



## Query Resolution – an IGT View

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## 1. Background

IGT001VV was implemented in November 2008 and introduced standards of service for query management in relation to queries raised and submitted by Pipeline Users to Pipeline Operators.

Broadly speaking, the standards covered queries in relation to:

- Metering assets provided by the Pipeline Operator
- Postal addresses held on the Pipeline Operator Systems
- Change of supplier activity
- Invoices

GTC voluntarily took the step of introducing a real time web portal providing access to key portfolio information in October 2006 after canvassing the opinion of all major Pipeline Operators.

At this time, the GTC web portal was also developed to allow the Pipeline Operators to submit queries directly via this portal.

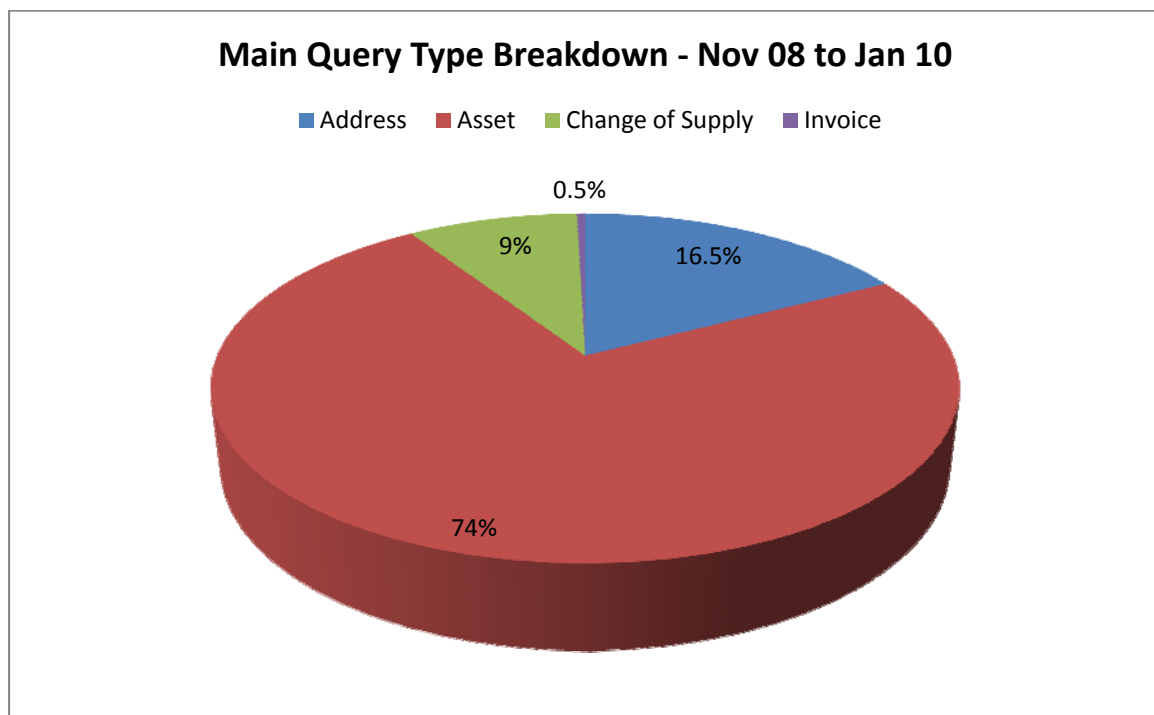
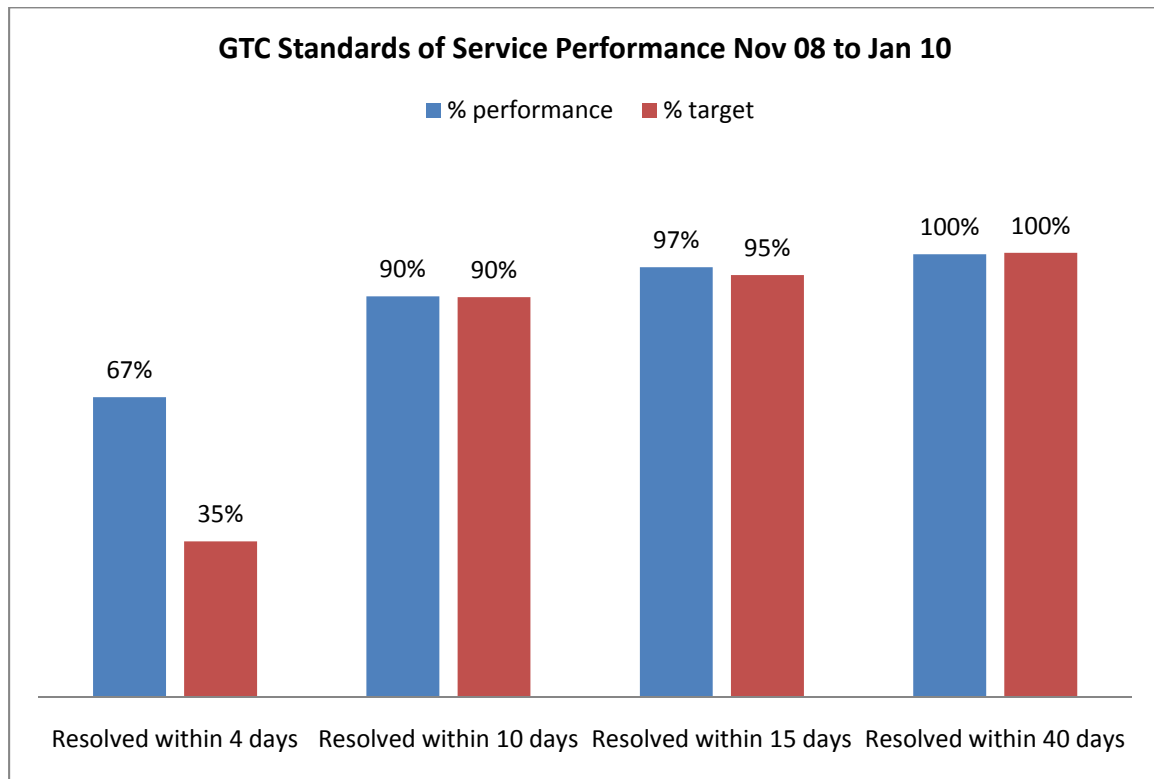
Whilst not underpinned by formal governance, GTC sought to address all queries within an acceptable timeframe.

