating and cooking facilities for priority domestic customers</b>	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).  NOTE – this standard must be claimed within 3 months of 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.

Guaranteed Standard	Standard Description	Compensation for failure
<p><b>GS13.</b> <b>Notification in advance of planned supply interruptions</b></p>	<p>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.</p> <p>NOTE – this standard must be claimed within 3 months of failure</p>	<p>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 and £50 if you are a non-domestic customer.</p>
<p><b>GS14.</b> <b>Responding to Complaints</b></p>	<p>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.</p> <p>However, if a visit to your premises or additional information from a 3<sup>rd</sup> 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.</p>	<p>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</p> <p>If the 20-day extension has been applied and the GT fails to meet it, you will receive the compensation amount.</p>

## CONNECTIONS GUARANTEED STANDARDS

If you request a new connection or service alteration the following standards apply. In addition to these Guaranteed Standards, the GTs listed in this document are also required to meet Licence Conditions (under Standard Special Condition D10 of their Licence) and should achieve these standards in 90% of cases.

Guaranteed Standard	Standard Description	Compensation for failure
<b>GS4 Provision of standard quotations (up to 275kWh)</b>	If you request a standard quotation from your GT for a new connection or an alteration to an existing connection up to and including a rate of flow of 275kWh, the GT will issue it within 6 working days.	If the GT fails you will receive a payment of £10 and an additional £10 for each succeeding working day up to the quotation sum or £250 whichever is lowest.
<b>GS5 Provision of non-standard quotations (up to 275kWh)</b>	If you request a non-standard quotation from your GT for a new connection or an alteration to an existing connection up to and including a rate of flow of 275kWh, the GT will issue it within 11 working	If the GT fails you will receive a payment of £10 and an additional £10 for each succeeding working day up to the quotation sum or £250 whichever is lowest.
<b>GS6 Provision of non-standard quotations (greater than 275kWh)</b>	days If you request a non - standard quotation from your GT for a new connection or an alteration to an existing connection exceeding a rate of flow of 275kWh, the GT will issue it within 21 working days.	If the GT fails you will receive a payment of £20 and an additional £20 for each succeeding working day up to the quotation sum or £500 whichever is lowest.
	Note for GS4, GS5 & GS6: these standards do not apply where the information you provided to your GT was incorrect or incomplete or where consents are required from third parties.	
<b>GS7 Accuracy of quotations</b>	If the quotation is found to be inaccurate in accordance with the GTs published accuracy scheme, the GT will reissue you with a correct quotation and any overcharge paid will be refunded.  You can contact your GT on the details provided for further information on their accuracy scheme.	If the quotation is found to be inaccurate in accordance with the GTs published accuracy scheme then you will be entitled to payment(s) under GS4, GS5 or GS6 until an accurate quote is issued.
<b>GS8 Responses to land enquiries</b>	If you ask for a Land Enquiry from your GT in relation to a new connection or an alteration to an existing connection the GT will issue a response within 5 working days.	If the GT fails you will receive a payment of £40 and an additional £40 per working day thereafter up to a maximum of £250 for connections up to and including 275kWh and £500 for connections exceeding 275kWh.

