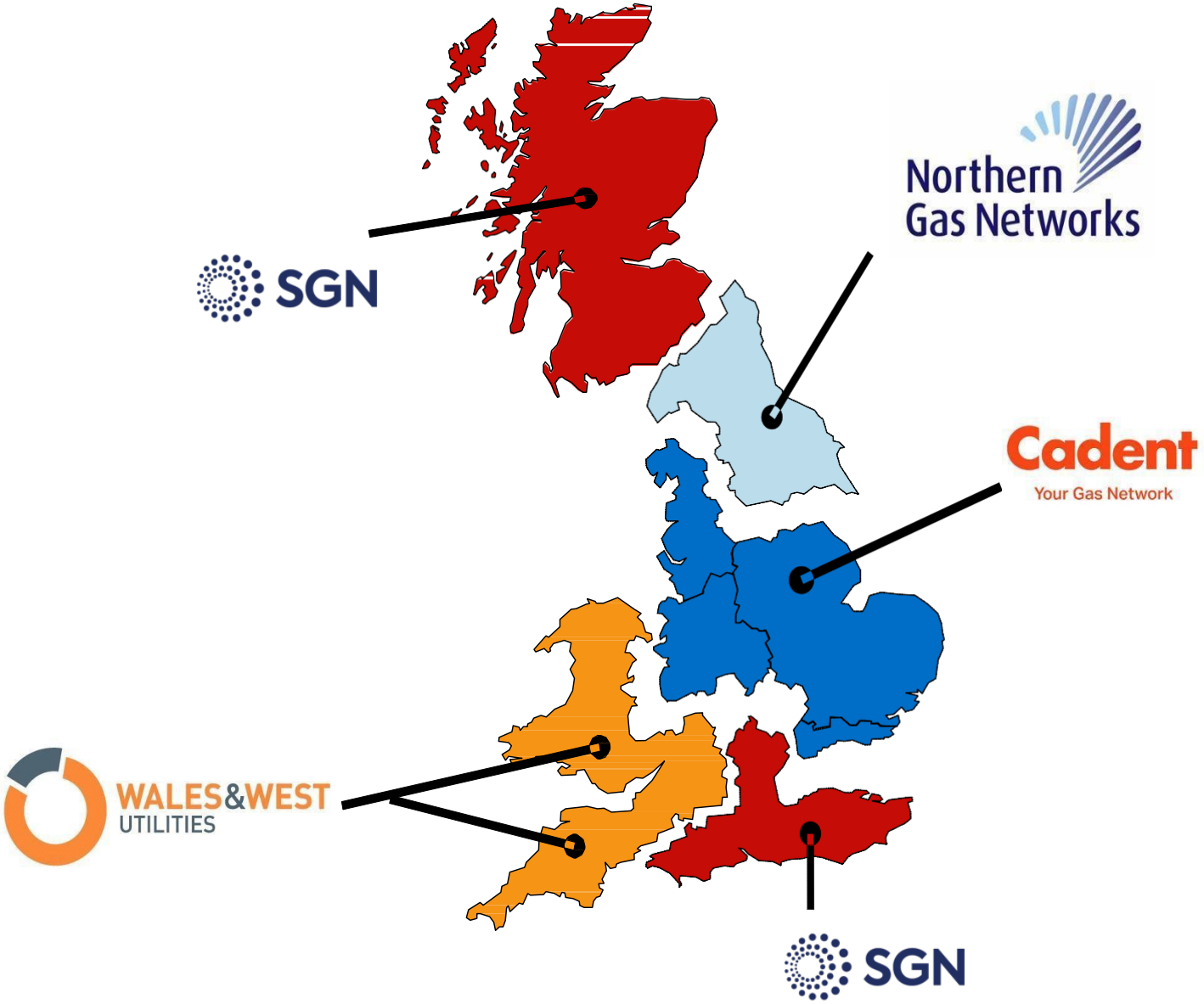
GAS TRANSPORTATION

CUSTOMER STANDARDS OF PERFORMANCE 2025/26



INTRODUCTION

Ofgem (Office of Gas and Electricity Markets) sets guaranteed standards of performance for all Gas Transporters (GT). These standards ensure that we provide the required level of service.

The standards cover:

- supply restoration,
- reinstatement following work at your premises,
- provision of alternative heating and cooking facilities for priority domestic customers,
- response to complaints,
- notification of planned work where there is a requirement to interrupt the gas supply, and
- connection services.

If we fail to meet these standards you are entitled to receive a compensation payment.

This document provides information on the standards of performance and the compensation payments you are entitled to receive where we fail to meet these standards.

