

## IGT UNC Development Group

9<sup>th</sup> August 2007

Present: Francesca Dixon (IPL/QPL) - Chairman; Melissa Gander(IPL/QPL); Lorraine McGregor(SP); Colette Baldwin(EON); Paul Cook(Npower); David Speake(ESP); Richard Moore(SSE).

1. The group confirmed that the role of the meeting was to develop two modification proposals to a state where they would be acceptable to go to consultation or if so decided withdrawn from the process ( providing proposer agreed). The group noted the recent draft guidelines for a development group issued by the iGT UNC Secretariat.

Comment [c1]: Surely only the Proposer can withdraw the modification and that is not the remit of the group.

The Chairman indicated that she would confirm with the Panel that as the group had had to cancel their first meeting due to terrorist activity and that the three month deadline would apply from this meeting.

The Group had been tasked to look at two proposals

- i) Standards of Service
  - ii) Portfolio Extract
2. PE explained that the two modifications needed to be considered in tandem as where data had already been provided to shippers in the data portfolio extract that any queries which could be answered by reference to data already provided, either via a portfolio extract or iGT website, such query would be rejected by the iGT as invalid. Following discussion the group agreed to this.

It was also agreed that Change of Shipper queries would also be included under the Standards of Service regime.

### 3. Portfolio Extract

The group reviewed the file format with the following comments

- Data item 2 would be amended to include time
- Data item 7 to be amended to C(onditional)
- Data item 9 to be amended to Developer details C(onditional)
- Data item 10 Plot address C(onditional)
- Data items 13 –17, 19 C(onditional)
- Data item 24 clarified by including Charging status
- Data item 28 confirmed only applied to non-domestic sites
- Data item 29 to be removed as it is the same as 30.
- Data items 32 and 33 while appearing to be the same would identify nested CSEP sites and potentially data would be different
- Data item 34 LMcG to check recent UNC mods to confirm impact
- Data item 37 default would be annual
- Data item 38 meant Meter Asset Owner
- Data item 39 should only be current MAM not interested in history.

LMcG agreed to make the alterations and the group confirmed that they were happy for the Portfolio Extract modification to go to consultation. FD would advise the next Panel meeting of this decision.

### 4. Standards of Service

The group then reviewed the Standards of Service Proposal.

- i) Consideration was given to introducing an escalations process, which was agreed.

**Action:** PC / LMcG to develop a strawman for the next meeting

- ii) PE asked from where the performance figures were derived. LMcG offered to look these up  
**Action:** LMcG to source GDNs performance targets and how they compare to the proposed iGT SOS
- iii) PE requested that the iGTs identify the query categories rather than rely on the Shippers. Following discussion around this subject it was agreed that there only needed to be three high level categories of query:
- a. CoS (change of supplier);
  - b. Asset and
  - c. Address.

The iGT would confirm the category of the query passed to them. It was recognised that often the queries change category as they are investigated. It was agreed that Invoice Queries were already captured within the UNC and associated shortforms

**Action:** Amend to require iGTs to categorise queries

Removed Invoice Queries from SOS

- iv) The Group discussed putting in place a 'Stop the Clock' arrangement. This was considered to be a difficult arrangement to operate. It was agreed that where queries had to be passed back to shippers that the shipper would have 5 working days to respond and that if they did not then the query would be closed down.
- v) In order for queries to be reconciled it was felt there needed to be a numbering system which all parties could use.  
**Action:** All to consider numbering system to identify queries.
- vi) Reviewing the text of the SOS document paragraphs 2.1.3.and 2.1.4 needed to be removed.
- vii) Paragraph 2.2 would refer to Invoices as covered within the iGT UNC.
- viii) Identified a need to establish resolution codes.  
**Action:** PE to develop
- ix) Clause 3 Principles of Operation would be considered at a subsequent meeting.
- x) The drafting of Clauses 4 and 5 seemed slightly ambiguous, otherwise will need to tighten up text.  
**Action :** LMcG to check UNC wording.
- xi) Escalation process will be added to end of Clause 6.1
- xii) Invalid Queries will be considered at a subsequent meeting.

**Comment [c2]:** Notification would still be required that this was happening.

## 5. Meeting Schedule

Meeting dates were agreed as follows, all 10.30 start:

- Thursday 6<sup>th</sup> September (venue to be confirmed, probably Ofgem)
- Friday 28<sup>th</sup> September (The date of the Gas Forum iGT meeting – expected that this will be cancelled and the Development can take over the booking at Ofgem)
- Thursday 1<sup>st</sup> November, Npower Kingsway (to be confirmed)

Francesca Dixon  
Monday, 13 August 2007