



Appendix 3

Standards of Service

A3.1 Transportation Standards of Service

A3.2 Public Standards of Service

Appendix 3: Standards of Service

Transco provides a wide range of services to shippers, consumers and the public. Several of these services are monitored and measured against two packages of standards: the Transportation Standards of Service and Public Standards of Service.

A3.1 Transportation Standards of Service

Transco's Transportation Standards of Service and planned performance levels (PPLs) are shown in the following table.

Table A3.1 a Transportation Standards

Standard	Description	PPL
1a	Daily read sites (DMC): Provide reading by 11am for previous day	90%
1b	Daily read sites (DMA): Provide reading by 11am for previous day	90%
2	Monthly read sites: Provide reading by 5th day of following month	90%
3	Non-monthly read sites: Provide data for each half year period	90%
4	Opening meter reads: Provide data within 5 days of read	90%
6	Supply Point Nominations: Respond with offer or rejection within 21 days	95%
7	Notice of Confirmations: Notify withdrawing user 12 days before supply point registration date	95%
8	Supply Point Confirmations: Notify user not later than 2nd day before supply point registration date	95%
9	Supply Point Isolations: Respond within 10 days	95%
10	Shadow Log: Deduction of payments for spurious nominations and confirmations	-
11a	MR Bill reads: Respond within 5 days following substantial completion	95%
11b	Passback: Respond within 5 days following substantial completion	95%

Note:

- The numbering system has changed since the publication of the 1997 10 Year Statement
- Number 5 (previously number 7 - daily read NDM sites) was discontinued in December 1996.
- There is no PPL for number 10 as this is intended to encourage shippers to supply accurate information to Transco, rather than vice versa.

Transco reports results against these standards on a monthly basis. The following table shows Transco's performance against the Planned Performance Levels between January and December 1997.

Table A3.1 b Performance against Transportation Standards

Standard	PPL	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1a	90%	97%	96%	97%	97%	98%	97%	98%	92%	93%	99%	97%	99%
1b	90%	94%	93%	95%	97%	98%	97%	98%	92%	94%	97%	98%	99%
2	90%	86%	91%	90%	91%	90%	86%	89%	89%	93%	92%	94%	93%
3	90%	-	-	57%	-	-	-	-	-	76%	-	-	-
3 Dom	90%	-	-	48%	-	-	-	-	-	63%	-	-	-
4	90%	58%	66%	76%	75%	82%	75%	74%	77%	86%	87%	86%	92%
6	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
7	95%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
7 Dom	95%	79%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
8	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
8 Dom	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
9	95%	98%	91%	79%	100%	100%	100%	100%	100%	100%	100%	100%	100%
10	-	-	86%	78%	80%	81%	85%	90%	86%	89%	79%	87%	
11a	95%	-	-	-	46%	58%	85%	80%	78%	80%	79%	58%	23%
11b	95%	-	-	-	88%	90%	96%	98%	98%	96%	87%	95%	91%

Note:

- Information about Standard 3 is published every 6 months.
- Standard 10 has been in place since the beginning of the Network Code but was not implemented or monitored until February 1997.
- Standard 11 was introduced in April 1997 following a Network Code Modification
- Due to systems problems experienced in December 1997, no information is available for Standards 6 to 10 for that month

A3.2 Public Standards of Service

Transco is committed to providing high levels of service to gas consumers. The following table shows Transco's performance against the Planned Performance Levels for Public Standards for the twelve months to the end of 1997.

Table A3.2 Performance Against Public Standards 1997

Standard	PPL	Actual
Telephone answering: Answer emergency calls within 30 seconds	90%	93%
Reply to correspondence within 5 working days	90%	99%
Complaints recorded	100%	100%
Visits in response to correspondence	93%	93%
Notification of planned work	95%	99%
Making and keeping appointments	95%	99%
Respond to uncontrolled gas escapes within one hour	97%	98%
Respond to controlled gas escapes within two hours	97%	99%
Provide alternative cooking and heating facilities	100%	100%