



NETWORK OPERATIONS

Siteworks Charging

From March 2010

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Introduction:

This schedule details the charges for services carried out by Bord Gáis Networks (BGN) on behalf of Customers or Shipper/Suppliers. Bord Gáis Networks carries out all activities on behalf of Gaslink Independent System Operator Limited, the holder of the system operator licences in respect of the transmission and distribution systems.

Each section of this document is broken down into Customer, Supplier (all references to Supplier mean Shipper/Supplier) or Bord Gáis Networks requested activities.

- Customers: Customers may deal directly with Bord Gáis Networks to request works to be carried out
- Supplier: Customers must go through their gas supplier to request work to be carried out by Bord Gáis Networks
- Bord Gáis Networks: In some instances Bord Gáis Networks determines that works must be carried out at the premise.

This document is split into different categories of activities covering the following areas:

- Connection Services
- Commissioning Services
- Supply Restoration Services
- Supply Reconfiguration Services
- Supply Upgrade/Exchange Services
- Investigation/Inspection Services
- Energy Management Services
- Repair/Protection Services
- Decommissioning Services
- Service Non-completions

Site works charges are broken down into four distinct types:

1. **No Charge** - Bord Gáis Networks will not charge the customer or supplier for carrying out some activities
2. **Fixed** - There is a pre-determined price that is set for carrying out the work on behalf of the customer or supplier
3. **By Quotation** - For some jobs the cost may vary depending on the amount of work required, e.g. length of pipe and these activities are quoted for by Bord Gáis Networks and passed onto the customer or supplier.
4. **Full Cost Recovery** – For these Supplier requested activities the job will be done as requested and the full cost of completing the job invoiced to the Supplier.

Future Siteworks charges will be increased based on CPI on an annual basis in line with the current Period Contract terms, this is to facilitate BGN maintaining the percentage cost recovery projected in the 2007-2012 Period Control determination.

Bord Gáis Networks will carry out a subsequent full review of Siteworks Charges to coincide with new Period Contract implementation, anticipated for 2012.

General Conditions:

Services are provided on the following basis:

- Normal working hours are Monday to Friday 9.00 - 17.00. Some works may be conducted outside these hours and are detailed as out-of-hours and charged for accordingly.
- All charges are inclusive of labour, materials, excavation, backfill, reinstatement (where applicable) and all associated administration overheads.
- BGN will specify the size and type of meter to be used.

- For non-standard work requests, which involve additional work or work conducted by the customer or their agent, individually assessed charges will be quoted. These charges will be based on the provision of a quotation after a site visit (if required) from a BGN representative.
- The charges in this document apply to requested works.
- The connection charges are in line with the current Connection Policy which is approved by the CER and may be updated from time to time.
- In general charges include VAT at 13.5%

- Customer requested work is conducted on a pre-payment basis.
- Customer requested work is only appointed and scheduled post receipt of payment.
- Quotations will be valid for 1 month.

- Supplier work requests will be carried out in accordance with the conditions of the current Siteworks Services Agreement.
- Charges will be adjusted for inflation on an annual basis, as agreed with the CER.
- Services are provided in the context of current published Networks Charter Standards and Planned Performance levels.
- Charges in respect of accidental damage to the network are established on an individual basis.

1. Connection Services

This section of the Siteworks document details the charges and conditions relating to first time, one-off connection to the Bord Gáis Network. Bord Gáis Networks charges for the complete connection, however the meter fit request must be made through the Supplier.

