

Agreement for the Provision of Information, Data Processing, Invoicing and Supply Point Administration Services in relation to the Transmission and Distribution of Gas in Great Britain

Direct Code
service

Direct Non-
Code

GT Agency
Code Service

GT Agency
Non-Code
Service

UK Link
Manual

No longer
required

Comment or
needs thought

Schedule 2 – Service Requirements

1. Introduction

1.1 In this Schedule 2 in respect of each Service Requirement:

- (a) **Service Description** is a description of a number of related Service Requirements;
- (b) **Service Requirement Description** is a description of a service to be provided by the Service Provider to each Network Operator;
- (c) **Service Requirement Trigger** identifies or describes the event, the occurrence of which, gives rise to the requirement that the Service Provider provides the Service Requirement;
- (d) **Service Requirement Output** is the service which the Service Provider must provide following the occurrence of the Service Requirement Trigger;
- (e) **Time for Delivery of Service Requirement** is the time by which the Service Provider must provide the Service Requirement Output;
- (f) **How Service Requirement is Delivered** identifies the systems Service Provider software or describes the means by which the Service Requirement Output is delivered; and
- (g) **Corresponding Requirement** identifies, where appropriate, the obligation in the GT Licence or Uniform Network Code in respect of which the Service Requirement relates.

1.2 Nothing in this Schedule 2 shall be construed as giving rise to any additional obligation, or varying any existing obligation, as between a Network Operator and Users in respect of the subject matter of the Uniform Network Code as contained therein.

2. Interpretation

2.1 In respect of a Service Requirement:

- (a) the Service Requirement Trigger will only be deemed to have occurred where, if the trigger is:
 - (i) the receipt of or the submission of a UK Link Communication, where the UK Link Communication is given or submitted in the form specified in, and is otherwise in accordance with the requirements of, the UK Link Manual;
 - (ii) the receipt of or the submission of a Conventional Notice, where the Conventional Notice is given or submitted in the form specified in, and is otherwise in accordance with the requirements of, the Uniform Network Code;
 - (iii) the receipt of or the submission of any other notice where the notice is given or submitted in the form specified, and is otherwise in accordance with Schedule 8;
 - (iv) a particular time during a day or a particular day during a month, the falling of the particular time or day and otherwise in accordance with this Agreement;
 - (v) the taking of a particular step under the Uniform Network Code, a Network Operator or User has taken such step in accordance with and pursuant to the Uniform Network Code;
- (b) the time at which the Service Requirement Trigger will be deemed to have occurred for the purposes of this Agreement shall be same time at which the UK Link Communication, the Conventional Notice or other notice or step is deemed to have been received or taken in accordance with the UK Link Manual, the Uniform Network Code and this Agreement.

- 2.2 Where in relation to a Service Requirement the Time for Delivery of Service Requirement is expressed as being:
- (i) within a specified number of Business Days following the Service Requirement Trigger, the first of such Business Days shall be the Business Day following the Day on which the Service Requirement Trigger is deemed to have occurred;
 - (ii) within a specified number of hours following the Service Requirement Trigger, the number of hours shall be calculated from the hour bar next falling following the time at which the Service Requirement Trigger is deemed to have occurred.
- 2.3 In respect of a Service Requirement Output the How Service Requirement Delivered shall be treated as including a requirement that where the means of delivery is expressed as being by:
- (i) UK Link Communication, the UK Link Communication be given in the form specified in, and be otherwise in accordance with, the UK Link Manual;
 - (ii) Conventional Notice, the Conventional Notice be given in the form specified in the UK Link Manual, and be otherwise in accordance with, the Uniform Network Code; and
 - (iii) ConQuest, in accordance with the protocol defined in the Standards of Service Query Management Operational Guidelines.
- 2.4 Where in relation to a Service Requirement the How Service Requirement Delivered is expressed as being by UK Link Communication where the relevant Supply Point is a Unique Site the How Service Requirement Delivered shall instead be by way of Conventional Notice or email.
- 2.5 For the avoidance of doubt, the Corresponding Requirement is set out in this Schedule 2 for information purposes only.
- 2.6 Where a Network Operator has notified the Service Provider of the appointment of a User Agent (in accordance with paragraph 8 of Schedule 8) the Service Provider shall send such Code Communications and deliver such Service Requirement Outputs as are consistent with the terms of the User Agent's appointment to the User Agent (and not the User), and references in this Schedule 2 to the User shall be deemed to be references to the User Agent.
- 2.7 Where paragraph 2.6 applies and a Network Operator notifies the Service Provider that:
- (a) the User has revised the terms of appointment for the User Agent, it shall continue to apply consistent with the terms of appointment as revised from the date such revisions are to have effect; and
 - (b) the User has terminated the appointment of the User Agent, it shall cease to apply from the date such termination is to have effect.
- 2.8 Where a User notifies a Network Operator that it wishes to receive Code Communications for the purposes of TPD Sections G1.3 by Conventional Notice the Service Provider shall deliver all relevant Service Requirement Outputs by way of Conventional Notice.

3. Uniform Network Code processes and calculations

- 3.1 Where in relation to a Service Requirement the Service Provider must, in order to be able to provide the Service Requirement Output, process data and perform calculations in accordance with the relevant provisions of the Uniform Network Code (including the UK Link Manual and the Energy Balancing Credit Rules) the Service Provider shall perform such processes and calculations in accordance with the relevant provisions of the Uniform Network Code (including the UK Link Manual and the Energy Balancing Credit Rules) and the Service Requirement Output shall be treated as including a requirement that the Service Provider shall be responsible for processing such data and performing such calculations.
- 3.2 For the avoidance of doubt, in relation to the relevant Service Requirements, the Service Provider shall perform each and all of the processes and calculations (including the calculation of relevant quantities and of relevant charges) set out in the Uniform Network Code, including, without limitation, those calculations set out in TPD Sections D, E, F, M, S and X.

4. Agent

In relation to the Services in Part 3 of this Schedule 2 and in respect of the exercise by a Network Operator of the rights referred to in TPD Sections U2.7.1, U2.7.2 and U3.5.2 of the Uniform Network Code and, if agreed between the Service Provider and the Network Operators' Representative, in respect of any other rights under the Uniform Network Code, each Network Operator hereby appoints the Service Provider as its agent for the purposes only of the exercise of such rights.

5. User Pays Services

As part of the Gas Distribution Price Control Review (2008-13) process, Ofgem consulted on introducing “user pays” arrangements to fund certain Service Provider services. The new arrangements were implemented in the Gas Transporter Licence through Standard Special Condition A15 (Agency), which introduced a joint Agency Charging Statement ACS), prepared by Gas Transporters, setting out the scope of user pays services and core services, the charging methodology for user pays services and the charges themselves.

The obligations to maintain the ACS and provide user pays services will be discharged by the Service Provider as Transporter Agency for the Transporters through this Agreement.

UNC Modification Proposal 188 (Introduction into the UNC of the Agency Charging Statement ("User Pays")) gives effect to and identifies the purpose of the ACS in the UNC. The proposal also categorised the services as “code ACS Services” (those provided under the terms of the UNC), and “non-code ACS Services” (those provided under commercial arrangements between the Service Provider and the user).

The User Pays Services are outlined in Part 5 of this Schedule 2. The Service Provider performs all of the User Pays Services. The User Pays Charge for Code Services are invoiced to Users in the name of the relevant Transporter. The User Pays Charge for Non-Code Services are invoiced to users in the name of the Service Provider.

PART 1: PROVISION OF SERVICES IN RELATION TO OBLIGATIONS UNDER UNIFORM NETWORK CODE

PART 1A: PROVIDE AND MAINTAIN A SUPPLY POINT REGISTER

SERVICE LINE - MANAGE SUPPLY POINT REGISTRATION

Service Description The maintenance of a Supply Point Register for a Network Operator containing information in relation to all Supply Points, Supply Meter Points and Supply Point Premises connected to a Network Operator's pipe-line system and the updating thereof, following the receipt of relevant information from Users, receiving Supply Point Nominations, submitting Supply Point Offers, accepting Supply Point Confirmations, considering Supply Point Objections and receiving Isolation requests in all cases for the purposes of facilitating the transfer of Supply Points between Users

