

Standards of Service Sub-committee Minutes

Thursday 28 January 2010

31 Homer Road, Solihull, B91 3LT

Attendees

Bob Fletcher (Chair)	BF	Joint Office of Gas Transporters
Helen Cuin (secretary)	HC	Joint Office of Gas Transporters
Adam Frak (teleconference)	AF	SSE (Member)
Brian Durber	BD	E.ON UK (Member)
Chris Hill	CH	RWE Npower (Member)
Dave Watson	DW	British Gas/Centrica (Member)
Linda Whitcroft	LW	xoserve
Mandip Grewal	MG	Northern Gas Networks
Mark Jones (teleconference)	MJ	Scottish and Southern Energy (Member)
Richard Jones	RJ	xoserve
Simon Trivella	ST	Wales & West Utilities
Sue Davies	SD	Wales & West Utilities
Tricia Moody	TM	xoserve

1. Status Review

1.1. Minutes from September 2009 SoS Sub-committee meeting

The Minutes of the previous meeting was approved.

1.2. Review of Actions from September 2009 SoS Sub-committee meeting

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

Action Update: It was confirmed all members present had received the most recent report. **Complete.**

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

Action Update: RJ provided a brief presentation to explain how percentages greater than 100% can occur. See item 2. **Complete.**

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

Action Update: RJ explained which Legacy obligations were now redundant. It was suggested that redundant Legacy Obligations could be removed from the report. See item 2. **Complete.**

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

Action Update: See action updates SoS0902 and SoS0903. **Complete.**

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

Action Update: Complete.

2. Review of Standards of Service

RJ provided a presentation produced by Scotia Gas Networks explaining how the Shadow Log and User limits can affect the percentage calculations. He explained that the Shadow Log, the Determination of User Limits and how the Daily average amount is determined based on the daily average of valid queries received each month. The presentation provided an illustration how queries received above the daily average amount affect the calculations and result in percentages greater than 100%. He explained it's the excess and the invalid queries that skew the percentages. It was questioned if the calculation provided meaningful data. LW explained that an increase would indicate to Shipper's excess in allowed number of queries and invalid queries.

DW questioned if the operational meetings address invalid queries in an attempt to reduce these. DW also questioned if there was a certain element of stock piling of queries. RJ suggested that this may happen. DW was keen to address any areas possible to assist with reducing invalid queries.

BD asked what the definition of an invalid query was. LW explained queries can be submitted by Shippers challenging ownership or duplication, once investigated these challenges can determine that the registered ownership is correct or the site is not a duplicate, this would then be classified as an invalid query. LW explained that invalid challenges need to be removed from the standards of service payments as it would not be right to pay liabilities for such queries.

BD asked if xoserve would be able to provide a definition of an invalid query and if it was possible to look further into the definition.

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

RJ explained some of the legacy queries. He explained that some legacy queries have been replaced and could possibly be removed from the report.

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

3. Performance and Payments to Date

LW highlighted that there were some failures on the Nominations Referred large and small standards, she also highlighted some failures to supply gas.

4. AOB

BD asked if there would be any value in reviewing the scope of the Standards of Service Group. He highlighted that there was not a separate Terms of Reference for the group.

He asked if additional statistics could be reported for example metering performance for better transparency. He believed there was an opportunity to look at the audit and validations of meters.

ST suggested that this could be included with the Offtake Workstream. He believed that the level of information required needs to be discussed at the Offtake Workstream and suggested that further consideration could be given to this at the next Offtake Workstream.

BF suggested that the scope of the Standards of Service Subcommittee is discussed at the next UNC committee meeting.

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

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

5. Diary Planning for Workstream

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

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

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	Complete
SoS0902	24/09/09	2.0	BD to provide members with examples of why percentages greater than 100% can occur.	Scotia Gas Networks (BDo)	Complete
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 (BDo)	Complete
SoS0904	24/09/09	2.0	BD to provide a Standards of Service Presentation at the January Meeting.	Scotia Gas Networks (BDo)	Complete
SoS0905	24/09/09	2.0	Joint Office to schedule the January 2010 Standards of Service Meeting.	Joint Office (HC/BF)	Complete
SoS0101	28/01/10	2.0	xoserve to provide a definition of invalid queries	xoserve (LW)	Pending
SoS0102	28/01/10	2.0	xoserve to review the removal of redundant legacy queries.	xoserve (LW)	Pending
SoS0103	28/01/10	4.0	Joint Office to ensure Metering performance reporting is discussed at the next Offtake Workstream Meeting	Joint Office	Pending
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	Pending