Customer Requested Activities

Activity Description	Contribution (excl VAT)	Contribution (incl VAT)
<p><u>Service Pipe Connection*</u> For most connections to the gas network Bord Gáis Networks has a fixed price for lengths up to 15metres** inclusive of a credit meter fit.</p> <ul style="list-style-type: none"> • Connection- One-Off Domestic ≤ 15m & ≤ 63mm diameter pipe and ≤ G10 domestic meter. • Connection – One-Off I/C ≤ 15m & ≤63mm diameter pipe and G4 meter. • Connection – One-Off I/C ≤ 15m & ≤ 63mm diameter pipe and G10 meter. • Connection – One-Off all domestic & I/C >G10 meter. <p>** (15 metres) Domestic customers are measured from the property to the property boundary. I/C customers the length is absolute.</p>	<p>€212.90</p> <p>€531.62</p> <p>€821.59</p> <p>Quote</p>	<p>€241.64</p> <p>€603.38</p> <p>€932.50</p> <p>Quote</p>
<p><u>Additional Service Pipe Lengths (Domestic and I/C)</u> For lengths greater than 15m an additional cost applies</p> <ul style="list-style-type: none"> • BGN Trenching • Customer Self Trenching <p>Where BGN calls out to do the work and the site is not ready or not to standard a charge will apply (see non-completion of activities)</p>	<p>Charge (excl VAT)</p> <p>€43.50 per metre</p> <p>€10.63 per metre</p>	<p>Charge (incl VAT)</p> <p>€49.37 per metre</p> <p>€12.07 per metre</p>

* Any connection requiring a mains extension is quotable

Supplier Requested Activities

All service pipe connection activities can be directly requested by the end user to Bord Gáis Networks. Meter fit requests have to be made through the Supplier.

Bord Gáis Networks Required Activities:

Activity Description	Contribution (excl VAT)	Contribution (incl VAT)
<p><u>Design & Estimation *</u> An up-front fee may apply to requests for design / estimation dependent on their Estimated Annual Consumption as outlined below:</p> <ul style="list-style-type: none"> • ≤ 4,500,000 kWh's • >4,500,000 & ≤22,000,000 kWh's • >22,000,000 kWh's 	<p>No Charge</p> <p>€ 724.93</p> <p>€3,624.66</p>	<p>No Charge</p> <p>€877.17 (VAT at 21%)</p> <p>€4,385.83 (VAT at 21%)</p>

* Bord Gáis Networks charges for works where the Estimated Annual Consumption is greater than 4,500,000 kWh's. These charges are applied to projects that require extensive effort by the design team in design and estimation. They are introduced to deter customers sending in numerous versions of project design and tying-up valuable design time and resource. This charge is fully rebated against connection contribution if & when the project goes ahead.

2. Commissioning Services

This section of the Siteworks document details the charges and conditions relating to all meter fit activities, be it first time meter fit or a meter re-fit.

Customer Requested Activities

All Meter related activities must be requested through your Gas Supplier.

Supplier Requested Activities

Activity Description	Charge (excl VAT)	Charge (incl VAT)
<u>Meter Fit</u>		
<p>Bord Gáis Networks installs a credit meter as standard in all domestic connections. The costs relating to fitting a standard domestic credit meter are covered under a standard gas connection and no extra charge is applied.</p> <ul style="list-style-type: none"> Fit Domestic Credit Meter 	No Charge	No Charge
<p>Where a Supplier requests a prepayment meter instead of a credit meter a charge is applied for this. The charge for this reflects the differential cost incurred by BGN to supply and install a prepayment meter</p> <ul style="list-style-type: none"> Fit Domestic Prepayment Meter * 	€328.64	€373.00
<p>In circumstances where a service has been laid under a project and no meter was included, the following charges apply.</p> <ul style="list-style-type: none"> Fit I/C Meter up to G10 Fit I/C Meter >G10 	€125.65 By Quotation	€142.62 By Quotation
<u>Meter Re-fit</u>		
<p>Following a previous meter disconnect, a premise owner may subsequently seek a meter re-fit (i.e. a live gas service pipe is already present and no additional work required).</p> <ul style="list-style-type: none"> Domestic Credit Meter Re-fit Domestic Prepayment Meter Re-fit* I/C credit meter re-fit up to G10 I/C G16 credit meter re-fit I/C >G16 credit meter re-fit 	No Charge €328.64 €125.65 €144.99 By Quotation	No Charge €373.00 €142.62 €164.56 By Quotation

*Supplier may nominate a “discounted” (free) prepayment meter fit where a hardship case can be determined in line with criteria/limits introduced by CER.

