



ES PIPELINES LTD

STANDARDS OF PERFORMANCE (CODE OF PRACTICE)

Effective from 1st September 2017

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Contents

Introduction.....	4
Persons to whom the Standards of Performance relate.....	4
Gas Emergencies.....	4
Entering your Home	5
Passwords.....	5
Keeping Appointments.....	6
Prevention of domestic Gas Escapes.....	6
Modification to Standards of Performance publication.....	6
Disputes	6
Communication and Time Periods	7
Payment of Compensation.....	7
Data Retention	7
Standards of Performance.....	7
Guaranteed Standards of Performance and Compensation Payments.....	7
Overall Standards of Performance and Set Targets.....	10

Introduction

This publication sets out ES Pipelines Ltd's ("ESP") standards of performance in relation to and its obligations as a Gas Transporter.

This publication explains how you can get in touch with us, what to do in case of a gas emergency, what the special services we provide for vulnerable customers are, how to recognise our staff should they visit your home and how we ensure that those staff are trained and authorised. It is written in line with Conditions 17, 18, 19, 21 and 22 of our Gas Transporters Licence and approved by Ofgem.

Any correspondence relating to ESP's standards of performance should be made to the following address:

ES Pipelines Ltd
Bluebird House
Mole Business Park
Leatherhead
Surrey
KT22 7BA

Tel: (01372) 587 500
Fax: (01372) 377 996

E-Mail: customerservices@espug.com

Website: www.espug.com

Customers may contact ESP by telephone, letter, email, or in person and ESP may reply by telephone, letter, or email. The contact must be made by the Customer themselves or from the Customer's representative. If English is not your first language, you can write to us via post or email in your chosen language and we will provide a written interpretation service.

Persons to whom the Standards of Performance relate

This publication only relates to the following gas consumers (collectively known as "the Customers"):

- Any person defined as a domestic Customer whose premise is connected directly to an ESP gas transportation system ("the Domestic Customer").
- Any person defined as an industrial or commercial customer whose premise is connected directly to an ESP gas transportation system ("the Non-domestic Customer").

This publication does not relate to the services provided to other ESP Customers (for example shippers, suppliers and other Gas Transporters) unless these are acting on behalf of a Customer as defined above. Also it does not relate to domestic and non-domestic Customers who are in the process of being connected to an ESP gas transportation system. Standards of performance to these other Customers can be found in the relevant publications or the commercial agreements made with them.

Gas Emergencies

To report the smell of gas in your property, a loss of supply or a concern about the safety of our equipment, call the National Gas Emergency Service Provider free on:

Telephone: **0800 111 999**

If you are deaf or hearing impaired and have a Minicom or Textphone you can use it to call the gas emergency service. The number is **0800 371 787**.

The National Gas Emergency Service Provider operates 365 days a year, 24 hours a day. Your gas supply will be made safe, however, this service does not extend to executing internal work beyond the meter. For more information on the emergency reporting procedure, please see our leaflet entitled ESP & its customers.

The emergency service provider or a representative of ESP may also need to visit you to deal with a reported gas emergency, in which case they will adhere to the guidelines set out below under 'Entering your home'.

Entering your Home

ESP may need to visit your home to inspect or maintain gas equipment on your property. The visit will either be made by an ESP employee or a contractor working on our behalf. ESP only uses fully trained engineers and contractors to make house visits. You can expect:

- All ESP employees and contractors will be able to provide you with an identity card showing the company name, their own name, a reference number, and a colour photograph of themselves.
- ESP takes all necessary steps to ensure that all ID cards are returned when an employee leaves the company.
- ESP will endeavour to ensure that its employees and contractors are aware of the contents of this document and will comply with it at all times.
- ESP staff and contractors will be appropriately qualified and fully trained for the purpose of the visit and will be courteous at all times in their dealings with you. They will give clear, accurate explanations and will respect your premises.

