



## Guaranteed Standards – Notice of Rights (Gas)

Effective from: October 2024

## Introduction

The following statement relates to GTC Pipelines Ltd. (GPL), Independent Pipelines Ltd. (IPL), Quadrant Pipelines Ltd. (QPL) and Utility Grid Installations Ltd. (UGI), wholly owned subsidiaries of GTC Infrastructure Limited, hereafter referred to as GTC.

This publication explains what the standards of service you can expect from GTC are and outlines the compensation you could receive if we fail to deliver these standards. It is written in accordance with the Gas (Standards of Performance) Regulations 2005 (as amended).

GTC is a licensed gas transporter responsible for the safe delivery of gas through its networks to properties across Great Britain.

GTC does not sell gas directly to consumers but ensures that it is delivered to the end user, in a safe and efficient manner. The companies that sell gas to consumers and send out bills are called gas suppliers. If you have an enquiry about your bill, your meter or your supplier's Priority Services Register, please contact your supplier. Contact details can be found on your latest gas bill.

Any queries regarding the activities of GTC should be addressed to GTC at the address below:

### Our Contact Details

#### Address:

GTC  
Synergy House  
Woolpit Business Park  
Woolpit  
Bury St Edmunds  
Suffolk  
IP30 9UP

### Our Office Hours:

**Monday – Friday** 8.00am to 5.00pm

**General Enquiries Line:** 01359 240363

**Email:** [info@gtc-uk.co.uk](mailto:info@gtc-uk.co.uk)

## **Guaranteed Standards**

### **GS1 (Regulation 7(2)) Supply Restoration**

If your supply is interrupted due to a failure of, fault in or damage to our pipeline system, we will restore your supply within 24 hours of being made aware of the issue.

Payment for failing to meet this standard: for domestic customers, £70 plus a further £70 for each additional period of 24 hours in which you are without gas. For non-domestic customers, £120, plus a further £120 for each additional period of 24 hours in which you are without gas. This will not apply where the fault occurred because of an act or default on the part of the customer, or where the event caused the loss of supply to more than 30,000 customers.

### **GS2 (Regulation 8(2)) Reinstatement of customer's premises**

If we initiate and undertake work, we will reinstate your premises within 5 working days of completion.

For those customers listed on the Priority Services Register (that have been a priority domestic customer for 30 days prior to the start of the relevant event), if we initiate and undertake excavation work, we will reinstate your premises within 3 working days of completion.

Payment for failing to meet this standard: £120 for domestic customers plus a further £120 for each additional period of five working days until the premises are reinstated. £240 for non-domestic customers, plus a further £240 for each additional period of five working days until the premises are reinstated. This will not apply if the work is required because of the actions of the customer.

### **GS3 (Regulation 9 (2)(a)) Priority domestic customers**

If you are registered with your supplier's Priority Services Register and your supply is interrupted, we will provide alternative heating and cooking facilities after 4 hours.

Payment for failing to meet this standard: £60. This amount is capped at £600. This will not apply if the customer already has alternative heating and cooking arrangements or declines them. The hours between 10pm and 6am are excluded from consideration, when calculating whether this standard has been met.

If we initiate and undertake excavation work, we will reinstate your premises within 3 working days of completion.

**GS3 (Regulation 9 (2)(b)(i)) Priority domestic customers continued**

If you are registered with your supplier's Priority Services Register and your supply is interrupted, we will provide alternative heating and cooking facilities after 4 hours, and each 24 hours thereafter in the cases that affect less than 250 households.

Payment for failing to meet this standard: £60. This amount is capped at £600. This will not apply if the customer already has alternative heating and cooking arrangements or declines them. The hours between 10pm and 6am are excluded from consideration, when calculating whether this standard has been met.

If we initiate and undertake excavation work, we will reinstate your premises within 3 working days of completion.

**GS3 (Regulation 9 (2)(b)(ii)) Priority domestic customers continued**

If you are registered with your supplier's Priority Services Register and your supply is interrupted, we will provide alternative heating and cooking facilities after 8 hours, and each 48 hours thereafter in the cases that affect more than 250 households.

Payment for failing to meet this standard: £60. This amount is capped at £600. This will not apply if the customer already has alternative heating and cooking arrangements or declines them. The hours between 10pm and 6am are excluded from consideration, when calculating whether this standard has been met.

If we initiate and undertake excavation work, we will reinstate your premises within 3 working days of completion.