GTC welcomed the move to introduce common standards amongst IGTs but wished to retain the current functionality afforded by the GTC On-Line Facility – anything else could only be seen as a retrograde step.

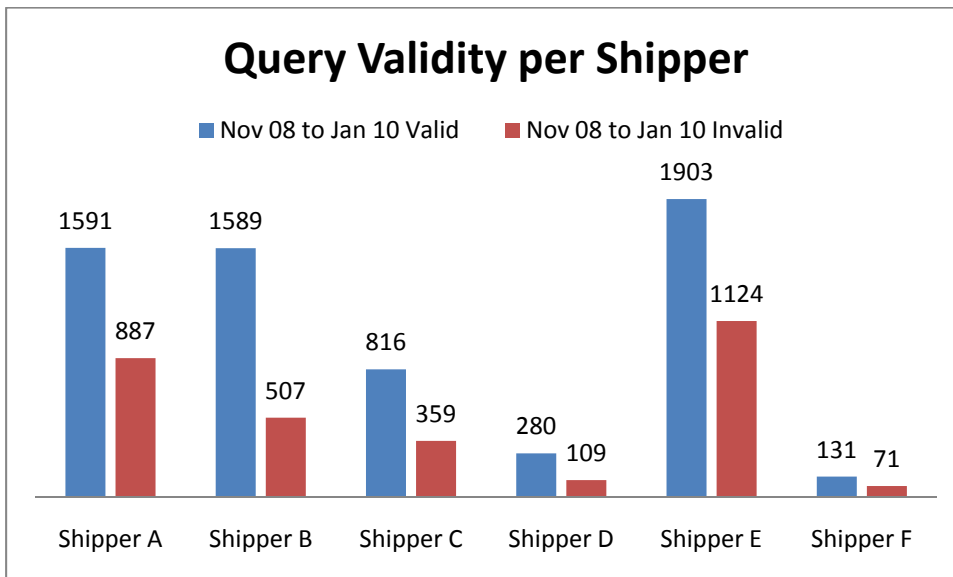
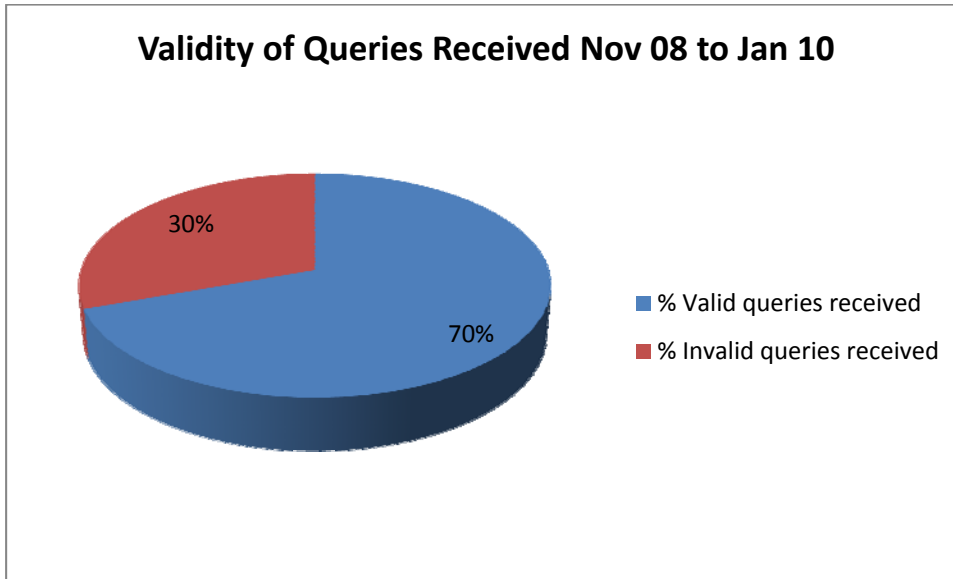
## 2. Current Performance