Bord Gáis Networks Required Activities:

All Meter related activities must be requested through your Gas Supplier.

3. Supply Restoration Services

This section of the Siteworks document details the charges and conditions relating to restoration of supply to a premise that has had natural gas turned off or isolated, be it for safety related or any other reason and where a meter is still installed.

Customer Requested Activities

Activity Description	Charge (excl VAT)	Charge (incl VAT)
<p><u>Supply restoration post safety lock</u></p> <p>To restore supply to a premise that has been locked for safety reasons and a non-registered* installer has conducted an installation repair.</p> <ul style="list-style-type: none"> Restore supply safety related 	No Charge	No Charge

**Registered Gas Installers (a current list can be sourced on the BGN website) can restore supply themselves to an installation that they have repaired.*

Supplier Requested Activities

Activity Description	Charge (excl VAT)	Charge (incl VAT)
<p><u>Supply restoration</u></p> <p>To restore supply to a premise that has had supply isolated:</p> <ul style="list-style-type: none"> Restore supply ≤G16 non safety related normal working hours Restore supply >G16 non safety related normal working hours <p>This activity may also be requested between 17.00 and 19.00 Monday to Friday and on Saturdays from 09.00 to 17.00, as outlined below:</p> <ul style="list-style-type: none"> Restore supply ≤G16 non safety related outside normal working hours Restore supply >G16 non safety related outside working hours 	<p>€61.74</p> <p>€115.99</p> <p>€92.62</p> <p>€173.98</p>	<p>€70.08</p> <p>€131.65</p> <p>€105.12</p> <p>€197.47</p>
<p><u>Reconnect Service Post Cut-Off</u></p>		

<p>Bord Gáis Networks may have previously been requested to cut-off a service in the footpath / road. In order to reconnect a customer ground will have to be re-opened to reconnect at the mains. This activity is treated the same as an initial connection plus 1 metre of service and the same cost applies as a standard one-off connection plus 1 metre over.</p> <ul style="list-style-type: none"> • Reconnect Domestic Customer • Reconnect I/C Customer ≤G4 • Reconnect I/C Customer ≤G10 • Reconnect I/C Customer >G10 	<p>€256.40 (€212.90+43.50))</p> <p>€575.11 (€531.61+€43.50)</p> <p>€865.08 (€821.58+€43.50)</p> <p>Quote</p>	<p>€291.02 (€241.64+€49.37)</p> <p>€652.75 (€603.38 +€49.37)</p> <p>€981.87 (€932.50+€49.37)</p> <p>Quote</p>
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Bord Gáis Networks Required Activities:

Activity Description	Charge (excl VAT)	Charge (incl VAT)
<p><u>Reconnect Service post safety Cut-Off</u></p> <p>To restore supply to a premise that has had its service cut-off in the pavement / road for safety reasons.</p> <ul style="list-style-type: none"> • Reconnect customer ≤63mm safety related 	No Charge	No Charge

4. Supply Reconfiguration Services

This section of the Siteworks document details the charges and conditions relating to altering the location of a gas service pipe or internal meter.