Passwords

If you are a domestic customer of pensionable age, disabled, or chronically sick a password can be agreed with you when we make an appointment. This password will be used when we visit you so you will know the caller is genuine. You can also use this service if you just wish to feel more secure.

Gas suppliers also operate password schemes through their Priority Services Register. If you arrange an appointment through your gas supplier, the person visiting you will use the password you have registered with your supplier.

Keeping Appointments

If you request ESP to do work, we or our contractor will arrange an appointment with you. If we agree an appointment we guarantee to meet that appointment unless an alternative date has been agreed with you in advance. If we do not keep an appointment, we will make a fixed payment to you or your gas supplier who will ensure the payment gets to you.

If the Customer is not available at the premises at the time of an agreed appointment, a suitable note will be put through the door advising the Customer that the appointment has been kept.

Prevention of domestic Gas Escapes

ESP has obligations in relation to responding to reported gas escapes, including certain standards of performance (as defined in condition 6 of ESP's Gas Transporter licence), which can be summarised as follows:

- When the gas escape is stopped it should be done in a way that, where practical, maintains the supply to Domestic Customers, which may include minor repairs to the appliances.
- If further repair work is required, where reasonably possible, the Domestic Customer should be informed of this and given information on companies in their locality who can carry out the repair work.

Modification to Standards of Performance publication

The Standards of Performance will be reviewed on an annual basis and any adjustments will become effective on the 1st April of each year.

There may be occasions when the Standards of Performance will need to be modified before the annual review, and on these occasions all reasonable endeavours will be made to forewarn the relevant parties before the changes become effective. Some examples of when such modifications may be required are as follows:

- Directed to do so by Ofgem.
- Changes in the regulations, or the law.
- Unforeseen expenses and significant changes in the economic environment.

Disputes

Where a Customer is not satisfied with ESP's Standards of Performance, and an agreement with ESP to resolve the situation cannot be reached within a reasonable time, either party may request settlement by the gas regulator Ofgem. (<https://www.ofgem.gov.uk>)

An industry ombudsman also exists (www.ombudsman-services.org/energy). Further information on their role and how to progress a dispute/complaint within ES Pipelines can be found in a leaflet called 'ES Pipelines and its Customers'. This will always be provided to Customers when they contact ESP with a complaint.

Communication and Time Periods

The communication methods and time periods relating to requests, queries or enquiries are defined as follows:

- Communications required shall be in writing and shall be served either by post, email or by hand, addressed to the parties at their respective addresses.
- The day ESP receives the correspondence at the address given counts as day 0. However, if the correspondence is received after 4pm it counts as being received on the next working day which should be regarded as day 0 for that particular correspondence.
- If the correspondence is not received at the address given it will be passed on without delay to that address. However day 0 is still defined, as above, as being when the correspondence is received at the address given.
- Any correspondence must come from the Customer or from the Customer's representative.
- Where ESP responds by post it will be by first class post. Therefore it will be assumed for the purposes of the standards of performance that the ESP response is received the day after it is posted.
- ESP's normal working hours are from 8am to 6pm Monday to Friday (excluding Bank Holidays), however the main office number is diverted to a 24 hour call centre outside of normal working hours with whom messages can be left.

Payment of Compensation

When ESP fails to achieve a standard, ESP is obliged to recognise its failure and to make a compensation payment to the Customer automatically. Payment will be to the shipper at the relevant supply point, or at the discretion of ES Pipelines, directly to the Customer in question. The amounts payable in compensation are detailed in "Standards of Performance" of this publication.

Claims for compensation payment must be made within 30 days of the failure to which the claim relates.

Data Retention

A record will be kept of all Customer contacts, requests and complaints where action is required. The record will normally be kept for five years.

ESP staff will also make note of any relevant information which may affect the Standards of Performance.

Standards of Performance

The following gives the standards of performance relating to ESP's gas transportation systems and its obligations as a Gas Transporter, and the compensation payments applicable if ESP fails to meet the standards described.