### 1. GTC Performance

GTC have processed 9,554 queries since November 2008.



## 2. Pipeline Users Performance



Over 70% of invalid queries are rejected due to data already having been provided or made available to Pipeline Users, e.g. via Portfolio Extract. This is particularly true of change of supply queries (over 90%) is everybody wasting time?

Operational Guidelines state:

*“For the avoidance of doubt the Pipeline User should have taken all reasonable steps to ensure all available avenues have been exhausted prior to raising the initial query. This will include:*

- *Pipeline Operator Query Systems; and/or*
- *Portfolio Extract; and/or*
- *Pipeline User Internal Systems; and*
- *SCOGES”*

### **3. Issues Identified**

1. Resolution Timescales impacted negatively by submission of invalid queries
2. Reporting – current formats require degree of interpretation.
3. Definition and operational of bulk queries could perhaps benefit from greater clarity.
4. Training issues within some Pipeline Users – not utilising all information provided which is inefficient for both sides.
5. Suggestion that GTC should take a retrograde step from that introduced voluntarily in 2006 following Shipper feedback which provides an on-line facility for query submission.
6. Lack of consistency with both query submission and query response.
7. The perceived lack of ability for a Pipeline User to raise queries for supply points which are not yet live.
8. The perceived inability to or difficulty of being able to manage customers' expectations with regards to timescales.

### **4. Possible Improvements/Enhancements**

1. More emphasis placed by Pipeline Users on reducing submission of invalid queries, supported by more granularity of reporting from Pipeline Operator
2. Clarify reporting framework and amend as necessary
3. Clarify the process surrounding "bulk queries/Projects"
4. Amendment to GTC/GPL/UGI Short Form Codes to allow for on-line functionality if causing confusion. A Pipeline Operator must operate economically and efficiently under the code.
5. Further refining of submission inputs and resolution outputs.
6. For those Pipeline Operators who manage queries via a web-based system, enhancements could be made to give the Pipeline User the facility to raise a "free text" query, similar to that provided by GTC's web based system.
7. Improvements to or consideration of an update process where the Pipeline User can obtain appropriate updates in order to manage customers' expectations of query resolution.

## 5. Summary

- GTC are performing to the required standard.
- GTC would provide even better service but for the submission of invalid queries
- One or two tweaks may be required to the Operational Guidelines to provide greater clarity around reporting, bulk queries and potential addition of further query codes
- The regime is fit for purpose as achieving desired results
- GTC wish to continue to use the on-line facility – this is efficient and helps to reduce invalid queries by steering the Pipeline Users to portfolio information already provided