

Standards of Service Sub-committee Minutes

Thursday 22 April 2010

Holiday Inn, 61 Homer Road, Solihull

Attendees

Bob Fletcher (Chair)	BF	Joint Office of Gas Transporters
Helen Cuin (secretary)	HC	Joint Office of Gas Transporters
Anne Jackson	AJ	SSE (Alternate)
Bali Dohel	BDo	Scotia Gas Networks
Brian Durber	BDu	E.ON UK (Member)
Dave Watson (teleconference)	DW	British Gas/Centrica (Member)
Linda Whitcroft	LW	xoserve
Joanna Ferguson	JF	Northern Gas Networks

1. Status Review

1.1. Minutes from January 2010 SoS Sub-committee meeting

It was noted that at the last meeting Adam Frak was incorrectly assigned to E.ON instead of SSE and that Bali Dohel should be abbreviated as BDo to avoid confusion with Brian Durber.

The Minutes of the previous meeting were then approved.

1.2. Review of Actions from January 2010 SoS Sub-committee meeting

Action SoS0101: xoserve to provide a definition of invalid queries.

Action Update: xoserve provided a copy of the Standards of Service Query Management Operational Guidelines, which explains invalid queries. **Complete.**

Action SoS0102: xoserve to review the removal of redundant legacy queries.

Action Update: LW confirmed that she would obtain a Post Meeting update from Tricia Moody, xoserve. **Carried Forward.**

Action SoS0103: Joint Office to ensure Metering performance reporting is discussed at the next Offtake Workstream Meeting.

Action Update: ST confirmed that the next Offtake Workstream will be to examine the Meter Error Notification Guidelines. It was suggested this would provide an ideal opportunity to discuss Metering performance reporting. **Carried Forward.**

Action SoS0104: Joint Office to ensure the scope of the Standards of Service Subcommittee is discussed at the next UNC Committee meeting.

Action Update: BF confirmed that the UNCC did not want to extend the scope of the Standards of Service Sub-committee. It was confirmed additional topics can be proposed and could be considered by UNCC Members prior to reporting at the Standards of Service Sub committee. **Complete.**

2. Performance and Payments to Date

No Performance issues were reported.

BDo highlighted that there was an entry for a Network Code obligation: Gas Not Available below 2500 therms per annum. She believed that this item does not need to be on the report.

3. AOB

LW requested that Tricia Moody and Richards Jones are added to the circulation list for future SoS meetings.

4. Diary Planning for Workstream

10:00 22 July 2010, Holiday Inn, 61 Homer Road, Solihull.

Action Table

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
SoS0101	28/01/10	2.0	xoserve to provide a definition of invalid queries	xoserve (LW)	Complete
SoS0102	28/01/10	2.0	xoserve to review the removal of redundant legacy queries.	xoserve (LW)	Carried Forward
SoS0103	28/01/10	4.0	Joint Office to ensure Metering performance reporting is discussed at the next Offtake Workstream Meeting	Joint Office	Carried Forward
SoS0104	28/01/10	4.0	Joint Office to ensure the scope of the Standards of Service Subcommittee is discussed at the next UNC Committee meeting.	Joint Office	Complete