Customer Requested Activities

Activity Description	Charge (excl VAT)	Charge (incl VAT)
<p><u>Alter Service up to 63 mm diameter pipe</u> <u>All Domestic & IC ≤G10</u></p> <p>For a single visit completion in cutting off and altering a service the following charges apply:</p> <ul style="list-style-type: none"> Re-route / replace a Gun Barrel(GB) Service €386.63 €438.83 Re-route Service, no meter move, Customer trenching €386.63 €438.83 Re-route Service, move meter, Customer trenching €483.29 €548.53 Re-route Service, no meter move, BGN trenching ≤5m €724.93 €822.80 Re-route Service, move meter, BGN trenching ≤5m €821.59 €932.50 <p>Where Bord Gáis Networks is requested to conduct such activity in more than one visit an additional charge will apply:</p> <ul style="list-style-type: none"> Re-route service additional visits extra charge €127.74 €144.99 <p>In BGN trenching cases where the service alteration is greater than 5 metres the following costs apply in addition to the alteration charge:</p> <ul style="list-style-type: none"> Re-route service over 5 metres €30.93 per metre €35.11 per metre <p><u>Move Meter Internal Domestic</u></p> <ul style="list-style-type: none"> Reposition an internal meter ≤6 metres of ≤22mm pipework - up to and incl. G16 Meter, above floorboards €340.65 €386.64 Reposition an internal meter ≤6 metres of ≤22mm pipework - up to and incl. G16 Meter, under floorboards €374.71 €425.30 Reposition an internal meter >6 metres of ≤22mm pipework – Per Metre, above floorboards €38.32 per metre €43.50 per metre Reposition an internal meter >6 metres of ≤22mm pipework – Per Metre, under floorboards €46.84 per metre €53.16 per metre Reposition an internal meter with pipework >22mm By Quotation By Quotation <p><u>Move Meter Internal IC</u></p> <ul style="list-style-type: none"> Reposition an internal meter IC By Quotation By Quotation 		

Supplier Requested Activities

All Supply Reconfiguration Services activities can be directly requested by the end user to Bord Gáis Networks.

Bord Gáis Networks Required Activities:

There are no charges relating to Bord Gáis Networks initiated supply reconfiguration.

5. Supply Upgrade/ Exchange Services

This section of the Siteworks document details the charges and conditions relating to upgrading a gas service pipe and meter – typically due to gas load increase or exchanging of a meter for technical reasons.

Customer Requested Activities

Activity Description	Charge (excl VAT)	Charge (incl VAT)
<u>Upgrade Service - All Domestic & IC ≤G10</u>		
Upgrading a service is equivalent to an alter service where BGN carries out the trenching and is charged for accordingly.		
<ul style="list-style-type: none"> Upgrade/replace a Gun Barrel (GB) service 	€386.63	€438.83
<ul style="list-style-type: none"> Upgrade service & meter up to 63mm diameter pipe, no meter move 	€724.93	€822.80
<ul style="list-style-type: none"> Upgrade service & meter up to 63mm diameter pipe, meter moves 	€821.59	€932.50
<u>Upgrade Meter</u>		
<ul style="list-style-type: none"> Meter upgrade all domestic ≤G16 & IC ≤G10 	No Charge	No Charge
<ul style="list-style-type: none"> Meter upgrade IC >G10 	By Quotation	By Quotation

Supplier Requested Activities

Activity Description	Charge (excl VAT)	Charge (incl VAT)
<u>Meter Exchange*</u>		
A customer requesting a change of meter-type is charged as outlined below:		
<ul style="list-style-type: none"> Exchange credit meter (in) for prepayment meter (out) 	€193.32	€219.41
<ul style="list-style-type: none"> Exchange prepayment meter (in) for credit meter (out) 	€328.64	€373.00

* Supplier may nominate a “discounted” (free) prepayment meter fit where a hardship case can be determined in line with criteria/limits introduced by CER.

Bord Gáis Networks Required Activities:

Activity Description	Charge (excl VAT)	Charge (incl VAT)
<u>Exchange meter like for like</u>		
Where Bord Gáis Networks determines that a meter needs to be replaced for a technical reason Networks will arrange a like for like exchange. This includes dial type exchange for digital type meters.		
<ul style="list-style-type: none"> Exchange all meters like for like (Incl. Prepayment) 	No Charge	No Charge

6. Investigation/Inspection Services

This section of the Siteworks document details the charges and conditions relating to requests for special services or additional special meter reads and meter/service testing.