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
1.	Maintain a Supply Point Register in respect of all Supply Meter Points, Supply Points and Supply Point Premises recording the information specified in TPD Section G1.9.2	A change to, or requirement to record for the first time, the information specified in TPD Section G1.9.1, in either case by reason of the operation of the Uniform Network Code	Update or record relevant information in the Supply Point Register in respect of relevant Supply Meter Points, Supply Points and Supply Point Premises	Unless otherwise provided for in this Schedule 2, within two (2) Business Days of requirement to change or record details in the Supply Point Register	Electronic update to Supply Point Register	TPD Sections G1.9, G7.3.1 and G7.3.2	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
2.	Respond to Supply Point Enquiry	Receipt of Supply Point Enquiry from a User in accordance with TPD Section G1.17.3	Send Enquiring User a response in relation to the relevant Supply Point in accordance with TPD Section G1.17.6 or reject enquiry and send Enquiring User details of reason for rejection of the Supply Point Enquiry	Within two (2) Business Days of receipt of the Supply Point Enquiry	UK Link Communication	TPD Section G1.17	
3.	Respond to Supply Point Nomination	Receipt of Supply Point Nomination from a Proposing User in accordance with TPD Section G2.3.1 and G2.3.2	Send Proposing User a Supply Point Offer in relation to the relevant Supply Point in accordance with TPD Section G2.4, reject the Supply Point Nomination in accordance with TPD Section G2.3.6 and send User details of the reasons for rejection or send User and relevant Network Operator a referral notice	Within two (2) Business Days of receipt of the Supply Point Nomination	UK Link Communication	TPD Section G2.3.4(a)	
4.	Submission of Supply Point Offer following submission of referral notice to a Network	Receipt of response from a Network Operator following a receipt of a Supply Point Nomination	Send User a Supply Point Offer in relation to the relevant Supply Point in accordance with	Within two (2) Business Days of receipt of a response to the	UK Link Communication	TPD Sections G2.3.4 (b) and	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
	Operator	that has been referred to the Network Operator	TPD Section G2.4 or reject the Supply Point Nomination and send the User details of the reasons for rejection of the Supply Point Nomination	referral from the Network Operator		G2.3.8	
5.	Notification of the prevailing Supply Point Capacity or Bottom-Stop Supply Point Capacity becoming greater than the Offered Supply Point Capacity	Receipt of notification by the Service Provider of the occurrence of the circumstances referred to in TPD Section G2.4.5 (a)(i) or (ii) at any time prior to the submission of a Supply Point Confirmation by the Proposing User	Send Proposing User notice that Supply Point Offer has lapsed	Within two (2) Business Days of the prevailing Supply Point Capacity or Bottom-Stop Supply Point Capacity becoming greater than the Offered Supply Point Capacity	UK Link Communication	TPD Section G2.4.5 (a)	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
6.	Notification of application of TPD Section G2.7.3	Receipt of notice from relevant Network Operator in relation to a Proposed Supply Point including a DM Supply Point Component of the occurrence of the circumstances referred to in TPD Section G2.4.5 (b) at any time prior to submission of Supply Point Confirmation by the Proposing User	Send Proposing User notice of change to prevailing Supply Point Capacity and application of TPD Section G2.7.3 in relation to the Supply Point	Within two (2) Business Days of the receipt of information of occurrence of circumstances in TPD Section G2.4.5 (b)	UK Link Communication	TPD Section G2.4.5(b)	
7.	Notification of revision to Annual Quantity or End User Category	A change in the Annual Quantity or End User Category in relation to a Proposed Supply Point including a NDM Supply Point Component of the occurrence of the circumstances referred to in TPD Section G2.4.7(a) during the period a Supply Point Offer remains valid	Send Proposing User notice of change to Annual Quantity or End User Category in relation to the relevant Supply Point	Within two (2) Business Days of the change of the Annual Quantity or End User Category	UK Link Communication	TPD Section G2.4.7	
8.	Respond to Supply Point Confirmations	Receipt of Supply Point Confirmation from a Proposing User in accordance with TPD	Send Proposing User notice acknowledging receipt of Supply Point Confirmation in relation	Within two (2) Business Days of receipt of the Supply Point	UK Link Communication	TPD Sections G1.7.12, G2.5.11	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
		Sections G1.7 (where the Proposed Supply Point includes a Shared Supply Meter Point) G2.5.1, 2.5.8, 2.6.1 and 2.7.1	to the relevant Supply Point (together with the logical Meter number) or rejecting Supply Point Confirmation and details of reasons for rejection of Supply Point Confirmation	Confirmation		and G2.6.3	
9.	Notice of change to prevailing Supply Point Capacity or Bottom-stop Supply Point Capacity prior to Supply Point Registration Date	Receipt of notification by the Service Provider of the occurrence of a ratchet in relation to a Proposed Supply Point (which includes a DM Supply Point Component) in the circumstances referred to in TPD Section G2.7.4(a)(i) or (ii) at any time after submission of a Supply Point Confirmation by the Proposing User but prior to the Supply Point Registration Date	Send Proposing User notice of increased Confirmed Supply Point Capacity in relation to the Supply Point	Not later than the fifth (5th) Business Day following the Supply Point Registration Date	UK Link Communication	TPD Section G2.7.5	
10.	Notification to existing User of receipt of Supply Point	Receipt of Supply Point Confirmation from a Proposing User which is not rejected in relation to	Send existing User notice of submission of a Supply Point Confirmation in relation	Within two (2) Business Days of receipt of the Supply Point	UK Link Communication	TPD Section G2.8.1(a)	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
	Confirmation	a Supply Point in respect of which a Supply Point Withdrawal has not been submitted in accordance with TPD Section G2.8.1	to the relevant Supply Point and the Proposed Supply Point Registration Date	Confirmation			
11.	Respond to Proposing User following Supply Point Objection	Receipt of Supply Point Objection from the Registered User in accordance with TPD Section G2.8.3	Send notice to Proposing User of objection in relation to the relevant Supply Point and where objecting User is required to declare its identity, notify the Proposing User of the identity of the objecting User; and where the objection was raised at the request of the Consumer and the reasons for the objection have been provided, notify such reasons to the Proposing User	Within two (2) Business Days of receipt of Supply Point Objection	UK Link Communication	TPD Section G2.8.3(b), (c) and (e)	
12.	Respond to objecting User following receipt of Supply Point Objection	Receipt of Supply Point Objection from the Registered User in accordance with TPD Section G2.8.3	Send notice to objecting User of acceptance or rejection of Supply Point Objection	Within two (2) Business Days of receipt of Supply Point Objection	UK Link Communication	TPD Section G2.8.3	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
13.	Notification of Supply Point Objection not withdrawn	Receipt of Supply Point Objection from an objecting User which is not withdrawn by the objecting User by the earlier of the 7th Business Day following the Day on which the Supply Point Objection was received or the Objection Deadline	Send Proposing User notice of lapse of Supply Point Confirmation in relation to the relevant Supply Point	By not later than the fifth (5th) Business Day before the Proposed Supply Point Registration Date	UK Link Communication	TPD Section G2.8.6	
14.	Notification to Proposing User of effectiveness of Supply Point Confirmation	Receipt of Supply Point Confirmation from a Proposing User where the Proposed Supply Point has been withdrawn by the existing User	Send Proposing User notice of Supply Point Confirmation in being effective in relation to the relevant Supply Point and the information in relation to the Supply Point to be included in the Supply Point Register	By not later than the fifth (5th) Business Day before the Proposed Supply Point Registration Date	UK Link Communication	TPD Sections G2.8.8(a) and G2.9.1	
15.	Notification to existing User of effectiveness of Supply Point Confirmation	Passing of Objection Deadline	Send existing User notice of effectiveness of Supply Point Confirmation in relation to the relevant Supply Point and details of the identity of the gas supplier	By not later than the fifth (5th) Business Day before the Proposed Supply Point Registration	UK Link Communication	TPD Section G2.8.8(b)	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
				Date			
16.	Notification of Withdrawing Supply Meter Point	Submission of Supply Point Withdrawal notice in relation to a Supply Meter Point not comprised in a Proposed Supply Point in respect of which a Supply Point confirmation is effective	Make available to all Users details of relevant Supply Meter Point which is Isolated	As soon as reasonably practical following receipt of Withdrawal Notice	Email report, on receipt of request from a User	TPD Section G3.1.4	
17.	Respond to Supply Point Withdrawal notice	Receipt of Supply Point Withdrawal notice from a Withdrawing User in accordance with TPD Section G3.1.2	Send Withdrawing User notice of acceptance or rejection of Supply Point Withdrawal notice in relation to the relevant Supply Point and where rejected the reason for rejection of the Supply Point Withdrawal notice	Within two (2) Business Days of acceptance of the Withdrawal Notice	UK Link Communication	TPD Sections G3.1 and G3.2	
18.	Notification that Withdrawing Supply Meter Point comprised in a Proposed Supply Point for which the Supply Point Confirmation is effective	Receipt of Supply Meter Point Withdrawal notice from a Withdrawing User for a Supply Meter Point which is comprised in a Proposed Supply Point for which the Supply Point Confirmation is effective	Send Withdrawing User notice that Withdrawing Supply Meter Point comprised in a Supply Point Confirmation which is effective	Within two (2) Business Days of the Supply Point Confirmation becoming effective	UK Link Communication	TPD Section G3.1.5	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
19.	Notification of Supply Point Withdrawal comprising Shared Supply Meter Points	Receipt of Supply Point Withdrawal notice from a Withdrawing User for a Supply Point which comprises a Shared Supply Meter Point	Send other Sharing Registered User(s) notice of receipt of Supply Point Withdrawal notice for a Supply Point which comprises the Shared Supply Meter Point	Within two (2) Business Days of the receipt of the Supply Point Withdrawal Notice	Email	TPD Section G3.1.6	
20.	Notification of Opening Meter Read for NDM Supply Meter Point	In relation to a NDM Supply Meter Point a Supply Point Withdrawal is effective in accordance with TPD Section G3.2.1 and a Proposing User provides the Service Provider with an Opening Meter Reading in accordance with TPD Section M3.8	Send Withdrawing User notice of Opening Meter Reading and whether or not the Opening Meter Reading passed validation in accordance with TPD Section M3.3.8	Within five (5) Business Days of the Day on which the Opening Meter Reading was received	UK Link Communication	TPD Section G3.2.1	
21.	Respond to Shared Supply Meter Point Notification	Receipt of Shared Supply Meter Point Notification from proposed Sharing Registered Users in accordance with TPD Section G1.7.11	Send proposing Sharing Registered Users notice of acceptance or rejection of the Shared Supply Meter Point Notification and where rejected the reason for rejection of the Shared Supply Meter Point Notification	Within two (2) Business Days of receipt of response from Network Operator	Conventional Notice	TPD Section G1.7.11	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
22.	Respond to request to cancel a Supply Point Confirmation	Receipt of request from Proposing User to cancel Supply Point Confirmation	Send Proposing User notice of acceptance or rejection of request for cancellation of Supply Point Confirmation and send Registered User notice of cancellation of Supply Point Confirmation	Within two (2) Business Days of receipt of request	UK Link Communication	TPD Sections G2.6.4 and G2.8.1	
23.	Respond to request to withdraw a Supply Point Objection	Receipt of request from objecting User to withdraw Supply Point Objection prior to the 7 th Business Day after the Supply Point Objection was made or, if earlier, the Objection Deadline	Send objecting User notice of acceptance or rejection of request for withdrawal of Supply Point Objection and send notice to Proposing User where Supply Point Objection withdrawn	Within two (2) Business Days of receipt of request	UK Link Communication	TPD Section G2.8.5	
24.	Submission of Meter Information to Proposing User	Supply Point Confirmation is effective	Send Proposing User Meter Information	By the sixth (6th) Business Day prior to the effectiveness of the Supply Point Confirmation	UK Link Communication	TPD Section M3.2.2	