Ofgem also sets Licence Conditions which require GTs to meet minimum service levels measured on an annual basis. Licence Conditions cover response to telephone calls made to the National Gas Emergency Service and the time taken to respond to gas emergencies.

Your GT owns the network of gas pipes which supply gas to your premises. GTs do not supply gas or read your gas meter. For any queries in relation to these services you should contact your gas supplier.

LICENCE CONDITIONS

The GTs listed in this document are required to meet standards set out in Licence Conditions on an annual basis. In addition to the 90% standard for connections work mentioned above, GTs are also required to meet the Licence Conditions set out in the table below:

Licence Condition	Definition	Annual Target
Standard Special Condition D10 – Quality of service standards. **Paragraph 2(f) – Responding to telephone calls**	Telephone calls to the National Gas Emergency Service (which operates 24 hours a day), the general enquiry line and the meter point number helpline (during the hours which they operate) shall be answered within 30 seconds of the call being connected.	90%
Standard Special Condition D10 – Quality of service standards **Paragraph 2(g) – Responding to gas emergencies**	Where a GT receives a report of a gas escape or other gas emergency, including a significant escape of carbon monoxide or other situations, it shall attend as quickly as possible within the following timescales: a) All uncontrolled escapes/gas emergencies within 1 hour. b) All controlled escapes/gas emergencies within 2 hours.	 97% 97%

The performance achieved by each GT for the period 1 April 2025 to 31 March 2026 is shown in the table on the next page.

Gas Transporter Owner		% Performance achieved against Licence Standards in 2025/26		
	Network area owned by Gas Transporter	2(f) Telephone response times (proportion answered within 30 seconds)	2(g) Response to uncontrolled escapes (proportion attended within 1 hour)	2(g) Response to controlled escapes (proportion attended within 2 hours)
Cadent Your Gas Network	East of England	93%	99.49%	99.82%
	London	93%	99.62%	99.65%
	North West	93%	99.62%	99.84%
	West Midlands	93%	99.72%	99.84%
SGN	Scotland	93%	99.50%	99.86%
SGN	Southern	93%	98.76%	99.50%
WALES&WEST UTILITIES	Wales & West	93%	99.14%	99.81%
Northern Gas Networks	Northern	93%	99.95%	100%

Appendix 1

2026/27 - GUARANTEED STANDARDS OF PERFORMANCE (GSOP)

Compensation payments for failure to meet Guaranteed Standards are paid automatically when the GT fails the standard. Please note the payment values are subject to increase year on year due to CPIH (Consumer Prices Index).

NON-CONNECTIONS GUARANTEED STANDARDS

Guaranteed Standard	Standard Description	Compensation for failure
GS1. **Supply restoration**	If you are a domestic customer and your gas supply is interrupted because of a failure, fault, or damage to your Gas Transporter's (GT's) network, we will work to restore your supply within 24 hours. The 24-hour restoration period begins when the interruption is reported and ends once gas is available to the network up to your Gas Meter / Emergency Control Valve (ECV). At this point, the gas supply to your property is restored to the ECV. Access will be required for internal appliances to be checked by the GT's engineer. **Exclusion periods may apply in circumstances outside of the GT's control.*	*If the GT does not restore gas to the ECV within 24 hours, domestic customers will receive a payment of £75, and an additional £75 for every complete 24-hour period until gas is restored. *If you are a non-domestic customer (using up to 73,200kWh per year), you will receive £130 for the failure and a further £130 for every additional complete 24-hour period until gas is restored.
	Note for GS1: If you are a non-domestic customer and your annual gas consumption exceeds the 73,200kWh threshold, you are entitled to similar payments to GS1 but under alternative arrangements.	
GS2. **Reinstatement of customer's premises**	If the Gas Transporter (GT) needs to carry out work on your property, they will permanently reinstate your property within **5 working days** of the completion of the engineering work or **3 working days** when the customer has been registered on your supplier's Priority Services Register (PSR) for more than 30 days before the start of the relevant event. **Exclusions may apply to the timescales.*	If the GT fails, domestic customers will receive a payment of £130 and an additional £130 for every complete 5 working days or 3 working days for PSR customers, until reinstatement is complete. If you are a non-domestic customer, the payment will be £255 for the failure and an additional £255 for every complete 5 working days, until reinstatement is complete.

