

Code Administration Code of Practice KPIs

Joint Office of Gas Transporters 2013 Report

Background

As part of its energy Codes Governance Review (CGR), Ofgem proposed that a Code of Practice, (the CACoP) “be established to facilitate convergence and transparency in code Modification processes and to help protect the interests of small market participants and consumers through various means including increased use of plain English in modification reports”.

The Code of Practice puts forward principles for Code Administrators to follow, but also sets out principles applicable to a code Modification process. A standard Modification process is described, including standard pro-forma code Modification documents, processes and timescales with the CACoP itself, the latest copy of which can be found at:

<https://www.ofgem.gov.uk/licences-codes-and-standards/codes/industry-codes-work/code-administration-code-practice-cacop>

The Joint Office of Gas Transporters (Joint Office) are the Code Administrator for the Uniform Network Code (UNC), which contains the terms of transportation arrangements that are common to gas transporters in England, Scotland and Wales. All modifications referred to in this document are available on the Joint Office website at:

<http://www.gasgovernance.co.uk/mods>

Where the CACoP requires us to report an average figure (e.g. days or numbers of modifications), we have included median values to address the skewing effect of particularly large, or small, occurrences.

Readers should be aware of the following when reading this document:

1. In compiling this document, the Joint Office have reported on UNC Modifications that have completed their respective process cycles (Withdrawal, Panel Determination for Self Governance Modifications or Ofgem Decision otherwise) within the reporting period ending on 31st December 2013 (31 modifications). For example, in assessing the information for item 10 there are currently several modifications for which a UNC Panel recommendation was made during 2013, but an Ofgem decision is awaited – these modifications will be subsequently recorded within the 2014 report.
2. Where item 5 is concerned, in cases where alternative modifications are involved (i.e. 0410/0410A, 0450/0450A/0450B etc.) the number of responses recorded against the modifications are combined to reflect the fact that a ‘single’ consultation has been undertaken – this is in order to avoid ‘double or triple counting’ where ever possible. However, this does not discount that fact that in certain circumstances, a response may be provided against only one of the modifications concerned.
3. The information presented in items 1 and 4 has been extracted from the 2013 Joint Office Customer Satisfaction Survey.
4. Only calendar days are reported (i.e. not business days).

1. Number and percentage of survey respondents who stated they were ‘satisfied’ or better with the assistance offered by the code administrator

An on-line survey was conducted in October 2013, to which 38 responses were received. In response to the question “If you have sought assistance from the Joint Office, how satisfied are you with the assistance received?”, 30 indicated that assistance had been sought. Of these, 29 people indicated they were satisfied or better (97%).

2. Number and percentage of reports ‘sent’ back by the Authority.

In 2013, the Authority sent back one report (6%):

0451/0451A	Individual Settlements For Pre-Payment & Smart Meters
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3. Number and percentage of final decisions on which the Authority’s assessment i) accords with the panel recommendation and ii) conflicts with the panel recommendation

20 Ofgem decisions were issued, of which 18 (90%) accorded with the panel recommendation.

		Ofgem Decision	
		Implement	Reject
Panel Recommendation	Implement	12	1
	Reject	1	6

Panel recommended implementation: Ofgem directed implementation:

0464	Alternative LNG supply to the Scottish Independent Networks (SINs)
0462	Introducing Fast Track Self Governance into the Uniform Network Code
0449	Introduction of Interconnection Points and new processes and transparency requirements to facilitate compliance with the EU Congestion Management Procedures
0441	Continuation of Daily Metered (Voluntary) service until the implementation of Project Nexus
0439	Notice for Enduring Annual Exit (Flat) Capacity Reduction Applications
0430	Inclusion of data items relevant to smart metering into existing industry systems
0428	Single Meter Supply Points
0424	Re-establishment of Supply Meter Points – prospective measures to address shipperless sites
0422	Creating the permission to release data to Meter Asset Provider organisations
0410A	Responsibility for gas off-taken at Unregistered Sites following New Network Connections
0407	Standardisation of notice periods for offtake rate changes for all National Grid NTS Exit Users
0398	Limitation on Retrospective Invoicing and Invoice Correction (3 to 4 year solution)

