

# Chapter 6

## Key outputs

# Customer service standards

Covering:

Statutory Guaranteed Standards Scheme  
Enhanced Guaranteed Standards Scheme  
Companies' Customer Charters

## Chapter 6

# Key outputs

# Customer service standards

**Note:** This table and the following guidance are issued in AIR08 for information only and as a guide to potential future reporting requirements when reporting on guaranteed standards becomes relevant. This guidance mirrors what Ofwat currently request. No company return or reporter commentary is required for AIR08.

### Aim

To report non-compliance with the minimum standards set out in Guaranteed Standards Scheme (GSS) Regulations and companies own enhancements to these standards or other service areas.

To report payments made to customers for failure to meet GSS standard, enhanced GSS or company charters.

### Common definitions

**GSS Event:** failure to meet the standards as set out in the 'Water Supply and Sewerage Services (Customer Service Standards) Regulations 1989' (SI 1989:1159), as amended by SI 1989:1383, SI 1993:500, SI 1996:3065 and S1 2000: 2301. NB: These standards are not the same as the levels of service performance criteria.

**GSS Payment:** payments made following a GSS Event including where company enhances payment level.

**Enhanced Guaranteed Standards Scheme (EGSS) Event:** failure to meet standards set by the company that, whilst based on the statutory GSS, go beyond the provisions of that scheme; for example,

- a reduction in the qualifying period triggering a payment; or
- automatic payment made where the GSS requires the customer to make a claim for a penalty payment.

**Company Customer Service Standards/Charters:** failure to meet company standards that fall outside of the provisions of the statutory GSS or go beyond an enhanced GSS. Also includes ex gratia payments.

**Payments:** these include the following:

- any cheques made payable to the customer and sent directly to him/her, or to a third party acting on behalf of the customer; and
- any credits made to customers' accounts.

**Penalty payments:** If the company fails to pay the required statutory GSS payment within timescale specified, the customer is entitled to a further payment except for regulation 7AA Pressure standard.

### Guidance

Table 6 records GSS Events due to failures against the GSS Regulations. Each Regulation is included in the table along with the breakdown of the different elements of the Regulations.

The aim of the table is to show non-compliance with the GSS Regulations, plus where companies have elected to enhance GSS criteria, EGSS Events and the number of value of payments made by companies. Companies should record in their commentaries any differences between the number of GSS Events and the number of payments made.

As noted above levels of service performance criteria does not match the GSS criteria and should not be relied on in the completion of GSS lines. Nevertheless companies should reconcile all numbers where possible to those in previous tables. However where there is a large discrepancy between related service areas please provide a brief commentary by way of explanation.

For companies operating wholly or mainly in Wales, GSS Events where the Regulations differ should be recorded in the most appropriate line.

**GSS Events:** Companies should record all GSS Events of failures of the GSS standards in the appropriate lines. Events triggered by Statutory GSS should be recorded in the GSS line. Events triggered by companies EGSS criteria e.g. warning for a period more than 1 hour but less than 4 hours should be recorded in the EGSS line.,.

### **Section I Lines 22-24**

**Penalty payments:** Events relating to-penalty payments should be recorded in lines 22, 23 or 24. Events relating to automatic penalty payments for regulations 6 – Notice of interruption of supply, 7 – Supply not restored and 7b – Flooding from sewers should be recorded in line 22. Events relating to claimed penalty payments for regulations 3 – Keeping appointments, 4 – Account queries and requests about payment arrangements and 5 - Complaints about water or sewerage service should be recorded in line 23. Where companies offer enhanced criteria e.g. claimed penalty payments are made automatically, these should be recorded in line 24.

### **Section J Lines 25-32**

**Payments:** Companies should record payments made under the statutory GSS, enhanced GSS or their own customer service standards schemes/charters in the appropriate lines in section J. These headings are mutually exclusive; companies are not required to apportion costs except where a joint payment is made in respect of distinct service standards.

