

# Standards of Service Report

January 2019



**SGN**  
Natural Gas

## 1. Standards of Performance

Licence Condition 2.18 of the SGN Natural Gas conveyance Licence requires us to establish and take all reasonable steps to achieve standards of performance relating to:

- Response to customer enquiries and complaints;
- The provision of emergency services;
- The restoration of supply; and
- Metering arrangements

Details of the standards and targets are set out below. We are required to conduct our business in a way that ensures we can reasonably achieve the standards. We are also required after the end of each calendar year, to submit a report to the Authority and General Consumer Council setting out details of our actual performance against targets. This report is also made public and is available on our website.

This report is prepared by SGN Natural Gas following grant of Licence in February 2015 for the Gas to the West Licensed Area. The SGN Natural Gas network is in the early stages of development with a relatively small number of customers connected in 2018 therefore some of the standards were not relevant. Where this is the case our actual performance for the 2017 calendar year is stated as “Not Applicable”.

This report is for the period 1<sup>st</sup> January 2018 to the 31<sup>st</sup> December 2018.

Standard of Service	Target	Actual Performance
<b>Customer Contact</b>		
<b>1 Telephone answering</b> We will endeavour to answer all calls promptly		We have maintained our call handling resource over the year
<b>2 Customer correspondence</b> Written correspondence will receive a reply within 10 working days from and including the date the Licensee receives the relevant correspondence	<b>97%</b>	100%
<b>3 Customer complaints</b> Customer complaints will receive a full response within 10 working days from and including the date the Licensee receives the relevant complaint	<b>97%</b>	100%
<b>Responding to Emergencies</b>		
<b>4 Uncontrolled gas emergencies</b> Reports of uncontrolled gas escapes or other gas emergencies will be attended to within 1 hour from the time of the relevant report.	<b>97%</b>	100%
<b>5 Controlled gas emergencies</b> Reports of controlled gas escapes or other gas emergencies will be attended to within 2 hours from the time of the relevant report	<b>97%</b>	100%
<b>Restoration of Supply</b>		
<b>6 Supply restoration</b> Customers will be reconnected within 24 hours following a fault on the pipe-line system operated by the Licensee	<b>97%</b>	100%

Standard of Service	Target	Actual Performance
<b>7 Reconnection after non-payment</b> Customers disconnected for non-payment will be reconnected within 24 hours of referral by a gas supplier	<b>100%</b>	Not Applicable
<b>Metering arrangements</b>		
<b>8 Faulty gas pay as you go meters</b> Faulty pre-payment meters will be visited within 4 working hours of the Licensee being notified (applies to working days and other days)	<b>97%</b>	100%
<b>9 Changing meter</b> The meter of a domestic customer will be changed within 10 working days of referral by a gas supplier	<b>100%</b>	Not Applicable
<b>10 Moving meter</b> The Licensee will reposition ordinary meters within 15 working days of a quotation being accepted	<b>100%</b>	Not Applicable