Panel recommended implementation: Ofgem did not direct implementation:

0428A	Single Meter Supply Points
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Panel did not recommend implementation: Ofgem did not direct implementation:

0456	Revision to the treatment of Allocation of Unidentified Gas for the 2013/14 AUG Year
0442A	Amendment to the implementation date of the Allocation of Unidentified Gas Statement (AUGS) for the 2013/14 AUG year
0442	Amendment to the implementation date of the Allocation of Unidentified Gas Statement (AUGS) for the 2013/14 AUG year
0421	Provision for an AQ Review Audit
0410	Responsibility for gas off-taken at Unregistered Sites following New Network Connections
0395	Limitation on Retrospective Invoicing and Invoice Correction

Panel did not recommend implementation: Ofgem directed implementation:

0429	Customer Settlement Error Claims Process
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4. Glossary and plain English summary to be provided with reports

Ofgem guidance indicated that a qualitative assessment of this KPI should be made via customer surveys. The JO annual survey therefore included the question “Do you find the Joint Office’s reports/documentation to be sufficiently clear”, to which 33 respondents (87%) indicated they were satisfied or better.

5. Average number of respondents to consultation

28 consultations on draft modification reports closed in the data sample. These attracted an average of 7 responses (minimum of 1 and maximum of 16) with a median of 6 responses.

0410/0410A	Responsibility for gas off-taken at Unregistered Sites following New Network Connections	16
0398	Limitation on Retrospective Invoicing and Invoice Correction (3 to 4 year solution)	15
0395	Limitation on Retrospective Invoicing and Invoice Correction	15
0442/0442A	Amendment to the implementation date of the Allocation of Unidentified Gas Statement (AUGS) for the 2013/14 AUG year	14
0428/0428A	Single Meter Supply Points	14
0456	Revision to the treatment of Allocation of Unidentified Gas for the 2013/14 AUG Year	13
0429	Customer Settlement Error Claims Process	12
0439	Notice for Enduring Annual Exit (Flat) Capacity Reduction Applications	11
0421	Provision for an AQ Review Audit	11
0424	Re-establishment of Supply Meter Points – prospective measures to address shipperless sites	10
0441	Continuation of Daily Metered (Voluntary) service until the implementation of Project Nexus	9
0422	Creating the permission to release data to Meter Asset Provider organisations	7
0407	Standardisation of notice periods for offtake rate changes for all National Grid NTS Exit Users	7
0462	Introducing Fast Track Self Governance into the Uniform Network Code	6
0437S	Retention of MAM Id in Transporter Systems at Change of Shipper	6
0457S	Extending the use of the UK Link Network (Information Exchange (IX)) to Meter Asset Provider (MAP) organisations	5

0433S	Inclusion of the Transmission to Distribution “System Operator Agreement Guidelines” within the Offtake Arrangements Document	5
0464	Alternative LNG supply to the Scottish Independent Networks (SINs)	4
0449	Introduction of Interconnection Points and new processes and transparency requirements to facilitate compliance with the EU Congestion Management Procedures	4
0447S	Exception to Code Cut Off Date for energy Balancing debt Recovery purpose	4
0443S	Arranging Flow Swaps between NTS/LDZ Offtakes with increased lead times or for prolonged periods	4
0444S	Changes to reflect demerger by APX of OCM Trading System Operator from the Trading System Clearer	2
0438S	Update of UNC TPD Section Y to reflect Exit Reform arrangements	2
0460S	Alignment of capacity and revenue treatment within the NTS Charging Methodology with RIIO-T1 arrangements	1
0459S	Amendments to the 'K' revenue adjustment factor based on RIIO-T1	1
0446S	Correction to termination date in TPD Section X4	1
0436S	Consequential changes to the UNC resulting from RIIO-T1	1
0430	Inclusion of data items relevant to smart metering into existing industry systems	1

6. Percentage of papers published outside of modification rules requirements

The modification rules specify requirements for the publication of modification panel papers, modifications, and modification reports. These have all been met (0% outside modification rules requirements).

7. Number and percentage of reports submitted to the authority in line with original timetable

No timetable is set for when reports should be submitted to the Authority and hence we cannot report on this KPI as described. The modification panel sets a date by which each modification workgroup is requested to report.