#### **Guaranteed Standards Scheme**

- This should include only payments made in compliance with the GSS Regulations.
- Where a standard GSS payment is made within a larger unrelated payment, **only** the GSS payment should be recorded in the GSS line. For example, a GSS payment may be included within a cheque for a rebate of charges;
- Where a standard GSS payment is made together with an amount related to a different service standard, the payments should be recorded separately in the appropriate GSS lines. For example, a customer may receive both a GSS payment for a failure to respond within ten working days to a complaint about a contractor's vehicles being parked across a customer's driveway, and an ex-gratia payment in recognition of the inconvenience caused by the contractor.

#### **Enhanced Guaranteed Standards Scheme**

- This should include payments made which are based on the GSS criteria but enhance the standards stated in the regulations.
- Where a company makes a payment of a greater monetary value than required under the GSS, the whole of this payment should be recorded in lines 26 and 27.

#### **Company Customer Charter**

- Where a company makes a payment in respect of a standard that falls outside the scope of the GSS Regulations, this should be recorded in lines 31 and 32. For example, “failure to provide a receipt if requested by a customer” may be a standard that the company has added to its charter.

Details of the company’s own standards should be recorded in the commentary.

**Incidents:** Companies should use the commentary to report where they have made a significant number of payments relating to a single incident (e.g. supply interruption, water quality incident, sewer flooding etc.)

Companies should explain all differences between numbers of failures and payments, for example, by describing where payments are for failures in the previous year, or are to be paid in the following year.

### **Company commentary**

The company should:

- ensure that all Events are reported in the correct lines regardless of how they are paid;
- report where it has made a significant number of payments relating to a single incident;
- where possible, reconcile GSS Events to Events reported in tables 2-5 and provide an explanation where the number of failures differs to the number of payments;
- provide details of enhanced standards (EGSS) including details of payment level, and value of payments;
- provide details of company’s own standards including a summary of payments made under company’s own standards;
- state any assumptions made in reporting figures in the balance sheets;
- comment on significant year on year changes in reported figures;
- provide justification for the confidence grade assigned to each line including an explanation for any changes in confidence grades from previous years. Confidence grades should take account of any areas where the companies does not meet the reporting requirements;
- provide an update on any remaining actions identified in the MD220 review and at JR07; and
- confirm methodology statement for GSS compliance is up to date outlining any changes (Methodology statements are not required to be submitted with the June return, but should be made available to the reporter and Ofwat on request).

### **Guidance to Reporters**

The Reporter should comment on:

- confirm or otherwise that all methods used by the company are as company has described;
- confirm company has disclosed all assumptions;
- confirm confidence grade assigned by company reflect the methods that they apply;
- comment on delivery of MD220 action plan or other actions identified at JR07; and
- describe in detail the checks that the reporter has carried out in order to be able to confirm and comment on each of the points set out above. Including for example how the reporter has selected any samples for audit from the full sample; quantity sampled; robustness of sample; materiality of assumptions and any weaknesses; discussions held with company staff.

