

iGT UNC Consultation Response

Date	7 th December 2007
Reference	iGT001VV Consultation
Title	iGT Standards of Service
Respondee	Heidi Martin RWE Npower
Position on the Modification	Support Modification

Facilitation of the relevant objectives

RWE Npower support the proposer's belief that this will facilitate the effective competition between relevant Shippers and between relevant Suppliers as it will help the maintenance of market data which is essential to the customer transfer process.

Additional Information and Comments

RWE Npower has been involved in the development of the iGT Standards of Service guidelines and supports the implementation of this proposal.

With the growth of the iGT market, there is potentially more risk for market data to become inaccurate. Many queries raised by Shippers/Suppliers are triggered through customer contact. Customers want some assurance that their query will be dealt with and resolved in a timely manner. Currently Shippers/Suppliers are unable to provide any indicative resolution timescales, thus ending in poor customer service. Therefore a mechanism such as that proposed in the iGT SoS guidelines is essential for the management of data queries and importantly customer expectations going forward.

Due to the varying arrangements, we believe that both Pipelines Users and Operators have been frustrated in attempting to resolve queries and believe that this document will assist both parties. Users will be clear on their requirements when submitting a query and Operators will have assurance that queries submitted have sufficient information to assist them to resolve the query.

The introduction of query management standards could not only lead to an improved performance in areas but also may also focus parties on root cause analysis, something that could prevent the need for queries being raised in the first place and provide improved overall performance on a long-term basis.

Currently, there is no standardised method in which to manage or process queries and therefore believe that the iGT SoS document provides both Users and Operators with something better than currently exists.

Completed forms should be returned to the iGT UNC Representative, Gemserv Ltd at iGT-UNC@gemserv.com or faxed to 020 7090 1001