

## Representation

### Draft Modification Report

**0474S - Inclusion of the guidelines relating to the “Customer Settlement Error Claims Process” within UNC governance and introduction of the User Pays charges associated with such claims.**

**Consultation close out date:** 07 May 2014

**Respond to:** enquiries@gasgovernance.co.uk

**Organisation:** British Gas Trading

**Representative:** Andrew Margan

**Date of Representation:** 02 May 2014

**Do you support or oppose implementation?**

Support

**Please summarise (in one paragraph) the key reason(s) for your support/opposition.**

Modification 0474S – clearly ensures rules and a process are put in place, so that the Transporter Agent, Xoserve can validate customer claims, which was introduced by Modification 0429. As this change is an improvement on the current arrangements and implements an efficient and cost effective validation process, we are in support.

**Are there any new or additional issues that you believe should be recorded in the Modification Report?**

None identified

**Self Governance Statement:**

*Do you agree with the Modification Panel’s decision that this should be a self-governance modification?*

Agree

**Relevant Objectives:**

*How would implementation of this modification impact the relevant objectives?*

We agree with the Final Modification Report that Introduction of the Guidelines provides a framework for parties to follow, which should allow the efficient and cost effective management of claims, while providing clear guidance on potential charges to process such claims, therefore furthers the relevant objective (f) - promotion of efficiency in the implementation and administration of the Code.

**Impacts and Costs:**

*What analysis, development and ongoing costs would you face if this modification were implemented?*

No costs have been identified

**Implementation:**

*What lead-time would you wish to see prior to this modification being implemented, and why?*

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We support the earliest possible implementation to ensure claims are managed appropriately.

**Legal Text:**

*Are you satisfied that the legal text will deliver the intent of the modification?*

Yes

**Is there anything further you wish to be taken into account?**

*Please provide any additional comments, supporting analysis, or other information that that you believe should be taken into account or you wish to emphasise.*

No

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