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To: Gasgovernance.Enquiries@uktransco.com
Subject: RG0245 - Action 0052

Bob

I refer to the following action as detailed within the minutes of the last meeting of Review Group 0245:

The reporting of Theft of Gas via the Emergency Number 0800 111 999 was discussed. DW was keen to understand the script for Theft of Gas Reports and whether this was different to the standard script for third parties reporting the smell of gas. He believed that the reporting party may be deterred from reporting a suspected theft case if they have to leave a contact name, he wished to understand if such reports could be left anonymously. The standard script was discussed however it was unclear if this differed for varying scenarios. MG highlighted that the UKRPA receive anonymous Theft of Gas Reports. The process for reporting potential theft of gas was considered. It was agreed that as all theft cases have safety implications that all cases should be reported to the Gas Emergency Line and that a website or email process may not be a suitable option for reporting potential cases considering the potential safety implications.

Action RG0245 0052: *ST to confirm Emergency script for potential theft of gas reporting.*

On behalf of National Grid Distribution I can confirm that calls relating to Theft of Gas allegations received on the emergency line (0800 111999) are treated exactly the same as gas escapes in respect of the identification of the caller. To this end, if the caller wishes to remain anonymous then the call handler would not question further, the job would still be raised and an engineer would attend if this was deemed necessary.

Regards

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