

## 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:** RWEpower

**Representative:** Edward Hunter

**Date of Representation:** 6th May 2014

**Do you support or oppose implementation?**

Support

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

This modification provides a framework allowing efficient control and management of claims.

**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?*

Further relevant objective (f) - promotion of efficiency in the implementation and administration of the Code by detailing the process for claims.

**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?*

As soon as is practicable.

0474S

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Version 1.0

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**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.