

99/12/24/01

ofgem

Direct Dial: 0171-932-1674

Julian Majdanski
Network Code Development
Transco
31, Homer Road
Solihull
B91 3LT

22 December 1999

by post and fax 0121 711 1451

Dear Julian,

Re Mod 323 - Treatment of Urgent Network Repairs following an Emergency

The Director-General pursuant to his power to give consent contained within Standard Condition 7 (8) (b) of the Standard Conditions of licences for Public Gas Transporters hereby does not give consent to the above modification as he considers that the relevant objectives set out in Standard Condition 7 (1) of the Standard Conditions of licences for Public Gas Transporters will not be fulfilled by the said modification.

This modification proposes to alter the way in which emergency repairs following a Supply Emergency are treated. Currently, a customer receives thirty days notice for an urgent permanent repair that follows an urgent temporary repair in such circumstances. This modification would amend that figure to a minimum of three days notice.

Ofgem does not feel that the modification has taken into account the commercial impact of such a notice period. Additionally, the modification could be viewed as an unnecessary weakening of the current standards of service insofar as it reduces the notice period that Transco would have to give to a customer. It is also Ofgem's view that Transco should have an incentive to make sure that any urgent repairs are permanent repairs. This modification would appear only to reduce that incentive.

Should you have any queries regarding this letter, please do not hesitate to contact me on the above number.

Yours sincerely



Amrik Bal
Manager, Network Operations