**Table 6 line definitions**
**A GSS - APPOINTMENTS**

<b>1</b>	Failure to specify am/pm or provide 2 hour slot (Events)	nr	Odp
<b>Definition</b>	<p>As defined in the 'Water Supply and Sewerage Services (Customer Service Standards) Regulations 1989' (SI 1989:1159) as amended by SI 1989:1383, SI 1993:500 and SI 2000: 2301, Regulations section 3.</p> <p>Total number of GSS Events where the company have failed to specify to the customer when making an appointment whether it will be am/pm or failure to offer the customer a 2 hour time slot when requested.</p>		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		
<b>Reference</b>	GSS00001		
<b>Responsibility</b>	Service and Performance Team		
<b>2</b>	Failure to keep appointment (Events)	nr	Odp
<b>Definition</b>	<p>As defined in the 'Water Supply and Sewerage Services (Customer Service Standards) Regulations 1989' (SI 1989:1159) as amended by SI 1989:1383, SI 1993:500 and SI 2000: 2301, Regulations section 3.</p> <p>The total number of GSS Events where the company has failed to keep the appointment with the customer.</p>		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		
<b>Reference</b>	GSS00002		
<b>Responsibility</b>	Service and Performance Team		
<b>3</b>	Failure to correctly cancel an appointment (Events)	nr	Odp
<b>Definition</b>	<p>As defined in the 'Water Supply and Sewerage Services (Customer Service Standards) Regulations 1989' (SI 1989:1159) as amended by SI 1989:1383, SI 1993:500 and SI 2000: 2301, Regulations section 3.</p> <p>The total number of GSS Events where the company have not given the customer 24 hours notice of cancelling the appointment.</p>		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		
<b>Reference</b>	GSS00003		
<b>Responsibility</b>	Service and Performance Team		
<b>4</b>	Enhanced GSS criteria (Events)	nr	Odp
<b>Definition</b>	<p>The total number of Enhanced GSS Events where the company has failed its enhanced standard for appointments. This line only relates to enhanced criteria not enhanced payments e.g. company offers a 2 hour slot automatically.</p>		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		
<b>Reference</b>	GSS00004		
<b>Responsibility</b>	Service and Performance Team		

**B GSS – WRITTEN ACCOUNT QUERIES**
**ACCOUNT QUERIES**

<b>5</b>	Failure to despatch a substantive reply within 10 working days (Events)	nr	Odp
<b>Definition</b>	<p>As defined in the 'Water Supply and Sewerage Services (Customer Service Standards) Regulations 1989' (SI 1989:1159) as amended by SI 1989:1383, SI 1993:500 and SI 2000: 2301, Regulation 4.</p> <p>Number of GSS Events where a substantive reply was not despatched to the customer within ten working days from the date of receipt of a written account query regarding the correctness of the account.</p>		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		
<b>Reference</b>	GSS00005		
<b>Responsibility</b>	Service and Performance Team		

<b>6</b>	Enhanced GSS criteria (Events)	nr	Odp
<b>Definition</b>	<p>The total number of Enhanced GSS Events where the company has failed its enhanced standard for written account queries. This line only relates to enhanced criteria not enhanced payments e.g. company states it will provide a response within 5 working days.</p>		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		
<b>Reference</b>	GSS00006		
<b>Responsibility</b>	Service and Performance Team		

**PAYMENT ARRANGEMENTS**

<b>7</b>	Failure to despatch a substantive reply within 5 working days where request cannot be met (Events)	nr	Odp
<b>Definition</b>	<p>As defined in the 'Water Supply and Sewerage Services (Customer Service Standards) Regulations 1989' (SI 1989:1159) as amended by SI 1989:1383, SI 1993:500 and SI 2000: 2301, Regulation 4.</p> <p>Number of GSS Events where a substantive reply was not despatched to the customer within five working days from the date of receipt of a request from the customer to change payment arrangements where the request for a payment arrangement could not be met.</p>		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		
<b>Reference</b>	GSS00007		
<b>Responsibility</b>	Service and Performance Team		

<b>8</b>	Enhanced GSS criteria (Events)	nr	Odp
<b>Definition</b>	<p>The total number of Enhanced GSS Events where the company has failed its enhanced standard for payment arrangements. This line only relates to enhanced criteria not enhanced payments e.g. company states it will provide a response in all cases.</p>		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		

<b>Reference</b>	<b>GSS00008</b>
<b>Responsibility</b>	Service and Performance Team

### C GSS – WRITTEN COMPLAINTS

<b>9</b>	Failure to despatch a substantive reply within 10 working days (Events)	nr	Odp
<b>Definition</b>	<p>As defined in the 'Water Supply and Sewerage Services (Customer Service Standards) Regulations 1989' (SI 1989:1159) as amended by SI 1989:1383, SI 1993:500 and SI 2000: 2301, Regulation 5.</p> <p>Number of GSS Events where a substantive reply was not despatched to the customer within ten working days from the date of receipt of a written complaint.</p>		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		
<b>Reference</b>	BN207		
<b>Responsibility</b>	Service and Performance Team		