GS3. **Heating and cooking facilities for priority domestic customers**	If you are registered on your supplier's Priority Service Register (PSR) and your gas supply is interrupted due to a fault or repair on your gas transporter's (GT's) network, you will be provided with information around access to alternative heating and cooking facilities within 4 hours, or within 8 hours where more than 250 customers are affected. Where the interruption affects 250 or more customers and lasts longer than 48 hours, the GT should offer (after the initial 48 hours): • Access to a hot meal every 24 hours to all PSR domestic customers. • Access to hot water every 24 hours where PSR domestic customers are medically dependent on showering and water dependent for medical reasons. *(Note: The period from 10:00pm – 6:00am is excluded)*	If the GT fails, you will receive a payment of £65 and an additional £65 for every complete 24-hour period until the support is in place, up to a maximum of £640.
GS13. **Notification in advance of planned supply interruptions**	When the Gas Transporter (GT) needs to carry out planned work to replace pipes or maintain the integrity of the gas system, they may need to temporarily turn off your gas supply. If so, your GT will inform you of the date they expect to interrupt you and the reason why your supply needs to be interrupted, at least 7 working days before the interruption occurs.	If the GT fails, domestic customers will receive a payment of £50 and £130 if you are a non-domestic customer.
GS14. **Responding to Complaints**	If you complain to a Gas Transporter (GT) in writing or on the telephone, the GT will respond substantively to your complaint within 5 working days of receiving your complaint. However, if a visit to your premises or additional information from a 3rd party is required to enable resolution of the complaint, the GT will issue an initial written response within 10 working days of receiving your complaint to explain this situation.	If the GT fails, you will receive a payment of £50 and an additional £50 for every complete 5 working days until you receive a substantive response, up to a maximum of £255.

CONNECTIONS GUARANTEED STANDARDS

If you request a new connection or service alteration, the following standards apply. In addition to these Guaranteed Standards, the GTs listed in this document are also required to meet Licence Conditions (under Standard Special Condition D10 of their Licence) and should achieve these standards in 90% of cases.

Guaranteed Standard	Standard Description	Compensation for failure
GS4 **Provision of standard quotations (up to 275kWh disconnections <2 bar gauge)**	If you request a standard quotation from your Gas Transporter (GT) for a new connection, or an alteration to an existing connection up to and including a rate of flow of 275kWh and ≤275kWh, disconnections less than 2 bar gauge, the GT will issue it within 4 working days.	If the GT fails, you will receive a payment of £25 and an additional £25 for each succeeding working day up to the quotation sum or £640 whichever is lowest.
GS5 **Provision of non-standard quotations (up to 275kWh disconnections <2 bar gauge)**	Gas Transporters (GT) are required to provide a non-standard quotation within 11 working days of receiving a request for a quotation for a new connection, or an alteration to an existing connection up to and including 275kWh per hour and other disconnections less than 2 bar gauge.	If the GT fails, you will receive a payment of £25 and an additional £25 for each succeeding working day up to the quotation sum or £640 whichever is lowest.
GS6 **Provision of non-standard quotations (greater than 275kWh disconnections ≥2 bar gauge, diversions)**	Gas Transporters (GT) are required to provide a non-standard quotation within 21 working days of receiving a request for a quotation for a new connection, or an alteration to an existing connection exceeding 275kWh per hour, diversions, and a disconnection greater than or equal to 2 bar gauge.	If the GT fails, you will receive a payment of £50 and an additional £50 for each succeeding working day up to the quotation sum or £1,275 whichever is lowest.
	Note for GS4, GS5 & GS6: these standards do not apply where the information you provided to your GT was incorrect or incomplete or where consents are required from third parties.	
GS7 **Accuracy of quotations**	If the quotation is found to be inaccurate in accordance with the Gas Transporter's (GT's) published accuracy scheme, the GT will reissue you with a correct quotation and any overcharge paid will be refunded. You can contact your GT on the details provided for further information on their accuracy	If the quotation is found to be inaccurate in accordance with the GTs published accuracy scheme, then you will be entitled to payment(s) under GS4, GS5 or GS6 until an accurate quote is issued.