SERVICE LINE - PROVIDE QUERY MANAGEMENT
Service Description Provide a query management service in relation to User queries regarding Standards of Service in accordance with Uniform Network Code, User queries regarding other services in the Uniform Network Code and in relation to other matters where agreed between a User and a Network Operator

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	
25.	Standards of Service query management	Receipt of a Standard of Service Query	Record, investigate and resolve Query in accordance with the Standard of Services Query Management Operational Guidelines	In accordance with the requirements of TPD Section S4.7 and the Standard of Services Query Management Operational Guidelines	ConQuest	TPD Sections S4.7 and chapter 5 of the Standard of Services Query Management Operational Guidelines	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	
26.	Non Standards of Service query management	Receipt from a User of a query in respect of a matter not subject to a Standard of Service	Record, investigate and resolve query	As soon as reasonably practicable following receipt of the query	ConQuest	TPD Section G1.9.8	
27.	Network Operator Queries	Receipt from Network Operator of a query in respect of data held on the Supply Point Register	Record, investigate and resolve the query	As soon as reasonably practicable following receipt of the query	ConQuest	TPD Section G1.9.8	
28.	Project query services	Receipt from a User of a project query following agreement between the User, and the Service Provider to undertake project query services	Record, investigate and resolve the query	By such time as the Service Provider and the User have agreed	ConQuest or by such other means as the Service Provider and the User have agreed	TPD Sections G1.9.8 and S4.7	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	
29.	GRE Invoice Query service	Receipt from a User of a valid GRE query	Record, investigate and resolve query and in accordance with GRE Invoice Query Incentive Scheme Methodology and submit, if appropriate, an Adjustment Invoice	In accordance with the Invoice Query Incentive Scheme Methodology	ConQuest and UK Link Communication	TPD Section S4.7	
30.	Monitor investigation and resolution of User Suppressed Reconciliation Values and calculate financial incentives for non-compliance with performance targets	End of the User Suppressed Reconciliation Value(s) month	Send relevant User an Invoice Document containing the amount due for User Suppressed Reconciliation amount(s) in accordance E8.3	As soon as reasonably practicable following the end of the User Suppressed Reconciliation Value month	UK Link Communication	TPD Sections E8.3	This service finishes 14 months after UKLP go live. Mod 515S refers
31	Calculate financial incentive credits for Smaller Supply Points	End of calendar quarter and notification from Network Operator of collection of User Suppressed Reconciliation Value(s) incentive charges	Send relevant User an Invoice Document containing amount receivable for User Suppressed Reconciliation amount(s) in accordance with E8.3	As soon as reasonably practicable following end of calendar quarter and receipt of notification from all Network Operators	UK Link Communication	TPD Section E8.3	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	
32.	Suppressed Reconciliation notification service	Identification of User Suppressed Reconciliation Value	Send relevant User notice of User Suppressed Reconciliation Value(s) determined in accordance with the Uniform Network Code Reconciliation Suppression Guidelines	For all NDM Reconciliation Charges for a particular Billing Period, send User Suppressed Reconciliation Values to Users by the twentieth (20 th) Day of the calendar month following the Billing Period	ConQuest	TPD Section E8	This service finishes 14 months after UKLP go live. Mod 515S refers
33.	Suppressed Reconciliation Values	Investigation of Suppressed Reconciliation Value as a result of Must Reads and DM Reads	Send relevant User an Invoice Document containing Suppressed Reconciliation amount(s)	By not later than two (2) months after the relevant Reconciliation Billing Period	UK Link Communication	TPD Sections E8.1 and E8.2	This service finishes 14 months after UKLP go live. Mod 515S refers. This service line appears to cover services to shippers (must reads) and GTs (DM)
34.	Not used						

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	
35.	Meter works completion notice for Special Metering Supply Point	Receipt of a meter works completion notice from a Network Operator in respect of Special Metering Supply Point	Record meter works completion information on relevant systems	As soon as reasonably practicable following receipt of completion	Electronic update to Service Provider systems	None	

RECORD/SUBMIT DATA IN COMPLIANCE WITH UNIFORM NETWORK CODE

Service Description The receipt, acknowledgement, logging and processing of all data provided by a User where such data must be recorded in a Supply Point Register

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
36.	The receipt, acknowledgement and processing of all data provided by a User where such data must be recorded in a Supply Point Register	Receipt of data from a User which must be recorded in the Supply Point Register	Update or record data in the Supply Point Register in compliance with the requirements of TPD Section G, TPD Section M, TPD Section Q, Standard Special Condition A31 and in accordance with the UK Link Manual	Within two (2) Business Days of requirement to change or record data in the Supply Point Register	UK Link Communication	TPD Sections G, M and Q and Standard Special Condition A31	

INTERRUPTION AUCTION SERVICES IN ACCORDANCE WITH UNIFORM NETWORK CODE

Service Description Facilitate Interruption Auction Service

37	Request to commence the facilitation of the DN Interruption tender process	On receipt of a request from one Distribution Network Operator, on behalf of all Distribution Network Operators, for a DN Interruption tender process. Including the planned bid process commencement date, which shall be at least 20 Business Days later than the receipt of the request.	Acknowledgement of the request for a DN Interruption tender process.	Within 2 Business Days of receipt of the request.	Email	None	
38	Assessment of the Service Providers ability to meet the planned bid process commencement date.	On receipt of a request from one Distribution Network Operator, on behalf of all Distribution Network Operators, for a DN Interruption tender process. Including the planned bid process commencement date and bid window dates.	Confirmation, or not, of the Service Providers ability to meet the planned commencement date.	Within 8 Business Days of receipt of the request.	Email	None	

39	Compile eligible DN Interruption supply points and issue to Distribution Network Operator.	Confirmation that the Service Provider can meet the planned commencement date	Electronic file of eligible DN Interruption supply points	On the required date to meet the auction date	File Transfer	None	
40	Compile eligible DN Interruption supply points and issue to Users.	Confirmation that the Service Provider can meet the planned commencement date	Electronic file of eligible DN Interruption supply points	On the required date to meet the auction date	Code Communication	TPD section G6	
41	Issue interruption requirement notice to Users	Receipt of interruption requirement notice from one Distribution Network Operator, on behalf of all Distribution Network Operators or all relevant Distribution Network Operators.	Electronic file of interruptions requirements	Within 2 Business Days of receipt of the notice	Code Communication	TPD section G6	
42	Collate and validate submitted bids and send to relevant Distribution Networks	At the end of the bid window.	Electronic file of validated bids	Within 2 Business Days of the closure of the bid window	File Transfer	TPD section G6	

43	Notify Users of tender outcomes	On receipt of the tender outcomes from one Distribution Network Operator, on behalf of all Distribution Network Operators or all relevant Distribution Network Operators.	Electronic file of tender outcomes	Within 2 Business Days of receipt of the notice	Code Communication	TPD section G6	
44	Load successful tender data to UK Link and internet access to data service	On receipt of the tender outcomes from one Distribution Network Operator, on behalf of all Distribution Network Operators or all relevant Distribution Network Operators.	Updated UK Link and internet access to data systems	Within 2 Business Days of receipt of the notice	Electronic update	None	
45	Provide summary statistical information on the tender activity	On conclusion of the tender outcomes	Electronic files to Users and Distribution Network Operators	Within 10 Business Days of receipt of the conclusion of the tender outcomes	Code Communication to Users and File Transfer to Distribution Network Operators	TPD section G6	

