

IGT072 Meeting #2
FINAL Minutes

Participants:

<i>Laura Cahill (LC)</i>	<i>SSE</i>	<i>Steve Ladle (SL)</i>	<i>Gemserv</i>
<i>Sue Cropper (SC)</i>	<i>British Gas</i>	<i>Andy Miller (AM)</i>	<i>Xoserve</i>
<i>Dan Fittock (DF)</i>	<i>SSE</i>	<i>Kristian Pilling (KP)</i>	<i>SSE</i>
<i>Richard Franklin (RF)</i>	<i>Opus</i>	<i>Kiran Samra (KS)</i>	<i>Npower</i>
<i>Maria Hesketh (MH)</i>	<i>Scottish Power</i>		
<i>Gethyn Howard (GH) (Chair)</i>	<i>GTC</i>		

1) Introductions

GH opened the meeting by welcoming everyone and outlining that the intention of the meeting was to review the comments provided to AM based on the actions from the previous meeting and where possible agree the principles for the legal drafting to be taken forwards.

2) Updates on Actions

- 1) GH to update ToR by 11th February and send to the Code administrator - **complete**
- 2) All to review Q&A paper and feed back to AM by 17th February - **complete**
- 3) SL to speak to Citizens Advice about IGT072 to raise awareness – **complete**
An open door policy will remain for Citizens Advice and SL confirmed he would pass any information on of interest.
- 4) AM to revise timeline of events diagram and produce explanatory paper to circulate to parties during w/c 9th February – **complete**
AM confirmed that he had not updated the timeline of events to avoid making the slide too busy. It was acknowledged that the supporting paper should be read hand in hand with the timeline though if any parties wanted any specifics to be added to the timeline to confirm this in due course.

3) Review of feedback on Papers Drafted by AM

The questions raised along with feedback provided from AM can be found in Appendix 1. Content marked “**update**” is that which was discussed at IGT072 meeting #2.

KP raised the issue of compliance with Consumer Rights Directive (2011/83/EU), with regards to the ability for customers to exercise their ‘Cooling-Off’ rights. The group agreed that KP would confirm the details of the directive to the Code Administrator for inclusion in the Panel letter to Ofgem regarding comfort on Shipper faster switching obligations. Shippers also agreed it would be prudent to each individually seek legal advice on compliance with the directive.

GH also summarised the two points he had circulated previously. The first was regarding the 17:00 cut off time under the IGT UNC which didn’t appear to exist currently. The group agreed to continue with 17:00 as the cut off time on September 24th and AM confirmed that

this time was included in the accompanying report. The second point was on IGT073 and whether this would need to be referenced within IGT072 as it was noted that the IGT073 development group had deduced that no new queries could be raised during the non-effective period. It was noted that the IGT073 development group also concluded that any open SoS queries before the non-effective period would need to be managed using the Agency system and that these would need to be reraised on October 1st. KS agreed to ask the question at the next IGT073 meeting as to whether IGT073 would cover this in its legal text or whether this needed to be included in the IGT072 drafting and to feed back at the next IGT072 meeting.

Action – IGTs to confirm whether they are able to provide a portfolio extract to Shippers based on data from last day before no-neffective days (24th September).

Action – AM to update the report with the clarifications discussed under Appendix 1.

Action – KP to provide details of Consumer Rights Directive for inclusion in the Panel letter to Ofgem.

Action – KS to query at next IGT073 meeting whether the IGT073 modification will include the treatment of open queries and the non-effective period.

4) Agreement of Principles for Legal Drafting

GH confirmed that GH and SL would commence a drafting review and circulate legal text to support the modification on 10th March in line with the timeframes agreed at meeting #1. The group discussed the differing approaches and agreed that it would be preferable for an overview of the requirements to be outlined as opposed to specifically outlining line by line which individual parts of the Code were impacted. GH also raised the question as to whether the papers produced by AM could be referenced within the legal text or whether the papers would need to be some form of ancillary or related document to do this. SL stated that this shouldn't be a problem as the Code already references the chairman's guidelines which are not a formal Code document.

Action - GH and SL to provide draft legal text on March 10th.

5) Next Steps

- KS to raise issue of SoS impacts under IGT073 and feed back whether the IGT073 modification will cover the "open" queries in its drafting.
- GH and SL to prepare first legal draft for modification and circulate on 10th March.
- Legal drafting to be reviewed at next IGT072 meeting on 17th March.

6) Future Meeting Dates

- 17th March – Physical Meeting (venue tbc)

7) AOB:

There was no AOB

Actions:

- 1) IGTs to confirm whether they are able to provide a portfolio extract to Shippers based on data from last day before non-effective days (24th September)
- 2) IGTs and Xoserve to develop a detailed reported solution for in flight CoS events and report back to Shipper work group by end of April.
- 3) AM to update the report with the clarifications discussed under Appendix 1.
- 4) KP to provide details of Consumer Rights Directive for inclusion in the Panel letter to Ofgem.
- 5) KS to query at next IGT073 meeting whether the IGT073 modification will include the treatment of open queries and the non-effective period.
- 6) Action - GH and SL to provide draft legal text on March 10th.