<b>10</b>	Enhanced GSS criteria (Events)	nr	Odp
<b>Definition</b>	<p>The total number of Enhanced GSS Events where the company has failed its enhanced standard for payment arrangements. This line only relates to enhanced criteria not enhanced payments e.g. company states it will provide a response in 5 days.</p>		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		
<b>Reference</b>	<b>GSS00009</b>		
<b>Responsibility</b>	Service and Performance Team		

### D GSS – NOTICE OF INTERRUPTIONS TO SUPPLY

<b>11</b>	Failure to warn for planned interruptions of more than 4 hours (Events)	nr	Odp
<b>Definition</b>	<p>As defined in the 'Water Supply and Sewerage Services (Customer Service Standards) Regulations 1989' (SI 1989:1159) as amended by SI 1989:1383, SI 1993:500 and SI 2000: 2301, Regulations 6.</p> <p>The total number of GSS Events where the company has failed to warn customers of interruptions of more than 4 hours.</p>		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		
<b>Reference</b>	<b>GSS00010</b>		
<b>Responsibility</b>	Service and Performance Team		

<b>12</b>	Enhanced GSS criteria (Events)	nr	Odp
<b>Definition</b>	<p>The total number of Enhanced GSS Events where the company has failed its enhanced standard for notice of supply interruptions. This line only relates to enhanced criteria not enhanced payments e.g. company states it will notify customer of interruptions of more than 1 hour.</p>		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		
<b>Reference</b>	<b>GSS00011</b>		
<b>Responsibility</b>	Service and Performance Team		



**E GSS – SUPPLY NOT DULY RESTORED**
**PLANNED INTERRUPTIONS**

<b>13</b>	Failure to restore supply within period specified in notice (Events)	nr	Odp
<b>Definition</b>	As defined in the 'Water Supply and Sewerage Services (Customer Service Standards) Regulations 1989' (SI 1989:1159) as amended by SI 1989:1383, SI 1993:500 and SI 2000: 2301, Regulations 7 (Planned Interruptions):  The total number of GSS Events where the company has failed to restore the supply within the period specified in the notice.		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		
<b>Reference</b>	GSS00012		
<b>Responsibility</b>	Service and Performance Team		

**UNPLANNED INTERRUPTIONS**

<b>14</b>	Failure to restore supply within 48 hours for emergency works – strategic main (Events)	nr	Odp
<b>Definition</b>	As defined in the 'Water Supply and Sewerage Services (Customer Service Standards) Regulations 1989' (SI 1989:1159) as amended by SI 1989:1383, SI 1993:500 and SI 2000: 2301, Regulation 7 (Unplanned Interruptions):  The total number of Enhanced GSS Events where the company has failed to restore the supply within 48 hours for emergency works when there is a leak or burst on a strategic main.		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		
<b>Reference</b>	GSS00013		
<b>Responsibility</b>	Service and Performance Team		

<b>15</b>	Failure to restore supply within 12 hours for emergency works – non strategic main (Events)	nr	Odp
<b>Definition</b>	As defined in the 'Water Supply and Sewerage Services (Customer Service Standards) Regulations 1989' (SI 1989:1159) as amended by SI 1989:1383, SI 1993:500 and SI 2000: 2301, Regulation 7 (Unplanned Interruptions):  The total number of Enhanced GSS Events where the company has failed to restore the supply within 12 hours for emergency works when there is a leak or burst which is not on a strategic main.		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		
<b>Reference</b>	GSS00014		
<b>Responsibility</b>	Service and Performance Team		



<b>16</b>	Enhanced GSS criteria (Events)	nr	Odp
<b>Definition</b>	The total number of Enhanced GSS Events where the company has failed its enhanced standard for notice of supply interruptions. This line only relates to enhanced criteria not enhanced payments e.g. working to a 10 hour standard for all mains.		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		
<b>Reference</b>	GSS00015		
<b>Responsibility</b>	Service and Performance Team		