PART 1B: RECORDING AND CALCULATING TRANSPORTATION VOLUMES

SERVICE LINE - METERED VOLUME AND METERED QUANTITY

Service Description In relation to NDM Supply Meters and DM Supply Meters the validation of certain Meter Readings, the calculation of the Metered Volume and Metered Quantity following receipt of a valid Meter Reading and the submission of valid Meter Readings for Performance Relevant Supply Meters to Users

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
1.	Validate Opening Meter Readings for NDM Supply Meters and validate all Meter Readings for DM Supply Meters (including all Primary Supply Meters and Sub-deduct Supply Meters)	Receipt of Opening Meter Reading from a User for a NDM Supply Meter and receipt of Meter Reading from a Network Operator or its Meter Reading Agent for a DM Supply Meter (or Primary Supply Meter or Sub-deduct Supply Meter)	Validate Meter Reading in accordance with Uniform Network Code Validation Rules	By such time as is required to enable the Service Provider to submit Invoice Documents in accordance with TPD Section S	Application of Uniform Network Code Validation Rules	TPD Section M1.5.1, M3.3.8 and M4.2.2	
2.	Generation of notional Opening Meter Reading	The Service Provider is not in receipt of an Opening Meter Reading within ten (10) Business Days of the Supply	Service Provider determines notional Opening Meter Reading and sends reading to the relevant Users	No later than fifteen (15) Business Days after the Supply Point	UK Link Communication	TPD Section M3.8.5	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
		Point Registration Date		Registration Date			
3.	Not used						
4.	In relation to NDM Supply Meters the calculation of the Metered Volume and the Metered Quantity	Receipt of a valid Meter Reading for a NDM Supply Meter in accordance with the requirements of TPD Sections M3.3.1 and M3.3.4 or M3.3.6	Calculation of the Metered Volume and the Metered Quantity for the relevant NDM Supply Meter	By such time as is required to enable the Service Provider to submit Invoice Documents in accordance with TPD Section S	Electronic update of S&M Database	TPD Sections M3.10.1	
5.	In relation to NDM Supply Meters maintain a record of valid Meter Readings for no longer than 5 years	Receipt of valid Meter Reading in accordance with TPD Sections M3.3.1 and M3.3.4 or M3.3.6	Record and maintain the valid Meter Reading	Update record of valid Meter Readings as soon as reasonably practicable	Update record of valid Meter Readings	TPD Section M3.10.2	
6.	In relation to DM Supply Meters the calculation of the Metered Volume and the Metered Quantity	Receipt of valid Meter Reading in relation to a DM Supply Meter in accordance with TPD Sections M4.2.3	Calculation of the Metered Volume and the Metered Quantity for the relevant DM Supply Meter	By such time as is required to enable the Service Provider to submit Invoice Documents in	Electronic update to Service Provider systems	TPD Section M4.3	Questions with Dentons regarding Class 1 and Class 2 CDSP services

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
				accordance with this Schedule 2			
7.	Calculation of Failed Daily Read Reconciliation Volume	Restoration of operation of Daily Read Equipment following Failed Daily Read Day	Calculate Failed Daily Read Reconciliation Volume for the Failed Daily Read Day	By such time as is required to enable the Service Provider to submit Invoice Documents in accordance with this Schedule 2	UK Link Communication	TPD Section M4.4.4	
8.	Calculation of DM Check Reconciliation Volume	Where a DM Check Read Metered Quantity differs from the Metered Quantity previously determined under TPD Section M4	Calculate DM Check Reconciliation Volume	By such time as is required to enable the Service Provider to submit Invoice Documents in accordance with this Schedule 2	UK Link Communication	TPD Section M4.7.4	
9.	Calculation of Network Operator volume estimate	Receipt of Daily Read Error Notice from User and notification that Network Operator is of opinion Daily Read Equipment not	Calculate Network Operator volume estimate	By such time as is required to enable the Service Provider to submit Invoice	UK Link Communication	TPD Section M4.8.3(b)(ii)	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
		functioning correctly		Documents in accordance with this Schedule 2			
10.	Calculation of Error Revised Quantity	Agreement between the User and the Service Provider on estimated metered consumption	Calculate Error Revised Quantity	By such time as is required to enable the Service Provider to submit Invoice Documents in accordance with this Schedule 2	UK Link Communication	TPD Section M4.8.10	
11.	Submission of valid Meter Readings for Performance Relevant Supply Meters to Users	Receipt of valid Meter Reading for a Performance Relevant Supply Meter	Send User the valid Meter Reading	By 11:00 hours on the Business Day following the Day to which the Meter Reading relates	UK Link Communication	TPD Section M5.2.1	
12.	Receipt and submission of valid Meter Readings for Primary Supply Meter and for Subdeduct Supply Meter	Receipt of valid Meter Reading for a Primary Supply Meter or a Subdeduct Supply Meter	Send User the valid Meter Reading	As soon as reasonably practicable following receipt of valid Meter Reading	UK Link Communication	TPD Section G1.8.4	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
13.	Re-establishment of Supply Meter Point	Receipt of notification from a Network Operator that gas is capable of being offtaken at a former Supply Meter Point following Isolation	Re-establish in the Supply Point Register the Supply Meter Point with a Registered User	As soon as reasonably practicable	UK Link Communication and Conventional Notice	TPD Section G3.7.1	
14.	Calculation of financial adjustments relating to re-establishment of Supply Meter Point	Receipt of notification from a Network Operator that gas is capable of being offtaken at a former Supply Meter Point following Isolation	Inform the Registered User of the re-establishment of the Supply Meter Point in the Supply Point Register and submit an Adjustment Invoice in respect of the charges payable by the Registered User or a former Registered User	As soon as reasonably practicable	UK Link Communication and Conventional Notice	TPD Section G3.7	

SERVICE LINE - ANNUAL QUANTITY, DM SUPPLY POINT CAPACITY AND OFFTAKE RATE REVIEWS

Service Description In respect of each Supply Meter Point the determination and notification prior to the start of a Gas Year of the Annual Quantity for the Gas Year, responding to User queries and appeals regarding the Annual Quantity, responding to Capacity Revision Applications from Users and responding to applications from Users for a new or revised Supply Point Capacity or Supply Point Offtake Rate

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
15.	Determination of Provisional Annual Quantity for each Supply Meter Point for the relevant Gas Year	Requirement to notify a User of Provisional Annual Quantity by 31 May in Preceding Year	Provisional Annual Quantity determined in accordance with TPD Section G1.6.2	For Smaller Supply Points by 31 May, and for Larger Supply Points by 30 June, in the Preceding Year	Electronic update of Service Provider systems	TPD Section G1.6.2	Changed by UKLP, better to write new service lines. All should be Direct Services
16.	Notification to Users of Provisional Annual Quantity for each Supply Meter Point for the relevant Gas Year	Requirement to notify a User of Provisional Annual Quantity for Supply Meter Point by 31 May or 30 June in Preceding Year	Send Registered User notice of Provisional Annual Quantity, relevant Supply Point Meter Reference Number and, where available, the Meter Readings used to determine the Provisional Annual Quantity	For Smaller Supply Points by 31 May and for Larger Supply Points by 30 June in the Preceding Year	UK Link Communication	TPD Section G1.6.3	Changed by UKLP, better to write new service lines. All should be Direct Services