Guaranteed Standards of Performance and Compensation Payments

<u>Standard</u>	<u>Description</u>	<u>Payment for failure to meet standard and payment cap</u>
GSOP 1: Supply Restoration	Where Domestic Customers are interrupted for a period of greater than	£30 Cap per Domestic Customer of £1000

	<p>24 hours, a fixed compensation payment will be made and also for each subsequent period of 24 hours the Domestic Customers are off supply.</p> <p>(Note: It excludes interruptions where; more than 30,000 Customers are affected, gas has been restored up to the emergency control valve but ESP is unable to gain access to complete the reconnection, the interruption was caused by the Customer and other exceptional circumstances.)</p>	
GSOP 2: Reinstatement of Customers' premises	<p>Following the completion by a GT of work to a service pipe and any associated work to a distribution main where a pipe or main lies under or within the premises of a Customer, the GT is required to reinstate those premises within 5 working days</p>	<p>Domestic Customers: £50 Non – domestic customers: £100 Further payments (of the same amount) for each subsequent period of 5 working days during which the failure continues will be due, with no payment cap</p>
GSOP 3: Priority domestic Customers	<p>If it is necessary for safety reasons for ESP to disconnect the gas supply to premises occupied by a Domestic Customer who:</p> <ul style="list-style-type: none"> Is disabled, chronically sick, or of pensionable age; Does not live with any person who is not disabled, or chronically sick, not of pensionable age or a minor; and Is included on a priority service register provided by a supplier, <p>They will not be deprived of adequate heating and cooking facilities within a prescribed period. A fixed compensation payment will be made where priority Domestic Customers are deprived of these facilities.</p>	<p>£24 (upon receipt of a valid claim within 3 months of the interruption)</p>
GSOP 4: Provision of standard quotations	<p>GTs are required to provide a standard quotation within 6 working days of receiving a request from a Customer for a quotation for a new connection or an alteration to an existing connection up to and including 275kwh per hour.</p>	<p>£10 Further payments (of the same amount) for each subsequent period of 5 working days during which the failure continues will be due, up to a maximum of £250, or the contract sum, whichever is lower</p>
GSOP 5: Provision of	<p>GTs are required to provide a non-standard quotation within 11 working</p>	<p>£10 Further payments (of the same amount) for</p>

non-standard quotations (<275kwh per hour)	days of receiving a request from a Customer for a quotation for a new connection or an alteration to an existing connection up to and including 275kwh per hour.	each subsequent period of 5 working days during which the failure continues will be due, up to a maximum of £250, or the contract sum, whichever is lower		
GSOP 6: Provision of non-standard quotations (>275kwh per hour)	GTs are required to provide a non-standard quotation within 21 working days of receiving a request from a Customer for a quotation for a new connection or an alteration to an existing connection exceeding 275kwh per hour.	£20 Further payments (of the same amount) for each subsequent period of 5 working days during which the failure continues will be due, up to a maximum of £250, or the contract sum, whichever is lower.		
GSOP 7: Challenges to the accuracy of quotations	GTs must refund any overcharge that has been paid by Customers who receive and challenge (under the relevant GT's accuracy review scheme) inaccurate quotations for a new connection or the alteration of an existing connection.	Refund any overcharge.		
GSOP 8: Responses to land enquiries	GTs must respond to a land enquiry in respect of a new connection or the alteration of an existing connection within 5 working days.	£40 Further payments (of the same amount) for each subsequent working day during which the failure continues will be due. Cap of £250 for connections <275kwh per hour & £500 for connections >275kwh per hour.		
GSOP 9: Provision of dates for the substantial completion of work (<275kwh)	Within 20 working days of receipt of acceptance of a quotation for a new connection or the alteration of an existing connection up to and including 275kwh per hour, GTs must provide Customers with dates for the commencement and substantial completion of the work.	£20 Further payments (of the same amount) for each working day on which the failure continues up to a maximum of £250 or the contract sum, whichever is lower, will be due		
GSOP 10: Provision of dates for the substantial completion of work (>275kwh)	Within 20 working days of receipt of acceptance of a quotation for a new connection or the alteration of an existing connection exceeding 275kwh per hour, GTs must provide Customers with dates for the commencement and substantial completion of the work.	£40 Further payments (of the same amount) for each working day on which the failure continues up to a maximum of £500 or the contract sum, whichever is lower, will be due		
GSOP 11: Completion of work on the	GTs are required to substantially complete connections on the date agreed with the Customer.	Contract Sum	Compensation payment due	Cap on payments