During 2013, workgroup reports were received by the panel for 29 modifications. 12 (41.4%) of these were received within the original requested timetable.

8. Number of extensions to timetable requested

At modification panel meetings held in 2013, 52 requests for workgroup reporting timetables to be extended were accepted.

9. Average time between (non-urgent) proposal being raised and submitted for decision

During 2013, the modification panel determined 31 non-urgent modifications. These were considered, on average, 225 days after they were raised (minimum of 27 and maximum of 664 days) with a median of 168 days.

0407	Standardisation of notice periods for offtake rate changes for all National Grid NTS Exit Users	664
0421	Provision for an AQ Review Audit	594
0410	Responsibility for gas off-taken at Unregistered Sites following New Network Connections	588
0410A	Responsibility for gas off-taken at Unregistered Sites following New Network Connections	415
0395	Limitation on Retrospective Invoicing and Invoice Correction	390
0429	Customer Settlement Error Claims Process	377
0428	Single Meter Supply Points	377
0398	Limitation on Retrospective Invoicing and Invoice Correction (3 to 4 year solution)	370
0422	Creating the permission to release data to Meter Asset Provider organisations	303
0433S	Inclusion of the Transmission to Distribution “System Operator Agreement Guidelines” within the Offtake Arrangements Document	273
0430	Inclusion of data items relevant to smart metering into existing industry systems	264
0424	Re-establishment of Supply Meter Points – prospective measures to address shipperless sites	232
0436S	Consequential changes to the UNC resulting from RIIO-T1	195
0441	Continuation of Daily Metered (Voluntary) service until the implementation of Project Nexus	185
0457S	Extending the use of the UK Link Network (Information Exchange (IX)) to Meter Asset Provider (MAP) organisations	170
0439	Notice for Enduring Annual Exit (Flat) Capacity Reduction Applications	168
0443S	Arranging Flow Swaps between NTS/LDZ Offtakes with increased lead times or for prolonged periods	167
0437S	Retention of MAM Id in Transporter Systems at Change of Shipper	167
0449	Introduction of Interconnection Points and new processes and transparency requirements to facilitate compliance with the EU Congestion Management Procedures	160
0462	Introducing Fast Track Self Governance into the Uniform Network Code	140
0428A	Single Meter Supply Points	132
0438S	Update of UNC TPD Section Y to reflect Exit Reform arrangements	111
0460S	Alignment of capacity and revenue treatment within the NTS Charging Methodology with RIIO-T1 arrangements	104
0447S	Exception to Code Cut Off Date for energy Balancing debt Recovery purpose	98
0459S	Amendments to the 'K' revenue adjustment factor based on RIIO-T1	69
0442	Amendment to the implementation date of the Allocation of Unidentified Gas Statement (AUGS) for the 2013/14 AUG year	66
0444S	Changes to reflect demerger by APX of OCM Trading System Operator from the Trading System Clearer	48

0442A	Amendment to the implementation date of the Allocation of Unidentified Gas Statement (AUGS) for the 2013/14 AUG year	48
0446S	Correction to termination date in TPD Section X4	43
0464	Alternative LNG supply to the Scottish Independent Networks (SINs)	41
0456	Revision to the treatment of Allocation of Unidentified Gas for the 2013/14 AUG Year	27

10. Average time between proposal being submitted for decision and decision being published

This KPI disregards self-governance modifications but measures the number of days between the Final Modification Report being issued to Ofgem and the date of a decision letter by Ofgem. During 2013, 20 decisions were received from Ofgem. On average, these were received after 44 days (in the range 8 to 185 days) with a median of 34 days.