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
17.	Respond to notification of User Provisional Annual Quantity	Receipt of notice from a User of proposed User Provisional Annual Quantity in accordance with TPD Sections G1.6.4 and G1.6.5	Send User notice accepting or rejecting proposed User Provisional Annual Quantity	Within fifteen (15) Business Days of receipt of notice from the User	UK Link Communication	TPD Section G1.6.6	Changed by UKLP, better to write new service lines. All should be Direct Services
18.	Notification to Users of Annual Quantity and applicable End User Category for each Supply Meter Point (and notification of Bottom-Stop Supply Point Capacity for DM Supply Point Components) for each Gas Year	Requirement to notify a User of Annual Quantity and applicable End User Category by 14 September in Preceding Year	Send Registered User notice of Annual Quantity and applicable End User Category for relevant Supply Meter Point	By 14 September in the Preceding Year	UK Link Communication	TPD Sections G1.6.12 and G5.2.3	Amend service line
19.	Respond to an Annual Quantity appeal	Receipt of notice from a User of Annual Quantity appeal in accordance with TPD Sections G1.6.13	Send User notice approving or rejecting appeal and where appeal approved substitute appealed Annual Quantity for relevant Supply Meter Point for that previously notified pursuant to TPD Section G1.6.12	Within fifteen (15) Business Days of receipt of notice from the User	UK Link Communication	TPD Sections G1.6.13(d) and G1.6.14	Changed by UKLP, better to write new service lines. All should be Direct Services
20.	Respond to election in respect of Condition 22	Receipt of notice from a User of election in	Send Registered User notice confirming that	Within fifteen (15) Business	UK Link Communic	TPD Section	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
	premises	accordance with TPD Section G1.6.16	relevant Supply Meter Point is a Larger Supply Meter Point and notice of revised Annual Quantity	Days of receipt of notice from the User	ation	G1.6.17	
21.	Respond to a Capacity Revision Application or application for revised Supply Point Capacity by reason of behaviour or existing User	Receipt of Capacity Revision Application from a User submitted in accordance with TPD Section G5.1.4 or receipt of an application from a Proposing User in accordance with TPD Section G5.2.6	Send User notice approving or rejecting Capacity Revision Application and where application approved send User notice of revised Supply Point Capacity or send User and relevant Network Operator a referral notice	Where a capacity reduction is required, within five (5) Business Days of receipt of application from the User; or where a feasibility assessment is required, within twenty one (21) Business Days of receipt of application from the User	UK Link Communication	TPD Sections G5.1.7, G5.1.8, G5.2.6 and G5.2.7	
22.	Respond to a Capacity Revision Application following submission of referral notice to a	Receipt of response from a Network Operator following receipt of Capacity Revision Application	Send User notice approving or rejecting Capacity Revision Application and where application approved	Within two (2) Business Days of receipt of response to the referral from the	UK Link Communication	TPD Sections G5.1.7, G5.1.8, G5.2.6	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
	Network Operator	that has been referred to the Network Operator	send User notice of revised Supply Point Capacity	Network Operator		and G5.2.7	
23.	Respond to an application for a new or revised Supply Point Offtake Rate	Receipt of application for a new or revised Supply Point Offtake Rate from a User in accordance with G5.3.2	Send User notice approving or rejecting application and where application approved sending User notice of the Supply Point Capacity	Within two (2) Business Days of receipt of application from the User	UK Link Communication	TPD Section G5.3.2	
24.	Notification of ratcheted Supply Point Capacity	Occurrence of Supply Point ratchet in relation to a Firm DM Supply Point Component in accordance with TPD Section B4.7.1	Send Registered User notice of ratcheted Supply Point Capacity	As soon as reasonably practicable following assessment in accordance with TPD Section G5.5.5(b)	UK Link Communication	TPD Section G5.5.5	
25.	Determination of Bottom-Stop Supply Point Capacity for a DM Supply Point Component	Start of Gas Year	Calculate Bottom-Stop Supply Point Capacity	By not later than start of relevant Gas Year	Electronic update to Service Provider systems	TPD Section G5.2.3	
26.	Notification of change in Annual Quantity of Supply Meter Point and application of Daily	Annual Quantity of Supply Meter Point changes and Daily Read Requirement applies	Notify Network Operator and Registered User of application of Daily Read Requirement	As soon as reasonably practicable following	Conventional Notice or email	TPD Section G1.5	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
	Read Requirement			application of Daily Read Requirement			

PART 1C: PROVISION OF TRANSPORTATION AND BALANCING INVOICES

SERVICE LINE - NTS CAPACITY, LDZ CAPACITY, COMMODITY, RECONCILIATION, AD-HOC ADJUSTMENT AND BALANCING INVOICES

Service Description The calculation and submission to Users of complete and accurate Invoice Documents and supporting data in respect of each Billing Period in accordance with the timetable notified to Users for submission of Invoice Documents

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
1.	Notification of expected dates for submission of scheduled Invoice Documents	Start of a calendar year	Send Users expected dates for submission of scheduled Invoice Documents for each Billing Period in the relevant calendar year	By start of the relevant calendar year	Conventional notice or email	TPD Section S1.4.2	
2.	Submission of scheduled Invoice Documents for each Invoice Type following the end of each Billing Period	The end of the relevant Billing Period	Send Users an Invoice Document for each applicable Invoice Type for the Billing Period	On the relevant Business Day following the relevant Billing Period, as established in accordance with TPD Section S1.4.2, in the case of an Ad-	UK Link Communication	TPD Sections S1.1.2, S1.2.1, S1.2.2, S1.4.1 and S1.4.2	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
				Hoc Invoice in accordance with TPD Sections S2.4.4 and S2.4.6 and in the case of Ad-Hoc Invoices, Adjustment Invoices and Interest Invoices in accordance with TPD Section S2.5.2			
3.	Submission of Ad-Hoc Invoices	Request to submit Ad-Hoc Invoice	Send Users Ad-Hoc Invoice	Within two (2) Business Days for scheduled / predictable Invoice Documents or within seven (7) Business Days for unscheduled / unpredictable Invoice Documents in accordance with Operational Rules	UK Link or Conventional Notice	TPD Sections S2.4.2	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
				Governing the Supply of Invoice Charges via Ad-Hoc Process.			
4.	Submission of supporting data for Invoice Documents	Submission of an Invoice Document or occurrence of due date for submission of supporting data	Send Users complete and accurate supporting data as specified in the UK Link Manual	On the date of submission of a scheduled Invoice Document or five (5) calendar days in advance of date of submission of unscheduled Invoice Documents	UK Link Communication (or in the case of an Ad-hoc Invoice, email or Conventional Notice or for Reconciliation Invoice Documents, publish on the UK Link documents)	TPD Sections S1.3.4 and S1.3.6	
5.	Submission of Invoice Document following submission of incorrectly stated Invoice Document	Incorrectly stated Invoice Document submitted to User and Service Provider made aware Invoice Document incorrect	Send User an Adjustment Invoice or Ad-hoc Invoice	As soon as reasonably practicable after an invoice query is resolved, and in any event by	UK Link Communication	TPD Section S1.8.1 and W3.3.4(a)	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
				the end of the second following month			
6.	Calculation and submission of Invoice Documents for credit interest on invoice adjustments and compensation	Requirement for interest payment in accordance with Uniform Network Code	Submission of an Interest Invoice	As soon as reasonably practicable, and in the case of interest on invoice adjustments arising from Invoice Queries, no later than the end of the third (3 rd) month following resolution of the query.	UK Link Communication	TPD Section S4.3.2, S4.4.2 and V10.3.3	
7.	Submission of estimated or actual calculated Invoice Documents or actual Invoice Documents following Code Contingency	Code Contingency and Service Provider unable to submit Invoice Documents with 7 Business Days of expected date for submission	Send Users an estimated or actual calculated Invoice Document (or Network Operator a billing instruction where requested)	As soon as reasonably practicable	Conventional Notice or UK Link Communication	TPD Section S1.9.1	
8.	Notification of erroneous charges contained within	Submission of erroneous charges	Notify Network Operator and User of	Notify the User and Network	Conventional notice or	None	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
	an Invoice Document	within an Invoice Document	erroneous charges within an Invoice Document	Operator within five (5) Business Days following identification of erroneous charges within an Invoice Document or, where the error is identified prior to the Invoice Payment Due Date, within one (1) Business Day	email		
9.	Discussion of estimate or basis of estimation	Receipt of request from the User in accordance with TPD Section S1.9.2	Discuss with User the estimate or more accurate of estimation and, if appropriate, agree such with the relevant Network Operator and User	As soon as reasonably practicable	Conventional Notice	TPD Section S1.9.2	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
10.	Submission of Invoice Documents following Termination Notice	Notification from a Network Operator that a Termination Notice has been submitted to the User or submission of Termination Notice following decision by the EBCC	Send the User or insolvency practitioner Invoice Documents (or Network Operator a billing instruction, where requested) in respect of any Billing Period or part of a Billing Period relevant to the Termination Notice, ending before or at the time at which the Invoice Document is submitted	As soon as reasonably practicable	Conventional Notice	TPD Section S1.7.1	
11.	Submission of Invoice Documents following removal of UK Link User Equipment (not via Termination)	Removal of UK Link User Equipment by a User	Send User (or Network Operator a billing instruction, where requested) Invoice Document for each applicable Invoice Type for the Billing Period	On the relevant Business Day following the relevant Billing Period, as established in accordance with TPD Section S1.4.2, in the case of an Ad-Hoc Invoice in accordance with TPD Sections S2.4.4 and S2.4.6 and in the	Conventional Notice	TPD Sections S1.1.2, S1.2.1, S1.2.2, S1.4.1 and S1.4.2	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
				case of Ad-Hoc Invoices, Adjustment Invoices and Interest Invoices in accordance with TPD Section S2.5.2			
12.	Notification of proposed submission of divided Invoice Documents	Receipt of request for divided Invoice Documents following the request of a User, UK Link failure or the failure of a third party to do something required of such party for the purposes of sending an Invoice Document	Notify Users and Network Operator, and where appropriate, send Users details/evidence of reason for submission of divided Invoice Document	As soon as reasonably practicable and in accordance with TPD Section S 1.5.	Conventional Notice or email	TPD Section S1.5.	
13.	Notification of revised dates for submission of Invoice Documents	Change in expected dates for submission of Invoice Documents	Send Network Operator and Users expected dates for submission of Invoice Documents	As agreed with the Network Operators' Representative, not later than 6 months before first revised date for submission of Invoice	Conventional Notice or email	TPD Section S1.4.2(a) and (b)	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
				Documents			
14.	Notification of delay in date for submission of Invoice Documents	Delay of more than 5 Business Days from expected date of submission of Invoice Document	Notify Network Operator and Users of delay in submission of Invoice Documents	As soon as reasonably practicable following trigger	Conventional Notice or email	TPD Section S1.4.2(c)	
15.	Appointment of Aggregate NDM Reconciliation Auditor, on behalf of the RbD Audit Sub-Committee	Expiry of contract with existing Aggregate NDM Reconciliation Auditors	Notify Users of agreement with new Aggregate NDM Reconciliation Auditor	Prior to expiry of existing agreement or as soon as reasonably practicable thereafter	Conventional Notice or email	TPD Section V9.5	
16.	Input of transportation charging rate changes to relevant IT Systems	Receipt of notice from a Network Operator not less than 2 months before the date on which the proposals referred to are to be implemented	Input rate changes to relevant IT Systems	By the implementation date for new transportation charges	Electronic update to relevant IT Systems	GT Licence Standard Special Condition A4.	
17.	Adjustment to transportation charges to compensate Registered User appointed and complying with Last	Receipt of a valid claim from a Registered User appointed as Last Resort User	Send User an Adjustment Invoice or Ad-hoc Invoice	As soon as reasonably practical following receipt of a valid	UK Link or Conventional Notice	Standard Special Condition A48	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
	Resort User direction			claim			
18.	Notification of inclusion of new Invoice Type and /or charge types	Receipt of request from Network Operator to include new Invoice Type and / or charge type	Send Network Operator and Users notice of inclusion of new Invoice Type and / or charge type (and give notice of relevant Invoice Items, new Invoice Type and / or charge type and date of effectiveness)	For new charge types, one (1) month before date of submission of an Ad-hoc Invoice Document, or in accordance with UK Link Modification timescales before submission of a scheduled Invoice Document (excluding Ad-hoc).For new Invoice Types, in accordance with UK Link Modification timescales, before date of submission of any Invoice	Conventional notice or email	None	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
				Document.			
19	Input of Network LDZ Shrinkage Quantities to Gemini.	On receipt from each Network of the Network LDZ Shrinkage Quantities	Updated Network Shrinkage Quantities on the Gemini	Within 10 Business Days of receipt of the Network Shrinkage Quantities	Manual input to Gemini	None	