Customer Requested Activities

Activity Description	Charge (excl VAT)	Charge (incl VAT)
<p><u>Quality Control Surveys</u></p> <p>A customer who suspects the occurrence of carbon monoxide or sulphidation may contact Bord Gáis Networks to get a test carried out on an appliance or their installation.</p> <ul style="list-style-type: none"> Carbon Monoxide Test Sulphidation Test 	No Charge No Charge	No Charge No Charge
<p><u>Service Test</u></p> <p>A customer with an existing service pipe but unsure if the supply is “live” may contact Bord Gáis Networks to get a test carried out.</p> <ul style="list-style-type: none"> Test Service for Gas 	No Charge	No Charge
<p><u>Meter Mix-up Investigation</u></p> <p>Where a builder makes a late change in street naming/number BGN will charge an administration fee for rectifying each meter mix-up.</p> <ul style="list-style-type: none"> Meter Mix-up investigation (per meter) 	€19.33	€21.94

Supplier Requested Activities

Activity Description	Charge (excl VAT)	Charge (incl VAT)
<p><u>Special Read</u></p> <p>Bord Gáis Networks schedules 4 actual reads at a customers premise per annum. If a customer requires an additional read this is charged for and may only be requested via their Supplier. The charge includes for up to 2 attempts to carry out a special read</p> <ul style="list-style-type: none"> Domestic/IC special read <p>This activity may also be requested to be conducted between 17.00 and 19.00 Monday to Friday and on Saturdays from 09.00 to 17.00 and incurs a premium charge for providing this service, as follows:</p> <ul style="list-style-type: none"> Domestic special read outside normal working hours 	€34.80	€39.49
	€50.75	€57.60
<u>Meter Test</u>		

<p>A Meter Test activity includes a site visit, meter replacement and sending away for testing of the meter by an independent service provider. Post-test a Meter Test Certificate is issued to the customer stating whether the meter proved accurate or not. The test charge paid is refunded if the meter is found to measure inaccurately (outside specified tolerances). A consumption adjustment will be carried out where meters prove to measure inaccurately.</p> <ul style="list-style-type: none"> • Meter Test up to G4 & all domestic • Meter Test for I/C G10 and G16 • Meter Test >G16 	<p>€ 340.65 €740.90 Full Cost Recovery</p>	<p>€386.64 €840.92 Full Cost Recovery</p>
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Bord Gáis Networks Required Activities:

Activity Description	Charge (excl VAT)	Charge (incl VAT)
<p><u>QC Inspection</u></p> <p>In instances where a customer uses a non-registered installer to do their internal installations Bord Gáis Networks are required to carry out a safety inspection at the time of fitting the meter</p> <ul style="list-style-type: none"> • Safety Inspection 	<p>€119.83</p>	<p>€144.99 (VAT at 21%)</p>

7. Energy Management Services

This section of the Siteworks document details the charges and conditions relating to installing volume measurement systems at what are normally classed as Non Daily Metered (NDM) premises. This is an optional service installed at customer request.

Customer Requested Activities

Activity Description	Charge (excl VAT)	Charge (incl VAT)
<p><u>Energy Management Systems</u></p> <p>Bord Gáis will provide a termination point where the end user can make their connection to a pulse output. Bord Gáis shall be responsible for ensuring a LF pulse is available at this termination point.</p> <ul style="list-style-type: none"> Installing Building Management System at NDM premise 	€898.91	€1,020.27
<p><u>Calibration Certificates</u></p> <p>A customer may request a calibration certificate in respect of their meter</p> <ul style="list-style-type: none"> Issue Domestic/IC calibration certificate 	No Charge	No Charge

Supplier Requested Activities

All Energy Management Services can be directly requested by the end user to Bord Gáis Networks.

Bord Gáis Networks Required Activities:

There are no charges relating to Bord Gáis Networks initiated inspection / investigation.

8. Repair/ Protection Services

This section of the Siteworks document details the charges and conditions relating to repairing supply installation, and also sulphidation treatment.