<b>Guaranteed Standard</b>	<b>Standard Description</b>	<b>Compensation for failure</b>
<b>GS9 Provision of commencement &amp; substantial completion dates (up to 275kWh)</b>	If the GT receives an accepted quotation for a new connection or an alteration to an existing connection up to and including a rate of flow of 275kWh, it will offer a planned date within 20 working days for commencement and substantial completion of this work	If the GT fails you will receive a payment of £20 and an additional £20 per working day thereafter up to the quotation sum or £250 whichever is lowest.
<b>GS10 Provision of commencement &amp; substantial completion dates (greater than 275kWh)</b>	If the GT receives an accepted quotation for a new connection or an alteration to an existing connection exceeding a rate of flow of 275kWh, it will offer a planned date within 20 working days for commencement and substantial completion of this work.	If the GT fails you will receive a payment of £40 and an additional £40 per working day thereafter up to the quotation sum or £500 whichever is lowest.
<b>GS11 Substantial completion by agreed date</b>	Where the GT has agreed a substantial completion date for a new connection or an alteration to an existing connection it will meet that date. However, this does not necessarily mean that gas will be available for use inside the premises as the fitting of a meter, which will enable the flow of gas, must be arranged by you and your chosen gas supplier.	If the GT fails, you will receive a payment related to the value of the contract and a payment for each working day thereafter up to a maximum level. Your contract will be allocated to one category of the table below and payments will be made in line with that category up to the relevant cap.
<b>Contract Value</b>	<b>Payment</b>	<b>Cap</b>
Up to & incl. £1k	£20	The lesser of £200 or the contract sum
Up to & incl. £4k	Lesser of £100 or 2.5% of contract sum	25% of the contract sum
Up to & incl. £20k	£100	25% of the contract sum
Up to & incl. £50k	£100	£5k
Up to & incl. £100k	£150	£9k
<b>Note: for GS9, GS10 &amp; GS11 these standards do not apply where you have specifically asked your GT to delay the work.</b>		

## **PAYMENTS**

<b>Guaranteed Standard</b>	<b>Standard Description</b>	<b>Compensation for failure</b>
<b>GS12 Notification and payments under the Guaranteed Standards</b>	Where a GT has failed any of the above Guaranteed Standards or the Connections Guaranteed Standards they will write to inform you (or your supplier) and make the payment within 20 working days of compensation becoming due.	If the GT fails to contact you and make required payment in time you will receive a payment of £20 in addition to any payments made under the other Guaranteed Standards.
For failures under GS1, GS2, GS3, GS13, GS14 and GS12 payment(s) will be made either directly to you or via your gas supplier who is obliged to forward this payment to you. For failures under GS4-GS11 the payment(s) will be made directly to you.		

## GUARANTEED STANDARD EXCLUSIONS






Ofgem has agreed a set of circumstances for when the Guaranteed Standards referred to above may not apply; these are known as exclusions. They include events beyond the GTs' control such as severe weather, industrial action, damage caused by customer, actions by third parties or not being able to gain access to premises as well as legislative constraints, labour disputes and reasons of safety. If any of these exclusions apply, the GT will need to demonstrate that all reasonable steps had been taken to meet the standard. Further information on exclusions is available on request.

## LICENCE CONDITIONS

The GTs listed in this document are required to meet standards set out in Licence Conditions on an annual basis. In addition to the 90% standard for connections work mentioned above, GTs are also required to meet the Licence Conditions set out in the table below:

Licence Condition	Definition	Annual Target
<b>Standard Special Condition D10</b> <b>– Quality of service standards.</b> <b>Paragraph 2(f) – Responding to telephone calls</b>	Telephone calls to the National Gas Emergency Service (which operates 24 hours a day), the general enquiry line and the meter point reference number helpline (during the hours which they operate) shall be answered within 30 seconds of the call being connected.	90%
<b>Standard Special Condition D10</b> <b>– Quality of service standards</b> <b>Paragraph 2(g) – Responding to gas emergencies</b>	Where a GT receives a report of a gas escape or other gas emergency, including a significant escape of carbon monoxide or other hazardous situations, it shall attend as quickly as possible within the following timescales: a) All uncontrolled escapes/gas emergencies within 1 hour. b) All controlled escapes/gas emergencies within 2 hours.	97% 97%

The performance actually achieved by each GT for the period 1 April 2020 to 31 March 2021 is shown in the table on the next page.