PART 1D: ENERGY BALANCING

SERVICE LINE - CREDIT RISK MANAGEMENT (INCLUDING CASH COLLECTION) AND MANAGEMENT OF NEUTRALITY ACCOUNTING PROCESSES

Service Description Implementation of the provisions of the supplement to a Network Operator's Uniform Network Code (including implementation of the Network Operators Energy Balancing Credit Rules) with, where appropriate, the approval of the Energy Balancing Credit Committee, including maintaining a record of a User's Secured Credit Limit, the calculation of a User's Outstanding Relevant Balancing Indebtedness, the submission of Cash Calls and the taking of enforcement and recovery steps in the event of the non payment of Energy Balancing Charges by a User; and the management of neutrality accounting processes.

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Supplement Requirement	Comments
1.	Maintain a record of a User's Secured Credit Limit	Receipt of information from applicant User to support admission requirements	Maintain an up to date and accurate record of a User's current Secured Credit Limit (established in accordance with TPD Section X2.2.2)	Ongoing	Service Provider to maintain an up to date and accurate record of a User's Secured Credit Limit	TPD Section X2.2.3	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Supplement Requirement	Comments
2.	Respond to application from a User for an increased Secured Credit Limit	Receipt of application for an increased Secured Credit Limit from a User	Review application and security provided (if any), and where appropriate, revise the User's Secured Credit Limit in accordance with the Energy Balancing Credit Rules	As soon as reasonably practicable following receipt of User's application	Update the record of the User's Secured Credit Limit	TPD Section X2.2.5	
3.	Revise a User's Secured Credit Limit for TPD Section X2.2.6(a) purposes	Occurrence of one of the events referred to in TPD Section X2.2.6(a)	Review User's Secured Credit Limit and security provided (if any), and where appropriate, revise the User's Secured Credit Limit in accordance with the Energy Balancing Credit Rules	As soon as reasonably practicable following occurrence of the relevant event referred to in TPD Section X2.2.6(a)	Update the record of the User's Secured Credit Limit	TPD Section X2.2.6(a)	
4.	Revise a User's Secured Credit Limit for TPD Section X2.2.6(b) purposes	Occurrence of the event referred to in TPD Section X2.2.6(b)	Review User's Secured Credit Limit and security provided (if any), and where appropriate, revise the User's Secured Credit Limit in accordance with the Energy	As soon as reasonably practicable following occurrence of the event referred to in TPD Section	Update the record of the User's Secured Credit Limit	TPD Section X2.2.6(b)	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Supplement Requirement	Comments
			Balancing Credit Rules	X2.2.6(b)			
5.	Notification of requirement for a User appointed as a shipper of last resort to provide additional Security	Requirement pursuant to the supplement or the Energy Balancing Credit Rules for User appointed as a shipper of last resort to provide additional Security	Send the User notice of the requirement to provide additional Security	As soon as reasonably practicable following appointment of User as a shipper of last resort but by not later than three (3) Business Days following the notification of the appointment	Telephone and Convention al Notice	TPD Section G2.1.10	
6.	Notification of revised Secured Credit Limit	Revision to a User's Secured Credit Limit in accordance with the supplement and the Energy Balancing Credit Rules	Send the User notice of the revised Secured Credit Limit	As soon as reasonably practicable following revision of User's Secured Credit Limit	Update the record of the User's Secured Credit Limit	TPD Sections X2.2.5 and 2.2.6	
7.	Consider proposal from a User to provide non	Receipt from a User of a proposal to provide a	Notify and consult with the Energy Balancing	At the next Energy	Notify proposal to,	TPD Section	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Supplement Requirement	Comments
	compliant guarantee or Security	guarantee or Security not substantially in accordance with the requirements of the Energy Balancing Credit Rules	Credit Committee in relation to the User's proposal and send User a notice accepting or rejecting proposal to provide non compliant guarantee or Security	Balancing Credit Committee meeting following receipt of User's proposal (or where received less than 10 Business Days before the next meeting, at the next following meeting)	and consult with, the EBCC and advise User of EBCC decision.	X2.3.2	
8.	Consider request by a User to release a Guarantee or Security or to reduce a guarantee	Receipt of a request from a User to release a guarantee or Security or to reduce a guarantee	Subject to satisfaction of the requirement in TPD Section X 2.3.5 the Service Provider will comply with the User's request and send User a notice accepting or rejecting the User's request to release or reduce a guarantee or Security	As soon as reasonably practicable but by not later than ten (10) Business Days following receipt of the User's request	Return guarantee or Security or provide deed of release via first class pre-paid post	TPD Section X2.3.4	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Supplement Requirement	Comments
9.	Calculation of a Trading System Operator's Relevant Balancing Indebtedness	Requirement to calculate the Trading System Operator's Relevant Balancing Indebtedness following each Gas Flow Day	Calculate Trading System Operator's Relevant Balancing Indebtedness following each Gas Flow Day	As soon as reasonably practicable following each Gas Flow Day	Undertake calculation in accordance with TPD Section X2.5.1(a) and by submission of a complete and accurate Energy Balancing Invoice	TPD Section X2.5.1	
10.	Calculation of a User's Outstanding Relevant Balancing Indebtedness	Requirement to calculate the User's Outstanding Relevant Balancing Indebtedness following each Gas Flow Day	Calculate each User's Outstanding Relevant Balancing Indebtedness following each Gas Flow Day	As soon as reasonably practicable after the day on which the initial Entry Allocation Statements are required to be submitted by the User to the	Undertake calculation in accordance with TPD Section X2.5.1, X2.5.2 and 2.5.3	TPD Sections X2.5.1, X2.5.2 and X2.5.3	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Supplement Requirement	Comments
				relevant Network Operator			
11.	Recalculation of a User's Outstanding Relevant Balancing Indebtedness	Receipt of a request from a User to recalculate the User's Outstanding Relevant Balancing Indebtedness following the occurrence of the events referred to in TPD Section X2.5.6	Recalculate the Users' Outstanding Relevant Balancing Indebtedness and notify User	As soon as reasonably practicable following receipt of the User's request	Undertake calculation in accordance with TPD Section X2.5.1(b)	TPD Section X2.5.6	
12.	Submission of a Cash Call to a User	User's Outstanding Relevant Balancing Indebtedness exceeds the User's Cash Call Limit	Send the User a Cash Call notice	As soon as reasonably practicable following calculation of the User's Outstanding Relevant Balancing Indebtedness	Facsimile or telephone confirmed by facsimile (in the format set out in the Energy Balancing Credit	TPD Section X2.6.1	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Supplement Requirement	Comments
					Rules)		
13.	Consider a notification from a User that amount of Cash Call is erroneous (Cash Call appeal)	Receipt of a notification from the User by not later than 12:00 hours on Day Cash Call is due for payment that User considers amount of Cash Call has been calculated erroneously	Review calculation of Outstanding Relevant Balancing Indebtedness and notify User	Recalculate User's Outstanding Relevant Balancing Indebtedness	Facsimile or telephone confirmed by facsimile	TPD Section X2.7.2	
14.	Notification following recalculation of a User's Outstanding Relevant Balancing Indebtedness	Recalculation of Outstanding Relevant Balancing Indebtedness following notification by the User pursuant to TPD Section X2.7.1	Send the User a revised Cash Call (and withdraw the initial Cash Call) or a notice confirming the amount of the initial Cash Call	As soon as reasonably practicable (and wherever possible within 24 hours following the User's request)	Facsimile or telephone confirmed by facsimile	TPD Section X2.7.3	
15.	Recalculation of a User's Outstanding Relevant Balancing Indebtedness pursuant to TPD Section X2.7.5	Submission to the User of a Cash Call and occurrence of circumstances referred to in TPD Section X2.7.5	Recalculate the User's Outstanding Relevant Balancing Indebtedness in accordance with TPD Section X2.7.5	As soon as reasonably practicable	Facsimile or telephone confirmed by facsimile	TPD Section X2.7.5	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Supplement Requirement	Comments
16.	Notification following recalculation of a User's Outstanding Relevant Balancing Indebtedness pursuant to TPD Section X2.7.5	Recalculation of Outstanding Relevant Balancing Indebtedness pursuant to TPD Section X2.7.5	Withdraw the Cash Call or revise the Cash Call (and withdraw the initial Cash Call) and send the User a revised Cash Call	As soon as reasonably practicable	Facsimile or telephone confirmed by facsimile	TPD Section X2.7.6	
17.	Application of funds following receipt of a Cash Call Payment from a User	Receipt of a Cash Call Payment from the User	Apply Cash Call Payment against unpaid amounts under outstanding Energy Balancing Invoice(s) or otherwise pay the Cash Call Payment (or balance thereof) into the User's Cash Call account	As soon as reasonably practicable following receipt of Cash Call Payment	Advise User of allocation of funds by telephone	TPD Section X2.8.3	
18.	Repayment of credit amounts held in a User's Cash Call account following a request for repayment by the User	Receipt of a request from the User in accordance with TPD Section X2.8.7 in respect of which a credit amount is held in the User's Cash Call	Payment to the User of the credit amount held in the User's Cash Call account	As soon as reasonably practicable following receipt of the request	Transfer of funds and send remittance advice	TPD Section X2.8.6	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Supplement Requirement	Comments