Customer Requested Activities

Activity Description	Charge (excl VAT)	Charge (incl VAT)
<u>Supply Installation Repairs*</u>		
Damage to Meter &/or service installations arising under normal wear and tear circumstances, the following charges apply		
<u>Repair Meter Box</u>		
<ul style="list-style-type: none"> • Replace Full Meter Box • Replace Meter Box Door • Repair meter cabinet • Repair meter cage 	No Charge No Charge No Charge No Charge	No Charge No Charge No Charge No Charge
<u>Repair Riser Cover</u>		
<ul style="list-style-type: none"> • Repair Riser Cover 	No Charge	No Charge
<u>Request Meter Box Key</u>		
<ul style="list-style-type: none"> • Request Meter Box Key 	No Charge	No Charge
<u>Repair Service</u>		
<ul style="list-style-type: none"> • Repair Service 	No Charge	No Charge
<i>* If the damage is due to third party interference or action of the customer, costs will apply via quotation.</i>		
<u>Protect Meter Box</u>		
<ul style="list-style-type: none"> • Fabricate & Fit Meter Cage 	Quote	Quote
<u>Sulphidation</u>		
<ul style="list-style-type: none"> • Sulphidation Treatment 	No Charge	No Charge

Supplier Requested Activities

All repair activities can be directly requested by the end user to Bord Gáis Networks.

Bord Gáis Networks Required Activities:

There are no charges relating to Bord Gáis Networks initiated repair / maintenance activity

9. Decommissioning Services

This section of the Siteworks document details the charges and conditions relating to discontinuation of gas supply to a premise.

Customer Requested Activities

Activity Description	Charge (excl VAT)	Charge (incl VAT)
<p><u>Cut-off Service pipe</u></p> <p>A premise owner wishing to have the service pipe connecting their property to the mains network decommissioned may request same directly of Networks</p> <ul style="list-style-type: none"> • Single service cut-off ($\leq 63\text{mm}$) • Multiple service cut-offs ($\leq 63\text{mm}$) & > 5 in one area at the same time 	<p>€652.44</p> <p>€579.95 per service</p>	<p>€740.52</p> <p>€658.24 per service</p>

Supplier Requested Activities

Activity Description	Charge (excl VAT)	Charge (incl VAT)
<p><u>Disconnect Meter</u></p> <p>The request to get a gas meter removed must be received via/from a Supplier:</p> <ul style="list-style-type: none"> • Disconnect Meter up to G16 • Disconnect Meter $> G16$ 	<p>€140.15</p> <p>Full Cost Recovery</p>	<p>€159.07</p> <p>Full Cost Recovery</p>
<p><u>Isolate Meter</u></p> <p>The request to disable a meter but leave it installed must be requested via/from a Supplier</p> <ul style="list-style-type: none"> • Isolate Supply $\leq G16$ non safety related normal working hours • Isolate Supply $> G16$ non safety related normal working hours <p>Isolation of a Domestic or I/ C meter may also be requested to be conducted between 17.00 and 19.00 Monday to Friday and on Saturdays from 09.00 to 17.00 as outlined below: *</p> <ul style="list-style-type: none"> • Isolate Supply $\leq G16$ non safety related - out of hours • Isolate Supply $> G16$ non safety related - out of hours 	<p>€61.74</p> <p>€115.99</p> <p>€92.62</p> <p>€173.98</p>	<p>€70.08</p> <p>€131.65</p> <p>€105.12</p> <p>€197.47</p>

* Isolation requests for debt related reasons will not be carried out on Friday or Saturdays as per the Bord Gáis Networks Disconnection Code of Practice.

Bord Gáis Networks Required Activities:

Activity Description	Charge (excl VAT)	Charge (incl VAT)
<p><u>Cut off Service – Safety Related</u></p> <ul style="list-style-type: none"> Bord Gáis Networks may need to cut-off a service for safety reasons and no cost is passed on to the customer for this. 	No Charge	No Charge
<p><u>Disconnect meter – Safety Related</u></p> <ul style="list-style-type: none"> Bord Gáis Networks disconnects all meter types one year after isolation (still dormant) Bord Gáis Networks may need to disconnect a meter for safety reasons and no cost is passed on to the customer for this. 	No Charge	No Charge
<p><u>Isolate Meter - Safety Related</u></p> <ul style="list-style-type: none"> Bord Gáis Networks may need to isolate a service for safety reasons and no cost is passed on to the customer for this. 	No Charge	No Charge

10. Non Completion of Activities

This section of the Siteworks document details the charges and conditions relating to the non-completion of appointed activities where non completion is due to factors beyond the control of Bord Gáis Networks.

