

Focus on reaction of Supply, planned interruptions, information during unplanned interruptions

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Questions 10-14

- Considerable differences in process between gas and electricity for security reasons
- Time taken to reactivate gas
 - DSO reliant on suppliers to provide timely notice
 - in some countries the meter is dismantled
 - national technical rules have to be obeyed
 - manipulation of internal installation has to be ruled out
- Planned interruptions
 - In good time and in appropriate manner
 - In DSO interest to ensure good notification process

Questions 10-14

- Duration of planned interruption
 - Depends on nature of works
 - Preference for summer time

- Non planned interruption
 - Search for reason has to be done fast
 - Who is responsible for the interruption?
 - Is it an interruption of the gas grid or heating?
 - Is only one house connection interrupted or a whole street/sector?
 - Information to customers as fast as possible

2020 Vision

- **Eurogas a supporter**
- **Reliability**
 - Natural incentive on gas DSO good notice and prompt service