		account and where repayment of such amount would result in the User's Outstanding Relevant Balancing Indebtedness being approximately equal to 90% of the User's Cash Call Limit and where the User is not a User in default					
19.	Notification of non payment by a User of a Cash Call	Non payment of the Cash Call by the User by close of the Business Day following Day on which Cash Call was made by the Service Provider	Send notice of non payment to the User and send a copy of the notice to the Authority and suspend credit payments to User	As soon as reasonably practicable following non payment by the User	Telephone confirmed by facsimile and first class pre-paid post	TPD Sections X2.9.1 and X2.9.4	
20.	Issue Termination Notice following continued non payment by a User of a Cash Call Notice and send copy to the	Notification of non payment and continued non payment of the Cash Call by the User by the close of the third	Convene an emergency EBCC meeting. On instruction of the EBCC, send the User a Termination Notice and	As soon as reasonably practicable following the initial	EBCC convened via teleconference and	TPD Sections X2.9.3, X2.9.4 and	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Supplement Requirement	Comments
	Authority	Business Day following referral to the EBCC.	send a copy of the notice to the Authority	notification; and issue Termination Notice as soon as reasonably practicable following decision by EBCC.	Termination Notice issued by Convention al Notice or email	X2.9.7.	
21.	Notification to Network Operators of the decision to send a Termination Notice to a User	Decision by EBCC to issue Termination Notice to a User	Send notice all Network Operators of the decision to issue a Termination Notice to a User	Within one (1) Business Day following decision via EBCC and prior to issue of the Termination Notice to the User	Convention al Notice or email	None	
22.	Notification of the issue of Termination Notice to all Users and Trading System Operator	Issue of a Termination Notice	Send notice to all Users and the Trading System Operator of the issue of a Termination Notice to a User	As soon as reasonably practicable following issue of the Termination	Notice issued by Convention al Notice or email	TPD Section X2.9.6	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Supplement Requirement	Comments
				Notice			
23.	Notification of the non payment by a User of an Energy Balancing Invoice	Non payment of the net invoice Amount under an Energy Balancing Invoice on the Invoice Due Date	Send notice to the User that a Termination Notice may be issued in the event of the continued non payment of the net invoice Amount and send a copy of the notice to the Authority	As soon as reasonably practicable following the Invoice Due Date	Telephone, confirmed by facsimile or first class pre-paid post	TPD Sections X3.2.1 and X3.2.3	
24.	Issue a Termination Notice following continued non payment by a User of an Energy Balancing Invoice and send copy to the Authority	Notification of non payment and continued non payment of the net invoice Amount by the User by the close of the fifth Business Day following the initial notification and, following determination of the EBCC to the issue of Termination Notice	Convene an emergency EBCC meeting. Upon instruction from the EBCC send the User a Termination Notice and send a copy of the notice to the Authority	As soon as reasonably practicable following the initial notification; and issue Termination Notice as soon as reasonably practicable following decision via EBCC	EBCC convened via teleconference and Termination Notice issued by Convention al Notice or email	TPD Sections X3.2.2, X3.2.3 and X3.2.5.	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Supplement Requirement	Comments
25.	Enforce Security	Notification to the User of the non payment of the full net invoice Amount under an Energy Balancing Invoice	Take such steps as are required to enforce and realise the User's Security and where applicable, inform the Users of a reduction in the User Credit Limit	As soon as reasonably practicable following continued non payment by the User	Telephone, facsimile or first class pre-paid post	TPD Sections X3.3.1 and X3.4.2	
26.	Consultation with EBCC on Recovery Steps in relation to Energy Balancing Debt	Existence of Energy Balancing Debt	Consult with EBCC in relation to taking and/or discontinuing Recovery Steps	As soon as reasonably practicable	Attend EBCC meetings	TPD Section X3.4.3	
27.	Issue a Termination Notice where circumstances in TPD Section V4.3.3(b) apply	Circumstances referred to in TPD Section V4.3.3 apply in relation to the Defaulting User	Send a Termination Notice to the Defaulting User and such other persons as the Service Provider deems appropriate (in accordance with TPD Section X4.3.6)	As soon as reasonably practicable following application of the circumstances referred to in TPD Section V4.3.3(b)	Facsimile and first class pre-paid post to relevant User and by UK Link Communication to all Users (including the Defaulting	TPD Section X4.1	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Supplement Requirement	Comments
					User)		
28.	Energy Balancing treasury management	Submission of Energy Balancing Invoice	managing User's Energy Balancing accounts	Ongoing	Email	TPD Section X1	
29.	Administration and processing of all User correspondence relating to EBCC	Requirement to correspond with User in relation to Energy Balancing Credit Management including notification of Secured Credit Limit and all revisions thereto	Correspond with Users	Ongoing	By facsimile and first class pre-paid post	TPD Section X2.4	
30.	Submission of a Further Security Request	Issue of two (2) Cash Calls or more in accordance with TPD Section X2.10.1 within twenty-eight (28) days of date on which the original Cash Call was made by the Service Provider (including a revised Cash Call pursuant of TPD Section X2.7.3)	Send Further Security Request to the User	As soon as reasonably practicable following the issue of the second Cash Call	By telephone, confirmed by facsimile and first class pre-paid post	TPD Section X2.10	
31.	Consider notification from a User that Further	Receipt of a notification from the User by not	Review security request and notify User (in	As soon as reasonably	By telephone,	TPD Section	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Supplement Requirement	Comments
	Security Request is inappropriate	later than 12:00 hours on the fifth (5 th) Business Day following submission of the Further Security Request that the User considers the request inappropriate	accordance with TPD Section X2.10.3)	practicable following receipt of notification	confirmed by facsimile and first class pre-paid post	X2.10.5	
32.	Submission of Failure to Supply Further Security Notice	Failure to provide Security by the eighth (8 th) Business Day following submission of a Further Security Request	Send a Failure to Supply Further Security Notice to User	As soon as reasonably practicable following the eighth (8 th) Business Day following the Further Security Request	By telephone, confirmed by facsimile and first class pre-paid post	TPD Section X2.10.9	
33.	Issue Termination Notice following failure to provide Security by a User following EBCC instruction	Failure to provide Security by 12:00 hours on the seventh (7 th) Business Day following submission of a Failure to Supply Further Security Notice	Convene an emergency EBCC meeting. Upon instruction from the EBCC send the User a Termination Notice and send a copy to the Authority	As soon as reasonably practicable following the notification	Facsimile and first class pre-paid post	TPD Section X2.10.10	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Supplement Requirement	Comments
34.	Consultation with EBCC on Trading System Operator indebtedness	Existence of Trading System Operator outstanding relevant Indebtedness which exceeds 60% of the Trading System Operator's secured limit	Consult and meet with EBCC and provide relevant information	As soon as reasonably practicable	Convene Energy Balancing credit Committee meeting	TPD Section X2.11.2	
35.	Produce operational statistics report for the EBCC	Requirement to produce EBCC reporting pack	Produce EBCC reporting pack	By the seventh (7 th) Business Day of the following calendar month	Electronic copy to EBCC members	None	
36	Management of Neutrality accounting processes on behalf of UK Transmission in relation to Energy Balancing (including Reconciliation By Difference Energy)	Calculation of relevant Neutrality balancing and reconciliation charges	Produce Balance Sheet Reconciliations, Neutrality VAT Return, and Analysis of Energy Balancing Neutrality Charges	Balance Sheet Reconciliations by fifteenth (15 th) of each month; Neutrality VAT Return by month end plus one (1) Business Day; and Analysis of Energy Balancing Neutrality	Email	None	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Supplement Requirement	Comments
				Charges by month end plus (two) 2 Business Days			
37	Calculation on Post Emergency Claims scaleback values	Receipt of valid Post Emergency Claim from UK Transmission	Calculation of scaleback and determination of economic assessment. Submission of scaleback information to UK Transmission and, where subject to the Economic Price Assessment Trigger, submit details to the Authority.	As soon as reasonably practicable following receipt of Post Emergency Claim	Email reports	TPD Section Q4.5	
38	Notification to Users of Post Emergency Claims scaleback values	Calculated Post Emergency Claims scaleback values and, where subject to Economic Price Assessment Trigger, notification of any approved claims from the Authority	Notified Users	As soon as reasonably practicable following the calculated or approved values	Email report	TPD Section Q4.5	
39	Calculate daily imbalance deficit values	Approved Post Emergency Claims	Invoiced charges	As soon as reasonably	UK Link or Convention	TPD Section	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Supplement Requirement	Comments
	and submit for invoicing	scaleback values		practicable following the calculated or approved values	al Notice	Q4.5 and Section S2.4.2	

