

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: E.ON

Representative: Colette Baldwin

Date of Representation: 07 May 2014

Do you support or oppose implementation?

Support

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

This provides a clear process for managing the claims that is transparent.

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

No

Self Governance Statement:

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

Yes

Relevant Objectives:

How would implementation of this modification impact the relevant objectives?

Provides transparency on the process to be used in making a claim which is therefore a efficiency in administration of the network code.

Impacts and Costs:

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

None

Implementation:

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

None

Legal Text:

0474S

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07 May 2014

Version 1.0

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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