

## iGT UNC Draft Modification Report Response

<b>Date</b>	10 January 2008
<b>Reference</b>	IGT001VV DMR
<b>Title</b>	iGT Standards of Service
<b>Respondee</b>	Lorraine McGregor, ScottishPower Energy Management Limited
<b>Position on the Modification</b>	Support Modification
<b>Facilitation of the relevant objectives</b>	
<b>Additional Information and Comments</b>	
<p>As the Proposer of the Modification and having reviewed the DMR and the Legal Text, SPEML continue to support this Modification. As stated within the Modification we believe this Modification is essential in order to introduce clear obligations and processes on all parties (Users and Operators) regarding the raising and completion of iGT queries.</p> <p>With regards to the comments made by IPL/QPL, as the Proposer, we do not believe that the proposal is either overly complicated or sets unrealistic timescales. The iGT Standards of Service document is not as detailed and does not contain as tight timescales as the large GT Standards of Service taking into account that iGT's do not have a centralised body to monitor standards of service performance, but is as aligned as possible. IPL/QPL mention they would have liked standards of service 'more fitted to the specific iGT Market and issues therein'. SPEML believe this has been achieved. Ultimately all customers should be afforded the same level of query management, irrelevant of which GT Network they are connected to. It is not acceptable to expect huge differentials between query resolution for those customers on an iGT Network as opposed to a large GT Network, hence iGT standards of services being based on current large GT obligations.</p> <p>Further, without any standards of service within the iGT market there is no viability to the industry on how parties perform in relation to query resolution, which in almost every case has an impact on the end consumer.</p>	

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 020 7090 1001