Gas Transporter Owner	Network area owned by Gas Transporter	% Performance achieved against Licence Standards in 2020/21		
		2(f) Telephone response times (proportion answered within 30 seconds)	2(g) Response to uncontrolled escapes (proportion attended within 1 hour)	2(g) Response to controlled escapes (proportion attended within 2 hours)
	East of England	91.61%	98.75%	99.30%
	London	91.61%	98.93%	99.02%
	North West	91.61%	99.03%	99.37%
	West Midlands	91.61%	99.40%	99.70%
	Scotland	91.61%	98.9%	99.3%
	Southern	91.61%	99.0%	99.3%
	Wales & West	91.61%	99.2%	99.8%
	Northern	91.61%	99.8%	99.9%



## **SOME TERMS EXPLAINED**

<b>Domestic customer</b>	A customer whose gas supply is taken wholly or mainly for domestic purposes.
<b>Non-Domestic customer</b>	A customer whose gas supply is taken wholly or mainly for non-domestic purposes.
<b>Priority customer</b>	A domestic customer who has been identified to us by a registered gas supplier in accordance with their licence conditions, as having special needs. If you think you should be on this list please contact your gas supplier.
<b>Controlled gas escape</b>	Where the person reporting the escape, or someone on their behalf, has taken all the actions advised by the emergency call centre agent and can no longer smell gas.
<b>Uncontrolled gas escape</b>	Where the person reporting the escape, or someone on their behalf, has taken all the actions advised by the emergency call centre agent and can still smell gas.

## **OTHER SERVICES PROVIDED FOR GAS CUSTOMERS**

Each GT provides various services for priority and vulnerable customers. These must comply with certain requirements when visiting customer premises and GTs must have in place a procedure for dealing with any complaints made by customers. These services are described in a statement(s) produced by each GT. These statements are available free of charge and can be downloaded from the GTs' websites. Contact details for each company are shown in the table on the next page.

For all enquiries please contact your GT at the following address:

	<p>Customer Centre – Customer Care Team                  Cadent                  Brick Kiln Street                  Hinckley                  Leicestershire                  LE10 0NA</p> <p>0800 389 5555</p> <p><a href="mailto:wecare@cadentgas.com">wecare@cadentgas.com</a>  <a href="http://www.cadentgas.com">www.cadentgas.com</a></p>		<p>Northern Gas Networks                  1100 Century Way                  Thorpe Park Business                  Park                  Colton                  Leeds, LS15 8TU</p> <p>0800 040 7766</p> <p><a href="mailto:customercare@northerngas.co.uk">customercare@northerngas.co.uk</a>  <a href="http://www.northerngasnetworks.co.uk">www.northerngasnetworks.co.uk</a></p>
	<p>SGN Customer Service                  Inveralmond House                  200 Dunkeld Road                  Perth                  PH1 3AQ</p> <p>0800 912 1700</p> <p><a href="mailto:customer@sgn.co.uk">customer@sgn.co.uk</a>  <a href="http://www.sgn.co.uk">www.sgn.co.uk</a></p>		<p>Customer Services                  Wales &amp; West Utilities                  Wales &amp; West House                  Spooner Close                  Celtic Springs                  Coedkernew                  Newport                  NP10 8FZ</p> <p>0800 912 2999</p> <p><a href="mailto:enquiries@wwutilities.co.uk">enquiries@wwutilities.co.uk</a>  <a href="http://www.wwutilities.co.uk">www.wwutilities.co.uk</a></p>

**The National Gas Emergency Service operates  
 365 days a year, 24 hours a day**

Smell Gas? Call free on **0800 111 999\***  
 (MINICOM 0800 371787)

\*All calls are recorded and may be monitored for training purposes

## Appendix 1

### GUARANTEED STANDARDS OF PERFORMANCE (GSOP) 2021/2022

Most compensation payments for failure to meet Guaranteed Standards are paid automatically when the GT fails the standard. However, for some standards customers must make a claim to the GT using the contact details at the end of this document. The table below indicates which standards must be claimed by customers.