GS8 **Responses to land enquiries**	If you ask for a Land Enquiry from your Gas Transporter (GT) in relation to a new connection or an alteration to an existing connection, the GT will issue a response within 5 working days.	If the GT fails, you will receive a payment of £100. Further payment each subsequent working day during which the failure continues, up to a cap of: £640 per customer, for connections ≤275kWh per hour, or a disconnection less than 2 bar gauge with no site visit required, or £1,275 per customer, for connections >275kWh per hour, or other disconnections greater than or equal to 2 bar gauge.
GS9 **Provision of commencement & substantial completion dates (up to 275kWh)**	If the GT receives an accepted quotation for a new connection or an alteration to an existing connection up to and including a rate of flow of 275kWh, it will offer a planned date within 17 working days for commencement and substantial completion of this work.	If the GT fails, you will receive a payment of £50 and an additional £50 per working day thereafter up to the quotation sum or £640 whichever is lowest.
GS10 **Provision of commencement & substantial completion dates (greater than 275kWh)**	If the GT receives an accepted quotation for a new connection or an alteration to an existing connection exceeding a rate of flow of 275kWh, it will offer a planned date within 20 working days for commencement and substantial completion of this work.	If the GT fails, you will receive a payment of £100 and an additional £100 per working day thereafter up to the quotation sum or £1,275 whichever is lowest.
GS11 **Substantial completion by agreed date**	Where the GT has agreed a substantial completion date for a new connection or an alteration to an existing connection it will meet that date. However, this does not necessarily mean that gas will be available for use inside the premises as the fitting of a meter, which will enable the flow of gas, must be arranged by you and your chosen gas supplier.	If the GT fails, you will receive a payment related to the value of the contract and a payment for each working day thereafter up to a maximum level. Your contract will be allocated to one category of the table below and payments will be made in line with that category up to the relevant cap.
Contract Value	Payment	Cap
Up to & incl. £1k	£50	£510
Up to & incl. £4k	£255	5% of the contract sum
Up to & incl. £20k	£255	50% of the contract sum
Up to & incl. £50k	£255	£12,755
Up to & incl. £100k	£385	£22,955
Note: for GS9, GS10 & GS11 these standards do not apply where you have specifically asked your GT to delay the work.		

FAILURE PAYMENT

Guaranteed Standard	Standard Description	Compensation for failure
GS12 Notification and payments under the Guaranteed Standards	Where a Gas Transporter (GT) has failed any of the above Guaranteed Standards or the Connections Guaranteed Standards, they will write to inform you (or your supplier) and make the payment within 10 working days of compensation becoming due.	If the GT fails to contact you and make the required payment in time, you will receive a payment of £50 in addition to any payments made under the other Guaranteed Standards.
For failures under GS1, GS2, GS3, GS13, GS14 and GS12 payment(s) will be made either directly to you or via your gas supplier who is obliged to forward this payment to you. For failures under GS4-GS11 the payment(s) will be made directly to you.		

GUARANTEED STANDARD EXCLUSIONS

There are a set of circumstances for when the Guaranteed Standards referred to above may not apply; these are known as exclusions. They include events beyond the GTs' control such as severe weather, industrial action, damage caused by the customer, actions by third parties or not being able to gain access to premises as well as legislative constraints, labour disputes and reasons of safety. If any of these exclusions apply, the GT will need to demonstrate that all reasonable steps had been taken to meet the standard. Further information on exclusions is available on request.

SOME TERMS EXPLAINED

Domestic customer	A customer whose gas supply is taken wholly or mainly for domestic purposes.
Non-Domestic customer	A customer whose gas supply is taken wholly or mainly for non-domestic purposes.
Priority customer	A domestic customer who has been identified to us by a registered gas supplier in accordance with their licence conditions, as having special needs. If you think you should be on this list, please contact your gas supplier.
Controlled gas escape	Where the person reporting the escape, or someone on their behalf, has taken all the actions advised by the emergency call centre agent and can no longer smell gas.
Uncontrolled gas escape	Where the person reporting the escape, or someone on their behalf, has taken all the actions advised by the emergency call centre agent and can still smell gas.

OTHER SERVICES PROVIDED FOR GAS CUSTOMERS

Each GT provides various services for priority and vulnerable customers. These must comply with certain requirements when visiting customer premises and GTs must have in place a procedure for dealing with any complaints made by customers. These services are described in a statement(s) produced by each GT. These statements are available free of charge and can be downloaded from the GTs' websites.

Contact details for each company are shown in the table on the next page.

For all enquiries, please contact your GT at the following address:

Network Operator	Address	Email	Website	Phone
SGN Your gas. Our network.	SGN Customer Service Stroma Suite Grampian House Perth PH1 3XX	customer@sgn.co.uk	www.sgn.co.uk	0800 912 1700
WALES&WEST UTILITIES	Customer Services Wales & West Utilities Wales & West House Spooner Close Celtic Springs Coedkernew Newport NP10 8FZ	enquiries@wwutilities.co.uk	www.wwutilities.co.uk	0800 912 2999
Northern Gas Networks	Northern Gas Networks 1100 Century Way Thorpe Park Business Park Colton Leeds LS15 8TU	customercare@northerngas.co.uk	www.northerngasnetworks.co.uk	0800 040 7766
Cadent Your Gas Network	Customer Care Team Customer Centre Cadent Brick Kiln Street Hinckley Leicestershire LE10 0NA	wecare@cadentgas.com	www.cadentgas.com	0800 389 5555

The National Gas Emergency Service operates 365 days a year, 24 hours a day

Smell Gas? Call free on 0800 111 999*

If you are Deaf or hard of hearing, please search for the National Gas Emergency Service in the Convo Now app

*All calls are recorded and may be monitored for training purposes