0395*	Limitation on Retrospective Invoicing and Invoice Correction	185
0398*	Limitation on Retrospective Invoicing and Invoice Correction (3 to 4 year solution)	185
0421	Provision for an AQ Review Audit	40
0430	Inclusion of data items relevant to smart metering into existing industry systems	39
0449	Introduction of Interconnection Points and new processes and transparency requirements to facilitate compliance with the EU Congestion Management Procedures	36
0439	Notice for Enduring Annual Exit (Flat) Capacity Reduction Applications	36
0428A	Single Meter Supply Points	35
0428	Single Meter Supply Points	35
0424	Re-establishment of Supply Meter Points – prospective measures to address shipperless sites	35
0407	Standardisation of notice periods for offtake rate changes for all National Grid NTS Exit Users	34
0422	Creating the permission to release data to Meter Asset Provider organisations	33
0429	Customer Settlement Error Claims Process	29
0441	Continuation of Daily Metered (Voluntary) service until the implementation of Project Nexus	28
0410A	Responsibility for gas off-taken at Unregistered Sites following New Network Connections	27
0410	Responsibility for gas off-taken at Unregistered Sites following New Network Connections	27
0442A	Amendment to the implementation date of the Allocation of Unidentified Gas Statement (AUGS) for the 2013/14 AUG year	21
0442	Amendment to the implementation date of the Allocation of Unidentified Gas Statement (AUGS) for the 2013/14 AUG year	21
0464	Alternative LNG supply to the Scottish Independent Networks (SINs)	12
0462	Introducing Fast Track Self Governance into the Uniform Network Code	11
0456	Revision to the treatment of Allocation of Unidentified Gas for the 2013/14 AUG Year	8

*Ofgem issued a further consultation on their 'minded-to' position, which extended the duration of the decision-making period

11. Average time between decision and implementation (separately identifying systems and non-system changes)

28 modifications were implemented during 2013, 8 of which required changes to central systems. The average time between decision and implementation was 59 days (with a range of 1 to 396 days) and a median of 22 days.

0398	Limitation on Retrospective Invoicing and Invoice Correction (3 to 4 year solution)	396
0429	Customer Settlement Error Claims Process	256
0428	Single Meter Supply Points	250
0437S	Retention of MAM Id in Transporter Systems at Change of Shipper	98
0441	Continuation of Daily Metered (Voluntary) service until the implementation of Project Nexus	75
0407	Standardisation of notice periods for offtake rate changes for all National Grid NTS Exit Users	39
0446S	Correction to termination date in TPD Section X4	26
0459S	Amendments to the 'K' revenue adjustment factor based on RIIO-T1	25
0447S	Exception to Code Cut Off Date for energy Balancing debt Recovery purpose	25
0436S	Consequential changes to the UNC resulting from RIIO-T1	25
0410A	Responsibility for gas off-taken at Unregistered Sites following New Network Connections	24
0460S	Alignment of capacity and revenue treatment within the NTS Charging Methodology with RIIO-T1 arrangements	22
0457S	Extending the use of the UK Link Network (Information Exchange (IX)) to Meter Asset Provider (MAP) organisations	22
0444S	Changes to reflect demerger by APX of OCM Trading System Operator from the Trading System Clearer	22
0443S	Arranging Flow Swaps between NTS/LDZ Offtakes with increased lead times or for prolonged periods	22
0438S	Update of UNC TPD Section Y to reflect Exit Reform arrangements	22
0433S	Inclusion of the Transmission to Distribution "System Operator Agreement Guidelines" within the Offtake Arrangements Document	22
0449	Introduction of Interconnection Points and new processes and transparency requirements to facilitate compliance with the EU Congestion Management Procedures	11
0439	Notice for Enduring Annual Exit (Flat) Capacity Reduction Applications	10
0422	Creating the permission to release data to Meter Asset Provider organisations	6
0430	Inclusion of data items relevant to smart metering into existing industry systems	5
0464	Alternative LNG supply to the Scottish Independent Networks (SINs)	2
0462	Introducing Fast Track Self Governance into the Uniform Network Code	1
0424	Re-establishment of Supply Meter Points – prospective measures to address shipperless sites	1

12. Number and percentage of reports for which implementation cost estimates were available for consultation

An estimate of implementation costs for central systems (which may be zero) was included in all 31 modifications subject to consultation in 2013 (100%).

13. Accuracy percentage difference (whether higher or lower) between estimated and actual implementation costs

8 of the modifications implemented during 2013 required changes to central systems.

Of these, 1 modification delivered for approximately £43k below lower bound estimate (37% below). Assessment of the actual outturn on the other 7 modifications has yet to be concluded (still in delivery).