#### NON-CONNECTIONS GUARANTEED STANDARDS

Guaranteed Standard	Standard Description	Compensation for failure
<b>GS1. Supply restoration</b>	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.	If the GT fails you will receive a payment of £60 if you are a domestic customer, and £60 for each additional complete 24 hour you are without gas.  If you are a non-domestic customer, (and your annual gas consumption does not exceed 73,200kWh) the payment will be £100 for the failure and £100 for each additional complete 24 hour you are without gas.
	Note for GS1: If you are a non-domestic customer and your annual gas consumption exceeds the 73,200kWh threshold, you are entitled to similar payments to GS1 but under alternative arrangements.	
<b>GS2. Reinstatement of customer's premises</b>	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 or  3 working days where the customer has been a priority domestic customer for more than thirty days prior to the start of the relevant event;	If the GT fails you will receive a payment of £100 if you are a domestic customer, and £100 for each succeeding period of 5 working days or 3 working days for PSR customers thereafter.  If you are a non-domestic customer, the payment will be £200 for the failure and £200 for each succeeding period of 5 working days thereafter.
<b>GS3. Heating and cooking facilities for priority domestic customers</b>	If you are registered on your supplier's Priority Service Register and your gas supply is interrupted, (a) you will be provided with alternative heating and cooking facilities within 4 hours, or if more than 250 customers are affected, within 8 hours.  (b) Where the interruption affects 250 or more customers and lasts longer than 48 hours, provide after the initial 48 hours, a hot meal: to all members of the household every 24 hours; and access to hot water: to customers with a medical need every 24 hours.  NOTE: the period from 10:00pm – 6:00am is excluded.	If the GT fails the interruption you will receive a payment of £50, up to a maximum of £500.

Guaranteed Standard	Standard Description	Compensation for failure
<p><b>GS13.</b>  <b>Notification in advance of planned supply interruptions</b></p>	<p>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 7 working days before the interruption occurs.</p>	<p>If the GT fails the interruption you will receive a payment of £40 if you are a domestic customer and £100 if you are a non-domestic customer.</p>
<p><b>GS14.</b>  <b>Responding to Complaints</b></p>	<p>If you complain to a GT in writing or over the telephone, the GT will respond substantively to your complaint within 5 working days of receiving your complaint.</p> <p>However, if a visit to your premises or additional information from a 3<sup>rd</sup> 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.</p>	<p>If the GT fails you will receive a payment of £40 and £40 for each succeeding period of 5 working days thereafter, up to a maximum of £200</p>

## CONNECTIONS GUARANTEED STANDARDS

If you request a new connection or service alteration the following standards apply. In addition to these Guaranteed Standards, the GTs listed in this document are also required to meet Licence Conditions (under Standard Special Condition D10 of their Licence) and should achieve these standards in 90% of cases.