#### F GSS – PRESSURE STANDARD

<b>17</b>	Failure to maintain minimum pressure standard (Events)	nr	Odp
<b>Definition</b>	As defined in the 'Water Supply and Sewerage Services (Customer Service Standards) Regulations 1989' (SI 1989:1159) as amended by SI 1989:1383, SI 1993:500, SI 1996:3065 and SI 2000: 2301, Regulation 7AA.  The total number of GSS Events where the company has failed to maintain the minimum pressure standard of seven meters static head on two occasions, each lasting not less than one hour, in any period of 28 days.		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		
<b>Reference</b>	GSS00016		
<b>Responsibility</b>	Service and Performance Team		

<b>18</b>	Enhanced GSS criteria (Events)	nr	Odp
<b>Definition</b>	The total number of Enhanced GSS Events where the company has failed its enhanced standard for pressure. This line only relates to enhanced criteria not enhanced payments e.g. company states it will maintain pressure at 15 meters static head.		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		
<b>Reference</b>	GSS00017		
<b>Responsibility</b>	Service and Performance Team		

**G GSS – SEWER FLOODING - Internal**

<b>19</b>	Flooding from sewers entering properties (Events)	nr	0dp
<b>Definition</b>	<p>As defined in the 'Water Supply and Sewerage Services (Customer Service Standards) Regulations 1989' (SI 1989:1159) as amended by SI 1989:1383, SI 1993:500, SI 1996:3065 and SI 2000: 2301, Regulation 7B.</p> <p>The total number of GSS Events where flooding from sewer has entered a customer's property.</p> <p>Where a company, under its own customer charter, makes ex-gratia payments, or payments for external flooding from sewers, the number of payments made and the value of such payments should be entered in lines 31 &amp; 32 respectively.</p>		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		
<b>Reference</b>	GSS00018		
<b>Responsibility</b>	Service and Performance Team		

<b>20</b>	Enhanced GSS criteria (Events)	nr	0dp
<b>Definition</b>	<p>The total number of Enhanced GSS Events where the company has failed its enhanced standard for sewer flooding. This line only relates to enhanced criteria not enhanced payments.</p> <p>Where a company, under its own customer charter, makes ex-gratia payments, or payments for external flooding from sewers, the number of payments made and the value of such payments should be entered in lines 31 and 32 respectively.</p>		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		
<b>Reference</b>	GSS00019		
<b>Responsibility</b>	Service and Performance Team		

**H ALL REGULATIONS**

<b>21</b>	Number of Events where payment has not been made as allowed by exclusions in regulations e.g. severe weather or 3 <sup>rd</sup> party action	nr	0dp
<b>Definition</b>	<p>As defined in the 'Water Supply and Sewerage Services (Customer Service Standards) Regulations 1989' (SI 1989:1159) as amended by SI 1989:1383, SI 1993:500, SI 1996:3065 and SI 2000: 2301, Regulations 3, 4, 5, 6, 7, 7AA and 7B .</p> <p>The total number of events as reported in rows 1, 2, 3, 5, 7, 9, 11, 12, 14, 15, 17 &amp; 19 where a payment has not been made by the company following a GSS Event as company have used an exclusion as stated in the Regulation.</p>		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		
<b>Reference</b>	GSS00020		

<b>Responsibility</b>	Service and Performance Team
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**I GSS – PENALTY PAYMENTS MADE – ALL CATEGORIES**

<b>22</b>	Penalty payments made under regulations 6, 7 & 7b (Automatic Events)	nr	0dp
<b>Definition</b>	As defined in the 'Water Supply and Sewerage Service (Customer Service Standards) Regulations 1989' the total number of penalty payments made for late payment of required GSS payments under Regulations 6, 7 & 7B.		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		
<b>Reference</b>	GSS00021		
<b>Responsibility</b>	Service and Performance Team		

<b>23</b>	Penalty payments made under regulations 3, 4 & 5 (Claimed Events)	nr	0dp
<b>Definition</b>	As defined in the 'Water Supply and Sewerage Service (Customer Service Standards) Regulations 1989' the total number of penalty payments made for late payment of required GSS payments under Regulation 7C		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		
<b>Reference</b>	GSS00022		
<b>Responsibility</b>	Service and Performance Team		

