

iGT UNC Draft Modification Report Response

Date	15 January 2008
Reference	iGT001VV DMR
Title	Standards of Service
Respondee	Colette Baldwin E.ON UK
Position on the Modification	Support Modification

Facilitation of the relevant objectives

This procedure will better facilitate the relevant code objectives, by creating processes and service standards for query management which will ensure effective competition between parties and deliver efficient administration of the network code by securing a standard that is applicable equally to all iGTs. The reporting of performance will highlight areas that may be deficient in the code and ensure that there is a co-ordinated and efficient approach to resolving any issues that are identified.

Additional Information and Comments

In addition to the comments we made in response to the proposal consultation, we would add that we believe that full debate on the different elements of the proposal took place in the workgroup and are disappointed that IPL feel that the solution is overly complicated or sets unrealistic deadlines.

The modification was loosely based on the principles established by Transco Mod 565; however, the reporting requirements and response times were modified to recognise the different nature of the iGT market as opposed to that of Transco (now xoserve) and have stopped short of introducing a regime of liability payments where planned performance levels are not achieved.

We believe that in order to deliver industry improvements which have been called for by consumer representatives, shippers and even the iGTs themselves, it is important to have transparency and common standards on the management of queries.

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