

Overall Standards of Performance for Gas Conveyors and Gas Suppliers

March 2014

Overall Standards of Performance for Gas Conveyors

Any words or expressions used in this notice and defined in the Gas (Individual Standards of Performance) Regulations (Northern Ireland) 2014 (the 'Regulations') shall have the same meaning as in the Regulations.

In accordance with Section 3 of the Energy Act (Northern Ireland) 2011, the Utility Regulator (the 'Authority') has determined the following standards of overall performance in connection with the activities of gas conveyors as, in its opinion ought to be achieved by them.

In respect of the year beginning 1 April 2014 and ending 31 December 2014 and for each subsequent year commencing on and including 1 January and ending on and including 31 December, each gas conveyor shall ensure that:

1. In 97% of cases, customers are reconnected within 24 hours following a fault on the pipe-line system operated by the relevant gas conveyor;
2. In 97% of cases, reports of uncontrolled gas escapes or other gas emergencies are attended within 1 hour from the time of the relevant report;
3. In 97% of cases, reports of controlled gas escapes or other gas emergencies are attended within 2 hours from the time of the relevant report;
4. In 100% of cases, customers disconnected for non-payment are reconnected within 24 hours of referral by a gas supplier;
5. In 100% of cases, ordinary meters are repositioned within 15 working days of a quotation being accepted;
6. In 100% of cases, the appropriate meter of a domestic customer is changed within 10 working days of referral by a gas supplier;
7. Faulty pre-payment meters are visited within 4 working hours of being notified, on:
 - a. 97% of cases on working days;
 - b. 97% of cases on other days.
8. In 97% of cases, written correspondence receives a reply within 10 working days from and including the date the gas conveyor receives the relevant correspondence;
9. In 97% of cases, customer complaints receive a full response within 10 working days from and including the date the gas conveyor receives the relevant complaint.

It shall be the duty of every gas conveyor to conduct business in such a way as can reasonably be expected to lead to the achievement by that gas conveyor of the standards set.

Once in each year, (by such date as agreed with the Authority) each gas conveyor shall provide to the Authority information with respect to the level of performance achieved by the gas conveyor under these overall standards.

Overall Standards of Performance for Gas Suppliers

Any words or expressions used in this notice and defined in the Gas (Individual Standards of Performance) Regulations (Northern Ireland) 2014 (the 'Regulations') shall have the same meaning as in the Regulations.

In accordance with Section 3 of the Energy Act (Northern Ireland) 2011, the Utility Regulator (the 'Authority') has determined the following standards of overall performance in connection with the activities of gas suppliers as, in its opinion ought to be achieved by them.

In respect of the year beginning 1 April 2014 and ending 31 December 2014 and for each subsequent year commencing on and including 1 January and ending on and including 31 December, each gas supplier shall ensure that:

1. In 97% of cases, written correspondence receives a reply within 10 working days from and including the date the gas supplier receives the relevant correspondence;
2. In 97% of cases, customer complaints receive a full response within 10 working days from and including the date the gas supplier receives the relevant complaint.

It shall be the duty of every gas supplier to conduct business in such a way as can reasonably be expected to lead to the achievement by that gas supplier of the standards set.

Once in each year, (by such date as agreed with the Authority) each gas supplier shall provide to the Authority information with respect to the level of performance achieved by the gas supplier under these overall standards.