Customer Requested Activities

Activity Description	Charge (excl VAT)	Charge (incl VAT)
<p><u>Termination of Siteworks</u></p> <ul style="list-style-type: none"> Job cancelled before completion but after starting job 	No refund of prepayment.	No refund of prepayment.
<p><u>Aborted Visit</u></p> <ul style="list-style-type: none"> Service Related Job cancelled due to site not ready or self work not to standard. 	€127.74	€144.99

Supplier Requested Activities

Activity Description	Charge (excl VAT)	Charge (incl VAT)
<p><u>Late Appointment Cancellation</u></p> <ul style="list-style-type: none"> Delay in cancelling job (After 13.00 on the previous normal working day) 	€19.33	€21.94
<p><u>Aborted Visit</u></p> <ul style="list-style-type: none"> Meter Related Job cancelled (attended but unable to complete job for reasons including no access, no Cert and site not ready) 	€48.33	€54.85
<p><u>No Access Special Read</u></p> <ul style="list-style-type: none"> After 2 failed attempts to gain access to carry out a special read the job is cancelled 	€34.80	€39.49

Bord Gáis Networks Required Activities:

There are no charges relating to non-completions arising from the actions of Bord Gáis Networks.

Performance Commitments

In March 2007 Bord Gáis Networks published its Customer Charter which incorporated explicit commitments in respect of a range of end-user facing services. The proposed prices included in this Siteworks Charging proposal have been determined in the context of continuing to provide these end-user facing services in line with those published commitments.

Bord Gáis Networks also recognises that its Shipper/Supplier customers are eager to understand what expectations they should have in respect of service commitments for those services which they procure from Bord Gáis Networks whether for themselves or on behalf of their end-user customers.

Proposed standards are outlined below in respect of data turnaround and attendance/access as appointed. The standards outlined reflect current Bord Gáis Networks work practices, service provision models and technology and represent achievable stretch performance in the context of current Bord Gáis Networks resources. The prices proposed in respect of these services assume service commitments at these levels.

Bord Gáis Networks proposes these Shipper/Supplier facing commitments as an initial formalisation of performance expectation/delivery. It is expected that these would evolve/tighten over time as changes and developments within Bord Gáis Networks permit. It is expected that the Bord Gáis Networks transformation programme will deliver new working arrangements and technologies (e.g. electronic field data returns) that will provide for improved commitments during the current regulatory pricing period.

Siteworks Service Standards: Supplier Requested Work Returns

Supplier Service Standards - Work Returns

Meter Related Activity Domestic & Commercial	Appointment Grant From Request	Confirmation Out-turn / Read From Activity	Confirmation Out-turn / Read From Activity
Meter Fit	<= 5 work days	90% <= 10 work days	100% <= 20 work days
Meter Refit	<= 5 work days	90% <= 10 work days	100% <= 20 work days
Supply Restoration	<= 5 work days	90% <= 10 work days	100% <= 20 work days
Meter Upgrade	<= 5 work days	90% <= 10 work days	100% <= 20 work days
Meter Replacement (Type)	<= 5 work days	90% <= 10 work days	100% <= 20 work days
Meter Disconnection	<= 5 work days	90% <= 10 work days	100% <= 20 work days
Supply Isolation	<= 5 work days	90% <= 10 work days	100% <= 20 work days
Meter Inspect / Investigate	<= 5 work days	90% <= 10 work days	100% <= 20 work days
Meter Test	<= 5 work days	90% <= 10 work days	100% <= 20 work days
Special Read	<= 5 work days	90% <= 5 work days	100% <= 10 work days

Siteworks Service Standards: Supplier Requested Work Access Standards

Meter Related Activity Domestic & Commercial	Attended As Appointed	Access %
Debt Management Related Isolation / Disconnection	100%	60%
All Other Activities	100%	100%