

# **Change Order Form UPCO009**

For

**UNC Modification 0472S – Reporting the number of  
registration attempts by a Supplier.**

**Please send completed CO Form to  
[xserve.userpays@xserve.com](mailto:xserve.userpays@xserve.com)**

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**BLUE TEXT SHOULD BE OVERTYPED, PURPLE TEXT IS FOR INFORMATION/GUIDANCE**

Admin Details	
Title	<b>UNC Modification 0472S – Reporting the number of registration attempts by a Supplier.</b>
Submission date	<b>04/09/2014</b>
Expected Beneficiaries <i>Indicate the impacted organisations</i>	<p><i>Please insert an X in the appropriate box(es):</i></p> <p><input checked="" type="checkbox"/> All User Pays Customers (Gas Shippers, Transporters, Major Energy Users)</p> <p><i>Or select individually as follows:</i></p> <p><input type="checkbox"/> Gas Transporters</p> <p><input type="checkbox"/> Gas Shippers</p> <p><input type="checkbox"/> xoserve</p> <p><input type="checkbox"/> Major End Users</p>
CO Raising Organisation	<b>RWEnpower</b>
User Pays Contract Manager	<b>Shobeag Khatun</b>
User Pays Contract Manager contact details	<b>Shobeag.Khatun@npower.com</b> <b>07833 235689</b>
Customer subject matter expert	<b>Edward Hunter</b>
Customer subject matter expert contact details	<b>Edward.Hunter@npower.com</b> <b>07788 309163</b>
xoserve subject matter expert (if known)	<b>{Name, if applicable}</b>

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### Change Details

**Change priority :**

*Please insert an X in the appropriate box and include a explanatory statement below;*

☐

Non-Urgent

☒

Urgent

The modification is implemented under the UNC 15<sup>th</sup> Sep 2014.

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## Change overview:

*Please insert an X in the appropriate box and include full change description below;*

☒ Change to existing service    ☐ New service

At the moment there is no restriction on the number of registration attempts that a Shipper can make when attempting to gain a customer. This can lead to numerous repeated attempts to register the customer when this is not appropriate, e.g. when the customer is under contract to their existing Supplier. These repeated registration attempts are inefficient, as they have to be responded too. It has been identified that an existing Shipper cannot identify the proposing Shipper attempting registration, however Xoserve can report on these issues where repeated inappropriate registration attempts may have been made.

This modification proposes that reporting the number of registration attempts where customers are under contract is required to prevent multiple unwarranted registration attempts and drive correct behaviour. It will also assist Shippers in resolving specific incidents of this type. This has significant customer benefit by enabling the incumbent Shipper to identify the proposing Shipper and resolve the issue resulting more efficient switching.

1) Circumstances may arise where the Existing Registered User receives a 5 or more Confirmation notifications from the Transporter during a 3 calendar month period and may object to the proposed transfer of ownership using a valid Supply point Objection reason code.

2) Subject to 1), the Existing Registered User may contact the relevant Transporter who will identify the

Proposing User or Users attempting to register the relevant Supply Meter Point.

3) Provided 5 or more Supply Point Confirmations have been made within 3 calendar months by the same Proposing User, the Transporter will notify the identity of the relevant Proposing User to the Existing Registered User and will confirm to the Existing Registered User that the Proposing User has submitted 5 or more Supply Point Confirmations within 3 calendar months.

4) Where the conditions of the above information request are not met the Transporter will reject such request.

5) For clarity to ensure this a prospective modification it will only apply to confirmations made after the 1<sup>st</sup> September 2014.

The service provided will enable Xoserve to release the name of a Shipper who has submitted 5 or more Supply point confirmation attempts for a specific site.

The name of the Shipper can only be released if these attempts are within a 3 month period.

The period commences from Sep 2014.

**Additional information:**

UNC Modification documentation can be found here:

<http://www.gasgovernance.co.uk/0472>.

Copy of the Legal text in the UNC:

**TPD Section G 2.8**

**Amend paragraph 2.8.1 to read as follows:**

**2.8 Effect of Confirmation: Existing Supply Points not already withdrawn**

2.8.1 Where, at the time a User submits a Supply Point Confirmation which is not rejected by the Transporter, there is any Existing Supply Point in respect of which a Supply Point Withdrawal has not been submitted:

(a) the Transporter will, as soon as reasonably practicable and in any event within 2 Supply Point Systems Business Days after the Supply Point Confirmation was submitted, notify the Existing Registered User of the submission of the Supply Point Confirmation and the Proposed Supply Point Registration Date, but, except in accordance with paragraph 2.8.9, not the identity of the Proposing User;

(b) the Existing Registered User may, up to but not after:

(i) the 7th Supply Point Systems Business Day after the date of notification to the Existing Registered User of the submission of the Supply Point Confirmation; or

(ii) if earlier, the 8th Business Day before the Proposed Supply Point Registration Date, (in either case the “**Objection Deadline**”) submit to the Transporter an objection (“**Supply Point Objection**”) in respect of such Existing Supply Point provided that the Existing Registered User shall not submit such Supply Point Objection where a domestic consumer supplied with gas at the Existing Supply Point has ceased or is to cease to own or occupy the relevant premises; and

(c) the Proposing User may, subject to paragraph 2.8.8 (in the case of a Smaller Supply Point) up to but not after the 8th Supply Point Systems Business Day before the Proposed Supply Point Registration Date submit to the Transporter a cancellation (“**Supply Point Confirmation Cancellation**”) in respect of such Supply Point Confirmation.

*Add new paragraph 2.8.9 to read as follows:*

2.8.9 Where the Existing Registered User:

(a) receives five or more notifications of Supply Point Confirmations after 1 September 2014 in respect of an Existing Supply Point within a period of three consecutive calendar months; and

(b) makes a request for disclosure of the Proposing User’s identity, the Transporter will disclose the identity of the Proposing User to the Existing Registered User but only where such Proposing User has submitted five or more Supply Point Confirmations after 1 September 2014 and within a period of three consecutive calendar months.

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