**GS3 (Regulation 9 (2)(C)) Priority domestic customers continued**

If you are registered with your supplier's Priority Services Register and your supply is interrupted, we will provide a hot meal or hot water once per 24 hours, and then again, after 48 hours in the cases that affect more than 250 households.

Payment for failing to meet this standard: £60. This amount is capped at £600. This will not apply if the customer already has alternative heating and cooking arrangements or declines them. The hours between 10pm and 6am are excluded from consideration, when calculating whether this standard has been met.

If we initiate and undertake excavation work, we will reinstate your premises within 3 working days of completion.

**GS4 (Regulation 10 (3)(a)) Provision of standard connection quotations (up to and equal to 275 kWh)**

If you request a quotation for a standard connection, or an alteration to an existing connection, up to and including 275 kWh, or for a disconnection with pressure less than 2 bar gauge, we will provide it within 4 working days.

Payment for failing to meet this standard: £25 plus a further £25 for each additional working day until you receive the quotation, up to a maximum of £625 or the quotation sum, whichever is the lower.

**GS5 (Regulation 10(3)(b)(i) to 10(3)(b)(iii)) Provision of non-standard connection quotations (up to and equal to 275 kWh)**

If you request a quotation for a non-standard connection, or an alteration to an existing connection, up to and including 275 kWh, or for a disconnection with pressure less than 2 bar gauge, we will provide it within 11 working days.

Payment for failing to meet this standard: £25 plus a further £25 for each additional working day until you receive the quotation, up to a maximum of £625 or the quotation sum, whichever is the lower.

**GS6 (Regulation 10 (3)(b)(iv) to 10(3)(b)(vii)) Provision of non-standard connection quotations (greater than 275 kWh)**

If you request a quotation for a non-standard connection, or an alteration to an existing connection, greater than 275 kWh, or a diversion of disconnection with pressure more than 2 bar gauge, we will provide it within 21 working days.

Payment for failing to meet this standard: £50 plus a further £50 for each additional working day until you receive the quotation, up to a maximum of £1,250 or the quotation sum, whichever is the lower.

**GS7 (Regulation 10 (3A)) Accuracy of quotations**

We will provide accurate quotations.

Payment for failing to meet this standard: you will be issued with a new quotation and refunded any money that you have overpaid. You will also be eligible for payments under GS4, GS5 and GS6, until you receive a new quotation.

**GS8 (Regulation 10 (3)(c)(i – vi)) Response to land enquiries**

We will respond to land enquiries in relation to a new connection or the alteration of an existing connection within 5 working days.

Payment for failing to meet this standard: £95 plus a further £95 for each additional working day until you receive the quotation, up to a maximum of £570 for connections up to and including 275 kWh (or disconnections of less than 2 bar gauge) and £1,140 for connections over 275 kWh (or disconnection of more than 2 bar gauge).

**GS9 (Regulation 10 (3)(d)(i & ii)) Offering a date for commencement and substantial completion of connection work up to and including 275 kWh**

If you accept a quotation, we will offer a date for commencement of the work and substantial completion within 17 working days.

Payment for failing to meet this standard: £50 plus a further £50 for each additional working day until we offer you a date, up to a maximum of £600 or the contract sum, whichever is the lower.

**GS10 (Regulation 10 (3)(d)(iii & iv)) Offering a date for commencement and substantial completion of connection work over 275 kWh**

If you accept a quotation, we will offer a date for commencement of the work and substantial completion within 20 working days.

Payment for failing to meet this standard: £95 plus a further £95 for each additional working day until we offer you a date, up to a maximum of £1,140 or the contract sum, whichever is the lower.

**GS11 (Regulation 10 (3)(e)(i-v)) Completion of work by the agreed date**

We will complete the connection work by the agreed date. You may need to arrange for your meter to be fitted separately.

Payment for failing to meet this standard: a payment relating to the value of the contract as described in the table below will become due and you will also receive a further payment for each working day up to a maximum level.

Value of contract	Payment due	Maximum payment
Up to and including £1,000	£50	£500 or the contract sum
Over £1,000 but not exceeding £4,000	Lesser of £200 or 5% of the contract sum	50% of the contract sum
Over £4,000 but not exceeding £20,000	£240	50% of the contract sum
Over £20,000 but not exceeding £50,000	£240	£12,000
Over £50,000 but not exceeding £100,000	£355	£21,300

**GS12 (Regulation 12(4)(a)) Payments**

If we fail to meet any of the standards outlined, we will write to inform you or your supplier and make any payment owed within 10 working days unless a payment is in dispute.

