

## Standards of Service Sub-committee Minutes

Thursday 24 September 2009

Elexon, 350 Euston Road, London

### Attendees

Bob Fletcher (Chair)	BF	Joint Office of Gas Transporters
Helen Cuin (Secretary)	HC	Joint Office of Gas Transporters
Bali Dohel	BD	Scotia Gas Networks
Brian Durber	BDu	E.ON UK ( <b>Member</b> )
Chris Hill	CH	RWE Npower
Chris Warner	CW	National Grid Distribution
Joanna Ferguson	JF	Northern Gas Networks
Joel Martin	JM	Scotia Gas Networks
Lorraine McGregor *teleconference	LM	Scottish Power ( <b>Member</b> )

### Apologies

Linda Whitcroft	LW	xoserve
Adam Frak	AF	Scottish and Southern Energy ( <b>Member</b> )
Mitch Donnelly	MD	British Gas ( <b>Member</b> )

## 1. 1. Status Review

### 1.1. Minutes from January 2009 and July 2009 SoS Sub-committee meeting

No comments were received. The Minutes of the previous meetings were approved.

### 1.2. Review of Actions from January and July 2009 SoS Sub-committee meeting

BF reported that there are no outstanding actions to review from the January and July 2009 meetings and that Bali Dohel had agreed to become the Transporters Representative.

## 2. Performance and Payments to Date

BD asked if members had received the June or July 2009 Standards of Service (Modification 0565) Reports. Some members believed they had not received the report.

**Action SoS0901:** xoserve to ensure all members and new members are added to the xoserve circulation list for future Modification 0565 reports.

**Post Meeting Update:** HC emailed xoserve to ensure all required recipients are added to the xoserve Modification 0565 circulation list.

BF provided copies of the June 2009 to attendees. BD asked if there were any queries with the report provided. BDu questioned the percentages reported on Page 2. Some of the percentages were greater than 100% and members wished to be reminded of the calculation process to understand how and why this occurs.

**Action SoS0902:** BD to provide members with examples of why percentages greater than 100% can occur.

BDu questioned the Legacy Obligation statistics provided on page 3, he asked if BD could explain what they are and if they should remain in the report as the obligations were no longer contained within UNC.

**Action SoS0903:** BD to confirm what the Legacy Obligation statistics relate to and if they still need to be reported on.

BDu suggested that it would be useful if a presentation could be provided at the next meeting to remind members of each of the Standards of Services and what the statistics relate to. It was also suggested that the sub-committee considered its remit and purpose of meetings. BD agreed to provide a presentation. BD asked if recipients of the report contact xoserve with any issues with the report.

**Action SoS0904:** BD to provide a Standards of Service Presentation at the January Meeting.

BF suggested that the next Standards of Service Meeting is scheduled on a separate day to the Distribution Workstream Meeting and to utilise the Meeting Zone Service if members cannot be present.

**Action SoS0905:** Joint Office to schedule the January 2010 Standards of Service Meeting.

**3. AOB**

None.

**4. Diary Planning for Workstream**

January 2010, Solihull (Teleconference/Meeting Zone).

**Action Table**

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
SoS0901	24/09/09	2.0	xoserve to ensure all members and new members are added to the xoserve circulation list for future Modification 0565 reports.	xoserve	Pending
SoS0902	24/09/09	2.0	BD to provide members with examples of why percentages greater than 100% can occur.	Scotia Gas Networks (BD)	Pending
SoS0903	24/09/09	2.0	BD to confirm what the Legacy Obligation statistics relate to and if they still need to be reported on.	Scotia Gas Networks (BD)	Pending
SoS0904	24/09/09	2.0	BD to provide a Standards of Service Presentation at the January Meeting.	Scotia Gas Networks (BD)	Pending
SoS0905	24/09/09	2.0	Joint Office to schedule the January 2010 Standards of Service Meeting.	Joint Office (HC/BF)	Pending