

**Respondent Details**

**Company Name:**

**Respondent Name:**

**Designation:**

**Address:**

**Phone Number:**

**Email Address:**

No.	Question	Your response	Consent to Publish Response (Y/N)
Q1	What are your views on the suitability of the proposed GSS standards? (These are summarised in column 3 of Table 3 in the Consultation Paper)		
Q2	Are the prescribed time periods for the guaranteed standards in column 3 of Table 3 in the Consultation Paper appropriate?		
Q3	Do you regard the proposed compensation payment values companies must make in the event of a failure to deliver the guaranteed standards (in column 3 of Table 3 of the Consultation Paper) as appropriate? (a) If not, which values should be higher/lower?		
Q4	Do you agree with our proposals on how compensation payments are provided, either automatically, or with the customer having to submit a claim? (a) for Critical Care Register and vulnerable customers; (b) for all other customers.		
Q5	Do you agree with our proposals to reduce the supply resoration period from 24 hours to 18 hours in normal weather conditions?		

No.	Question	Your response	Consent to Publish Response (Y/N)
Q6	<p>What are your views on re-evaluating the 18 hour supply restoration period in normal weather conditions at a future date, with a view to reducing the period from 18 hours to 12 hours to align with the GB GSS?  (a) at what stage would this reduction be appropriate?</p>		
Q7	<p>Do you agree with our proposals that where there is a single fault in the distribution system affecting 5,000 customers or more, that the prescribed period for supply restoration by the distribution company should be 24 hours?</p>		
Q8	<p>Do you agree with our proposal to introduce a GSS for rota disconnections?</p>		
Q9	<p>Do you agree with our proposal to introduce a GSS for multiple disconnections?</p>		
Q10	<p>Do you agree with our proposals for Supplier GSS?</p>		

No.	Question	Your response	Consent to Publish Response (Y/N)
Q11	Do respondents have any comments in regards the consumer impact of the proposed introduction of supplier guaranteed standards of service?		
Q12	Do you agree with our proposals in relation to distribution companies responding to complaints?		
Q13	Do you agree with our proposals that supply companies should provide information annually to customers on the GSS arrangements?		
Q14	Do you agree with our proposals to retain the Overall Standards of Performance?		
Q15	Do you agree with our proposals that the distribution company should provide information annually to customers on the overall standards of performance?		
Q16	Do you agree with our proposals that both supply and distribution companies should report annually on their performance under the GSS regime, including any ex-gratia payments?		

No.	Question	Your response	Consent to Publish Response (Y/N)
Q17	Do you agree with our proposals to publish information on company performance on our website?		
Q18	Do you think that the information provided by companies on GSS and OSS, together with UR publication of figures on performance is sufficient in terms of ensuring consumer awareness of GSS and OSS?		
Q19	What are your views on the proposed timeframe for implementation of the new GSS Regulations and Overall Standards?		
Q20	<p>What are your views on the implications of this review?</p> <p>(a) Are there any further areas which require consideration, other than those identified in paragraphs 4.122 -4.125 of the Consultation Paper?</p>		
Q21	Could respondents please provide information and evidence on any likely regulatory and equality impacts of the proposals set out in this paper.		

No.	Question	Your response	Consent to Publish Response (Y/N)

**Additional Factors-** Please complete this section if you consider there are additional issues/ aspects which the UR should consider as part of its review of GSS. Please use one row for each area and use additional rows as required.

No.	Additional factor area	Reason for consideration and relevant factors	Consent to Publish Response (Y/N)
1			
2			
3			

No.	Question	Your response	Consent to Publish Response (Y/N)
4			
5			
6			