Payment for failing to meet this standard: £50

### **GS12 (Regulation 12(4)(b)) Payments continued**

If we receive a payment from another transporter, for one of our customers, we will write to inform the customer or the customer's supplier and make any payment owed within 5 working days unless a payment is in dispute.

Payment for failing to meet this standard: £50

### **GS13 (Regulation 10A (2)) Notification of planned supply interruptions**

We will give you at least 7 working days' notice if we intend to interrupt your supply to carry out work on our network and why the work is needed.

Payment for failing to meet this standard: £50 for domestic customers and £120 for non-domestic customers.

### **GS14 (Regulation 10B (2)(a)(i)) Responding to complaints where site visit or 3<sup>rd</sup> party enquiry are required**

Where a telephone complaint or written complaint is received but we are unable to provide a substantive response without visiting your premises or making enquiries of persons other than officers, employees, or agents of our company, you will receive an initial response within 5 working days. This will include the name, telephone number and address of an employee you can contact regarding your complaint. If you do not receive an initial response within 5 working days from the day the complaint was received, you will be entitled to £50 compensation. For every working day, where we fail to provide a substantive response, you will be entitled to £50 compensation.

### **GS14 (Regulation 10B (2)(a)(ii)) Responding to complaints where site visit or 3<sup>rd</sup> party enquiry are required**

Where an initial response is required, we will provide a substantive response within 10 working days from the date the complaint was received. If you do not receive a substantive response within 10 working days from the day the complaint was received, you will receive a compensation payment of £50. For every working day, where we fail to provide a substantive response, you will be entitled to £50 compensation.

### **GS14 (Regulation 10B (2)(b)) Responding to complaints**

Where a telephone complaint or written complaint is received and we do not need to visit your premises or make enquiries of persons other than officers, employees, or agents of our company, we will send you a substantive response within 5 working days from the date the complaint was received. If you do not receive a substantive response within 5 working days, you will be entitled to £50 compensation. For every working day, where we fail to provide a substantive response, you will be entitled to £50 compensation.

The aggregate compensation limited for the failure to provide an initial and/or substantive response under regulations 10B (2)(a)(i), 10B (2)(a)(ii) and 10B (2)(b) is £250.

## Exemptions

The Gas (Standards of Performance) Regulations 2005, as amended, detail a number of circumstances where the Guaranteed Standards may not apply. These include:

- Where you inform us that you do not want us to take any action or further action.
- Where you agree that any action we have taken (or promise to take) meets the requirement of the guaranteed standard. If we have promised to take action as part of this exemption, we shall do so promptly.
- Where we need information from you in order to meet our guaranteed standard, you either telephone a number or send the information to an address, other than the one we have provided or you contact us outside our working hours.
- Where we could not have been reasonably expected to meet the guaranteed standard (despite efforts on our part) due to:
  - Severe weather.
  - Industrial action by our employees.
  - The actions of a third party.
  - Inability to gain access to relevant premises.
  - The likelihood of us breaking the law if complied.
  - The effects of an event for which emergency regulations have been made under Part 2 of the Civil Contingencies Act 2004.
  - Other exceptional circumstances beyond our control.
- Where the complaint was frivolous or vexatious.

In some cases, where flooding, snow or ice prevent any work we may have to undertake in order to restore your supply, then the start time for the calculation of compensation will begin, when conditions are such that we are able to commence work.

If we invoke any of the exemptions laid out in the Regulations, we are required to demonstrate that we have taken all reasonable steps to prevent failure.

## Built Over Services

If we discover that a structure, such as a porch, conservatory, garage or extension has been built over our gas service or mains pipework, or that the gas meter is no longer accessible, for the safety of our customers and our network, we have a legal statutory obligation to take action and reroute the gas infrastructure in order to comply with the 1996 Pipeline Safety Regulations to ensure the safe conveyance of gas.

The work to divert a service that has been built over will likely involve some excavation work and can be inconvenient; however, we will endeavour to liaise closely with our customers to organise and complete the work with as minimal disruption as possible. This work is chargeable, but for those customers who can prove that they purchased the property after the structure was built, we will carry out the diversionary work free of charge.