Appendix 1

Report review comments

Kirsty - Eon

- Can the issuing of the final snapshot from the iGTs also be given to Shippers (and written into the legal text for completeness)

The final snapshot is provided by Xoserve not the iGTs. There is already an obligation to provide this under the Non-Code User Pays contract. It is not matter that is directly related to Mod 072.

Update: Am confirmed that this had been misread and that this was a question on whether IGTs could provide their IGT UNC portfolio extract as taken on 24th September. IGTs took an action to confirm if this was possible.

- In the portfolio Snapshot report it doesn't make it clear the 'status' the MPR will be in at transition e.g. TRF received but no OPNT – how will it be clearly demonstrated what stage the MPR is at so Shippers know what new flow will be received so we can marry up new processes to old?

This will have to be provided in addition to the final portfolio snapshot. Xoserve, iGTs and Shippers will have to monitor each in flight change of Shipper event, we know that additional reporting will be required, but this needs to be discussed with the industry. This is directly related to Mod 072 and may have to be included in the legal text, the issue is that we don't have the detail yet.

Update: It was acknowledged that this data will need to be included to allow for a smooth transition of in flight CoS events. It was agreed that for the legal drafting purposes, a general requirement is to be included though the solution is not yet known though it will be above and beyond a snapshot file and therefore needs to be looked into further. SL asked whether Shippers would prefer a detailed solution to be provided in due course which Shippers confirmed their preference for. It was agreed that the target should be for the report to be provided by D+3 of the non-effective period. It was acknowledged that a 2 month timeframe would be needed to report back to thr Shipper work group where the detailed file format will be produced.

Action: IGTs and Xoserve to develop a detailed reported solution for in flight CoS events and report back to Shipper work group by end of April.

- Mod 467 has daily snapshots sent to shippers throughout September – for clarity these will continue throughout the non-effective period? And will there be any impacts of the non-effective days on the data produced?

Mod 467 places an obligation on the iGTs to provide daily updates during September. There was never an intention for Xoserve to provide daily portfolios to Shippers during September. The portfolios to Shippers fall under the Non-Code User Pays services, change 007 created this particular service. However, I can see that we now know more about cutover and data preparation and it would seem reasonable that more than one report would be beneficial in September. I'll see what we can do.

Update: Am confirmed in line with the original response that it was not the intention under 467 to provide daily updates to Shippers during September. It was agreed however that a mid September update may be able to be provided though this would be a UNC matter rather than an IGT072 matter.

The transition document doesn't cover all impacted processes in detail - we are also trying to understand the transition arrangements for the following processes:

- Migration of PL – Planned New Connections sites into SSP

IGTs are providing details of all MPRNs including those at PL status for the data preparation exercise. This is covered under section 5.2.3 of the report. We'll check our understanding on the teleconference.

Update: It was acknowledged that the current provision of the data will be discussed under the forthcoming Shipper workgroup and that IGTs were working on the basis that this will be provided as part of the data preparation exercise.

- Meter exchanges
 - Plan of work happening just before and during the non-effective period – where is this held and how will the information be passed between parties

To be discussed at the teleconference

Update: It was acknowledged that physical exchanges would continue as normal though the updating of the meter details would be using UK link files to Xoserve which would in turn notify the Shipper from October 1st.

- Faulty meters
 - Including PEMS jobs – how is this information being held and passed between parties

My understanding is that this process is not affected by the Single Service Provision arrangements. To be discussed at the teleconference.

Update: As per above.

- Withdrawals

I think this is covered under section 5.2.2 of the report. To be discussed at the teleconference.

Update: As per the above It was agreed this was covered on the report though AM would add some additional wording to clarify.

- Disconnections/isolations

I think this is covered under section 5.2.2 of the report. To be discussed at the teleconference.

Update: As per above.

- Cyclic readings

I think this is covered under section 5.2.2 of the report. To be discussed at the teleconference.

Update: As per above.

- Replacement readings

To be discussed at the teleconference.

Update: As per above though it was noted that Shippers should send in any reads where a window closure was during the non-effective period.

Steve Ladle – Gemserv

In 5.1.4 you say approx. 568 customers will experience a customer transfer process that takes 20 rather than 14 days. Is it more transparent to say that approx. 568x5 customers will experience a customer transfer process that takes longer than 14 days.

To be discussed at the teleconference.

Update: AM agreed to update the report.

Re 5.2.1 the extension to the 25 day validation rule – is this something that may also impact the UNC. If so, could it be part of a UNC Mod.

As the readings under consideration will be provided after 1st October then this would be a GT UNC (not iGT UNC) mod. This was discussed at Nexus workgroup and BGT are considering raising a modification.

Update: It was agreed that this would be a UNC change if required.