

iGT UNC / iGT INC Consultation Response

Date	14/12/07
Reference	iGT001VV Consultation
Title	Standards of Service
Respondee	IPL QPL
Position on the Modification	Do Not Support Modification
Facilitation of the relevant objectives	
Additional Information and Comment	
<p>While we recognise the intention behind the proposal we do not believe that the modification achieves its aims in a clear and efficient manner. The proposal is overly complicated and sets unrealistic deadlines.</p> <p>We believe that it will be difficult to provide accurate reports on the different classes of enquiries raised to iGTs. We would have preferred to discuss standards of service with the shippers more fitted to the specific iGT market and the issues therein, rather than adopt an amended format developed by the GDNs and Shippers.</p> <p>We believe it is unreasonable to require iGTs to consider enquiries received late in the working day as having been received on that day and that day counted as day 1 for reporting purposes. Enquiries received after 12 pm should be considered to be received on Day 0. In time, as systems within the iGTs become more sophisticated, it may be possible to count the days based on real time.</p>	

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