

## **REVIEW GROUP 0083R**

### **AMENDMENT TO ALLOWABLE ACCESS DENIED FOR EACH USER**

#### **REVIEW GROUP REPORT**

##### **Scope of Review Group**

The group considered how Access-denied should be dealt with to ensure that TransCo is not unfairly penalised where it is unable to provide a meter reading due to a meter being access-denied.

The Network Code contains a number of rigorous conditions that TransCo must satisfy, including requesting updated access details from shippers, before a site can be classified as Access-denied. Initially for each Shipper there was an allowable cap of 5% of failed reads for the previous month.

##### **The group:**

Clarified the actual levels of Access-denied across the population.

Reviewed shipper response to Access-denied reports and considered how TransCo could facilitate the process further.

Considered whether it is appropriate to have a cap on Access-denied sites.

##### **Progress Steps**

At the first meeting TransCo demonstrated that the actual levels of Access-denied exceeded the allowable cap of 5% and it was agreed to raise the cap, for a trial period, to 40% of allowable fails for the previous month.

Shippers were asked to use the trial period to review their requirements for receipt of the monthly reporting of access denied information. Traditionally, and in line with the Network Code, this information was sent monthly in paper report form. An electronic disk was offered to Shippers on their request.

In addition Shippers agreed to respond to TransCo requests for updated access details.

At further meetings TransCo demonstrated that:

During the trial period, the level of access-denied had exceeded the higher cap of 40%.

There had been minimal response with updated access details, despite information being sent on disk.

TransCo offered to contact end-users direct to help improve access details.

Shippers were concerned that:

Total removal of the cap would not incentivise TransCo to perform.

The format of the information supplied to them was resource-intensive to action. However many shippers acknowledged that even though information was now forwarded on disk they had still not been responding.

### **Actions Taken**

It was agreed that the cap should be raised to 80% for calculating severe and continuing liabilities, and that any meter classified as access-denied should not contribute to mild performance failure.

Urgent modification 0108 was raised to amend the Network Code and was implemented on 23rd December 1996.