

## iGT UNC / iGT INC Modification Proposal

<b>Urgency</b>	Non-urgent
<b>Reference</b>	iGT001
<b>Title</b> <i>The proposer should give each modification proposal a title which clearly reflects the intent/content of the modification proposal it self.</i>	iGT Standards of Service
<b>Proposer</b> <i>Insert the name of proposer raising the modification proposal and a proposer's representative</i>	Marie Clark ScottishPower Energy Management Ltd
<b>iGT UNC / Pipeline Operator</b> <i>Confirm whether the Modification Proposal is to the iGT UNC or an iGT's Individual Network Code.</i>	iGT UNC

### Background

*This section should explain the context within which the proposal sits and some background information.*

iGTs currently operate different mechanisms and timescales for the resolution of shipper queries. Over the last couple of years the Gas Forum iGT Governance group have developed Standards of Service (SoS) operational guidelines that detail the query type, performance levels and a suggested method of communication to be utilised by iGTs and Shippers.

### The Proposal

*Purpose of the proposal - what problem is it addressing.*

As previously stated, these guidelines have been developed, over the last few years, by the Gas Forum iGT Governance Sub-Group and laterally by the Gas Forum iGT Workgroup. Therefore, as significant work has already been carried out, it is suggested that this Modification Proposal proceed straight to consultation.

The number of customers on iGT networks is progressively increasing and is fast approaching the 1 million mark. As the customer numbers increase inherently the data attributes associated with them increase and thus the probability of data discrepancies increases, leading to potential energywatch complaints and inaccurate Transportation Charges.

Shippers require a mechanism to query the data associated with these sites. iGTs operate varying query processes and the main differences are listed below.

#### 1) Communication Methods

Across all iGTs there are various communication methods for queries with no consistent approach across all iGTs. The existing communication methods are website, email and telephone.

#### 2) Query Types

There is no standard set of query types nor can all query types relating to Transportation, Metering or invoices be raised with all iGTs

#### 3) Timescales for Resolution

There is no agreed standard for responding to and resolving individual queries.

The Standards of Service operational guidelines document addresses the above issues. It provides a framework to monitor and report on Query performance (Shipper and iGT) and will inevitably improve the timelessness of query resolution enabling shippers / suppliers to

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manage their customers expectations and will enhance the data quality within the industry resulting in accurate Transportation Charges.

It is proposed that the operational contact information to be used for the iGT SoS guidelines be stored in a central location such as the iGT UNC website.

### **How will the proposal operate?**

*This section should explain, specifically, how the proposal will change the operation of the Network Code.*

The implementation of this Modification Proposal will introduce clear obligations and processes on all parties (Shippers and iGTs) regarding the raising and completion of iGT queries. It will also establish standardisation of key mandatory data and introduce resolution timescales.

### **Facilitation of the relevant objectives**

*How this proposal will, if implemented, better facilitate the "code relevant objectives", as defined in Condition 9 of the Gas Transporters Licence.*

The implementation of this Modification Proposal will introduce the provision of a mechanism utilised by iGTs and shippers, for managing, resolving and reporting on queries and will serve to improve data quality within the industry. As a result this will enhance the customer transfer process and ultimately the customer experience, which will further achieve the relative objectives of the Gas Transporters Standard Licence Condition 9 to secure effective competition between relevant shippers and between relevant suppliers.

Additionally, this Modification Proposal will promote efficiency in the implementation and administration of the iGT Network Code.

### **Proposed Legal Text**

*Wherever possible, a proposal should contain proposed draft legal text to reflect how the Network Code would change if the proposal were implemented.*

The Standards of Service operational guidelines document should be implemented as an ancillary document to the Network Code.

The relevant sections within the Network Code should reference the Standards of Service operational guidelines document.

The proposed legal text should be provided by the iGT

Completed forms should be returned to the iGT UNC Representative, Gemserv Ltd, at [igt-unc@gemserv.com](mailto:igt-unc@gemserv.com) or faxed to 0207 090 1001

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