<b>24</b>	Enhanced GSS criteria (Events)	nr	0dp
<b>Definition</b>	The total number of Enhanced GSS Events for penalty payments e.g. automatic payment for claimed penalties.		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		
<b>Reference</b>	GSS00023		
<b>Responsibility</b>	Service and Performance Team		

<b>25</b>	Total penalty payments made (value)	£	0dp
<b>Definition</b>	The total value of penalty payments made.		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		
<b>Reference</b>	GSS00024		
<b>Responsibility</b>	Service and Performance Team		

**J STATUTORY, ENHANCED GSS & COMPANY CUSTOMER CHARTERS**

<b>26</b>	Statutory GSS – total events (number)	nr	0dp
<b>Definition</b>	The number of GSS Events for failure to meet statutory GSS standards.		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Calculated: sum of lines 1, 2, 3, 5, 7, 9, 11, 13, 14, 15, 17 & 19		
<b>Reference</b>	GSS00025		

<b>Responsibility</b>	Service and Performance Team
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<b>27</b>	Statutory GSS – payments made (number)	nr	0dp
<b>Definition</b>	The number of payments made for failure to meet statutory GSS standards.		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		
<b>Reference</b>	BN1156		
<b>Responsibility</b>	Service and Performance Team		

<b>28</b>	Statutory GSS – payments made (value)	£	0dp
<b>Definition</b>	The value of payments made for failure to meet statutory GSS standards excluding penalty payments. This should include enhanced amounts.		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		
<b>Reference</b>	BN1157		
<b>Responsibility</b>	Service and Performance Team		

<b>29</b>	Enhanced GSS – total events (number)	nr	0dp
<b>Definition</b>	The number of enhanced GSS Events for failure to meet companies enhanced GSS standards.		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Calculated: sum of lines 4, 6, 8, 10, 12, 16, 18 & 20		
<b>Reference</b>	GSS00026		
<b>Responsibility</b>	Service and Performance Team		

<b>30</b>	Enhanced GSS – payments made (number)	nr	0dp
<b>Definition</b>	The number of payments made for standards that, whilst based on the statutory GSS, go beyond the provisions of that scheme i.e. events reported in row 28.		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		
<b>Reference</b>	BN1181		
<b>Responsibility</b>	Service and Performance Team		

<b>31</b>	Enhanced GSS – payments made (value)	£	0dp
<b>Definition</b>	The value of payments made for standards that, whilst based on the statutory GSS, go beyond the provisions of that scheme i.e. as reported in line 30.		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		
<b>Reference</b>	BN1183		
<b>Responsibility</b>	Service and Performance Team		

<b>32</b>	Company Customer Charter - payments made (number)	nr	0dp
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<b>Definition</b>	The number of payments made for a company's customer service standards that fall outside the provisions of the statutory GSS (lines 1 to 20) and are not enhanced GSS (lines 4, 6, 8, 10, 12, 16, 18, 20 and 28-30).
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.
<b>Processing rule</b>	Input
<b>Reference</b>	BN1179
<b>Responsibility</b>	Service and Performance Team

<b>33</b>	Company Customer Charter - payments made (value)	£	0dp
<b>Definition</b>	The value of payments made for a company's customer service standards as reported in row 32.		
<b>Primary Purpose</b>	Checking compliance with statutory and Licence requirements.		
<b>Processing rule</b>	Input		
<b>Reference</b>	BN1177		
<b>Responsibility</b>	Service and Performance Team		

**CHANGE CONTROL SHEET**  
**CHAPTER 6**

2006/1.0	First issue of chapter for the AMP4 period
2006/1.1	No changes
2007/1.0	Amendments to guidance
2007/1.1	No changes
2008/1.0	New lines for GSS Events and revisions to guidance
2008/1.1	No changes as 2008/1.0
2008/1.2	References allocated to new lines Amended units for lines 20 and 21 to nr