agreed date	A job is deemed to be substantially complete when the connection to the premises has been installed, commissioned and left safe.	Up to and including £1,000	£20	The lesser of £200 or the contract sum
		£1,001 - £4,000	The lesser of £100 or 2.5% of the contract sum	25% of the contract sum
		£4,001 - £20,000	£100	25% of the contract sum
		£20,001 - £50,000	£100	£5,000
		£50,001 - £100,000	£150	£9,000
		Payments are due in respect of the initial failure and each additional working day on which the failure continues.		
GSOP 12: Payments to customers under GSOPs	GTs must make any payment due to a Customer under any of the Guaranteed Standards mentioned in this document within 20 working days.	£20		
GSOP 14: Responding to complaints	When a GT receives a complaint to a specified Customer service number/address, it shall provide a substantive response within 10 working days. In the event that ESP does not dispatch a substantive response to a complaint relating to its licensable activities within 10 working days (or 20 working days if a 'holding response' has been sent), then ESP shall pay a fixed sum.	£20 Further payments (of the same amount) for each subsequent period of 5 working days during which the failure continues will be due, up to a maximum of £100.		

Overall Standards of Performance and Set Targets

No	Standard	Definition	Target
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1	Telephone calls	During normal working hours ESP will endeavour to answer Customer telephone calls within 30 seconds. Emergency calls will be given priority over other types of call.	N/A
2	Notification of planned supply interruptions	For planned maintenance or replacement work, which involves interruption of the gas supply, ESP will provide written notification to the Customers affected at least 5 working days in advance of starting the work.	95%
3	Informing Customers of when they are due to be reconnected	For unplanned supply interruptions or gas emergencies which are expected to last over 24 hours ESP shall: <ul style="list-style-type: none"> • Where up to 250 premises are affected, notify individual Customers of the expected programme for reconnection (including the expected date of reconnection) within 12 hours of it having knowledge of the interruption; and • Where more than 250 premises are affected, provide public announcements (for example, using local public address broadcasts and local radio) throughout the area affected describing the expected programme for reconnection (including the expected date of reconnection) within 12 hours of it having knowledge of the interruption. • Provide a progress report and revised information on the expected date of reconnection after each succeeding period of 24 hours from the original announcement or notification. 	97% 97% 97%
4	Visits	Where a Customer visit is appropriate following receipt of written correspondence or a complaint under standard 4 ESP will: <ul style="list-style-type: none"> • Make contact within 2 working days of receipt of the correspondence or complaint; and • Make the visit within 5 working days (unless the Customer agrees a later date) of making an appointment, where the Customer needs to be present, and in any other case of making contact. 	93% 93%
5	Gas emergencies (on ESP gas networks)	Where ESP receives a report of a gas escape or other gas emergency, including a significant escape of carbon monoxide or other hazardous situations, ESP's Emergency Service Provider will attend as quickly as possible within the following timescales: <ul style="list-style-type: none"> • all uncontrolled gas escapes or uncontrolled gas emergencies within 1 hour; and • all controlled gas escapes or other controlled gas emergencies within 2 hours. 	N/A N/A

Note: ESP will set up systems and/or service contracts designed to meet the above targets. However monitoring as to whether the targets are being met will be based on sample testing where it is not practical or economic to keep records of all transactions or services provided.

Performance against these targets is monitored by Ofgem, the industry regulator.