Guaranteed Standard	Standard Description	Compensation for failure
<b>GS4 Provision of standard quotations (up to 275kWh disconnections &lt; 2 bar gauge)</b>	If you request a standard quotation from your GT for a new connection, or an alteration to an existing connection up to and including a rate of flow of 275kWh and ≤275kWh, disconnections < 2 bar gauge the GT will issue it within 4 working days.	If the GT fails you will receive a payment of £20 and an additional £20 for each succeeding working day up to the quotation sum or £500 whichever is lowest.
<b>GS5 Provision of non- standard quotations (up to 275kWh disconnections ≤ 2 bar gauge)</b>	GTs are required to provide a non-standard quotation within 11 working days of receiving a request for a quotation for a new connection, or an alteration to an existing connection up to and including 275kWh per hour and other disconnections less than 2 bar gauge.	If the GT fails you will receive a payment of £20 and an additional £20 for each succeeding working day up to the quotation sum or £500 whichever is lowest.
<b>GS6 Provision of non- standard quotations (greater than 275kWh disconnections ≥ 2 bar gauge, diversions)</b>	GTs are required to provide a non-standard quotation within 21 working days of receiving a request for a quotation for a new connection, or an alteration to an existing connection exceeding 275kWh per hour, diversions and a disconnection greater than or equal to 2 bar gauge.	If the GT fails you will receive a payment of £40 and an additional £40 for each succeeding working day up to the quotation sum or £1000 whichever is lowest.
Note for GS4, GS5 & GS6: these standards do not apply where the information you provided to your GT was incorrect or incomplete or where consents are required from third parties.		
<b>GS7 Accuracy of quotations</b>	<p>If the quotation is found to be inaccurate in accordance with the GTs published accuracy scheme, the GT will reissue you with a correct quotation and any overcharge paid will be refunded.</p> <p>You can contact your GT on the details provided for further information on their accuracy scheme.</p>	If the quotation is found to be inaccurate in accordance with the GTs published accuracy scheme then you will be entitled to payment(s) under GS4, GS5 or GS6 until an accurate quote is issued.
<b>GS8 Responses to land enquiries</b>	If you ask for a Land Enquiry from your GT in relation to a new connection or an alteration to an existing connection the GT will issue a response within 5 working days.	If the GT fails you will receive a payment of £80. Further payment each subsequent working day during which the failure continues, up to a cap of: £500 per customer, for connections ≤275kWh per hour, or a disconnection less than 2 bar gauge with no site visit required, or; £1000 per customer, for connections >275kWh per hour, or other disconnections greater than or equal to 2 bar gauge.

Guaranteed Standard	Standard Description	Compensation for failure
<b>GS9 Provision of commencement &amp; substantial completion dates (up to 275kWh)</b>	If the GT receives an accepted quotation for a new connection or an alteration to an existing connection up to and including a rate of flow of 275kWh, it will offer a planned date within 20 working days for commencement and substantial completion of this work	If the GT fails you will receive a payment of £40 and an additional £40 per working day thereafter up to the quotation sum or £500 whichever is lowest.
<b>GS10 Provision of commencement &amp; substantial completion dates (greater than 275kWh)</b>	If the GT receives an accepted quotation for a new connection or an alteration to an existing connection exceeding a rate of flow of 275kWh, it will offer a planned date within 20 working days for commencement and substantial completion of this work.	If the GT fails you will receive a payment of £80 and an additional £80 per working day thereafter up to the quotation sum or £1000 whichever is lowest.
<b>GS11 Substantial completion by agreed date</b>	Where the GT has agreed a substantial completion date for a new connection or an alteration to an existing connection it will meet that date. However, this does not necessarily mean that gas will be available for use inside the premises as the fitting of a meter, which will enable the flow of gas, must be arranged by you and your chosen gas supplier.	If the GT fails, you will receive a payment related to the value of the contract and a payment for each working day thereafter up to a maximum level. Your contract will be allocated to one category of the table below and payments will be made in line with that category up to the relevant cap.
Contract Value	Payment	Cap
Up to & incl. £1k	£40	The lesser of £400 or the contract sum
Up to & incl. £4k	Lesser of £200 or 5% of contract sum	50% of the contract sum
Up to & incl. £20k	£200	50% of the contract sum
Up to & incl. £50k	£200	£10k
Up to & incl. £100k	£300	£18k
<b>Note: for GS9, GS10 &amp; GS11 these standards do not apply where you have specifically asked your GT to delay the work.</b>		

## PAYMENTS

Guaranteed Standard	Standard Description	Compensation for failure
<b>GS12 Notification and payments under the Guaranteed Standards</b>	Where a GT has failed any of the above Guaranteed Standards or the Connections Guaranteed Standards, they will write to inform you (or your supplier) and make the payment within 10 working days of compensation becoming due.	If the GT fails to contact, you and make required payment in time you will receive a payment of £40 in addition to any payments made under the other Guaranteed Standards.
For failures under GS1, GS2, GS3, GS13, GS14 and GS12 payment(s) will be made either directly to you or via your gas supplier who is obliged to forward this payment to you. For failures under GS4-GS11 the payment(s) will be made directly to you.		