PART 1E: OTHER SERVICES

USER ADMISSION AND TERMINATION

Service Description The issue of relevant notices to Users and certain third parties following the admission of an applicant User to a Network Operator's Uniform Network Code and the termination of a Discontinuing User and a Defaulting User from the Network Operator's Uniform Network Code

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
1.	Not used						
2.	Not used						
3.	Not used						
4.	Not used						
5.	Notification to a Discontinuing User that it has ceased to be a User	Receipt of notice from a Network Operator(s) or Network Operators' Representative that a User has been discontinued having submitted a discontinuance notice and satisfied the requirements of TPD	Agree and send the Discontinuing User, relevant Network Operator(s) or Network Operators' Representative a notice of the date on which it will cease to be a User	As soon as reasonably practicable following satisfaction of the last of the requirements in TPD Section V4.2.2	Conventional Notice	TPD Section V4.2.4(ii)	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
		Section V4.2.2					
6.	Notification that a Discontinuing User has ceased to be a User	Receipt of notice from a Network Operator(s) or Network Operators' Representative that a User has been discontinued having submitted a discontinuance notice and satisfied the requirements of TPD Section V4.2.2	Send each other User a notice that the Discontinuing User has ceased to be a User	As soon as reasonably practicable following the User Discontinuance Date	Conventional Notice	TPD Section V4.1.3	
7.	Notification of a Discontinuance Notice from a User	Receipt of a Discontinuance Notice from a User	Notify Network Operator(s) or Network Operators' Representative of receipt of Discontinuance Notice from a User	As soon as reasonably practicable following receipt of the Discontinuance Notice	Conventional Notice	TPD V4.2.1	
8.	Application of TPD Section V3.3.2 sanctions	Receipt of notice from a Network Operator(s) or Network Operators' Representative that User's Relevant Code Indebtedness exceeds 85% of its Code Credit	Rejection of any Supply Point Nomination or Supply Point Confirmation	Within one (1) Business Day following receipt of notice from Network Operator(s) or Network	UK Link Communication	TPD Section V3.3.2	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
		Limit		Operators' Representative			
9.	Notification of the issue of a Termination Notice to a Defaulting User	Issue of a Termination Notice to a Defaulting User	Send notice of the issue of a Termination Notice for the Defaulting User to each other User (including other Network Operator(s) or Network Operators' Representatives, if applicable)	Within one (1) Business Day following issue of the Termination Notice	Conventional Notice	TPD Section V4.3.6	
10.	Notification of Supplier(s) of Last Resort by the Authority	Receipt of notice from the Network Operator(s) or Network Operators' Representative of a Supplier of Last resort in respect of the Terminated Supply Meter Point	Provide Supplier(s) of Last Resort Terminated Supply Meter Point information	As soon as reasonably practicable	UK Link Communication	TPD Section G2.1.8	
11.	Notification of Last Resort User following appointment of Supplier(s) of Last Resort by the Authority	Receipt of notice from the Network Operator(s) or Network Operators' Representative of Last Resort User who shall become the Registered User of Terminated	Provide Last Resort User Terminated Supply Meter Point information	As a reasonably practicable, subject to TPD Section G2.1.11, G2.1.12 and G2.1.13 provide Terminated Supply Meter	UK Link Communication	TPD Section G2.1.8 and G2.1.9	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
		Supply Meter Points		Point Information on the day of issue			

CONNECTED SYSTEM EXIT POINTS

Service Description Validation of relevant data submitted to a Network Operator by a Connected System Operator in relation to a Connected System Exit Point

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
12.	Validation of relevant Supply Point Administration data submitted to a Network Operator by a Connected System Operator or independent gas transporter in relation to an NDM CSEP	Receipt of relevant data from the Connected System Operator or independent gas transporter	Send a notice to the Connected System Operator or independent gas transporter indicating whether or not relevant data has passed validation	As soon as reasonably practicable following receipt of relevant data from the Network Operator	Conventional Notice	TPD Section J5	To be replaced following 440

NExA SUPPLY METER POINTS

Service Description Notification of existence of NExA Supply Meter Points

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
13.	Notification to a User or Connected System Operator of the existence of a NexA	Receipt of a Supply Point Nomination from a User in respect of a Supply Point which includes a NexA Supply Meter Point	Send the User and relevant Connected System Operator a Notice that the relevant Supply Point includes a NexA Supply Meter Point	As soon as reasonably practicable following receipt of the Supply Point Confirmation	Conventional Notice	None	To be replaced following 440

MUST READS

Service Description Notification of failure of a User to obtain and provide valid Meter Readings for Non Daily Read Meters and obtaining of Meter Read by Service Provider in such circumstances

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
14.	Not used						
15.	Not used						
16.	Not used						
17.	Not used						

GENERATION OF SUPPLY POINT METER REFERENCE NUMBER

Service Description Generation of a Supply Point Meter Reference Number for a New Supply Meter Point and maintain registration of Supply Point Meter Reference Numbers

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
18.	Record the number for a New Supply Meter Point on the Supply Point Register	Receipt of notice that connection works have or will be undertaken to establish a New Supply Meter Point	Record the new Supply Point Meter Reference Number and send notice to relevant contractor (utility infrastructure provider) of new Supply Point Meter Reference Number	As soon as reasonably practicable following receipt of the notice from the relevant contractor	ConQuest or Conventional Notice	TPD Section G7.3.1	
19.	Generation and provision of range of Supply Point Meter Reference Number (s)	Receipt of request from the relevant contractor for Supply Point Meter Reference Number(s)	Send relevant contractor a range of unique Supply Point Meter Reference Number	As soon as reasonably practicable following receipt of request	Conventional Notice	None	
20.	Create the Supply Point Meter Reference Number for a Supply Meter Point missing from the Supply	Receipt of request from the User to create a Supply Point Meter Reference Number	Create the Supply Point Meter Reference Number and send notice details to the relevant	As soon as reasonably practicable following	ConQuest	TPD Section G7.3.1	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
	Point Register		User	receipt of the notice from the User			
21.	Registration with a User of an unregistered Supply Meter Point.	Generation of scheduled report of unregistered Supply Meter Points	Identify Registered User of Supply Meter Point	As soon as reasonably practicable	Conventional Notice	None	

Emergency contact information

Service Description The recording and provision of emergency contact information

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
2 2	The receipt and recording of User contact details in the event of a Gas Supply Emergency.	The receipt of data from a User which must be recorded.	Record the User Gas Supply Emergency contact details	Within two (2) Business Days of receipt of new or revised data	Conventional Notice and email	TPD Section Q 2.2	
2 3	The provision of User Gas Supply Emergency contact details.	The provision of User Gas Supply Emergency contacts details to Networks.	Provide Networks with the User Gas Supply Emergency contact details	Within two (2) Business Days of receipt of new or revised data	Conventional Notice and email	None	Need to reference the data is provided by Shippers

Shipper Agreed Reads
Service Description The submission and processing of Shipper Agreed Reads

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
2 4	The use of a notional meter reading for the purposes of individual NDM Reconciliation.	Failure by the User to provide an Opening Meter reading within the required period.	Provide the Proposing User and Withdrawing User with the Meter Reading.	Within fifteen (15) Business Days after the Supply Point Registration Date.	UK Link Communication	TPD Section M3.8.5	
2 5	Not used						

Provision of information to registered metering applicants

Service Description The provision of supplier id information to meter asset managers

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
26	Provision of relevant data to a Registered Metering Applicant	Receipt of request from a Registered Metering Applicant for the provision of the identity of the supplier identifier to the relevant meter point.	Provide the relevant data in relation to which the request related	On receipt of request	Telephone, email,	TPD Section V5.11	The service is chargeable directly to MAMs

PART 1F: DEMAND ESTIMATION SERVICES

SERVICE LINE – DEMAND ESTIMATION

Service Description Implementation of demand estimation procedures including co-ordination of DESC, review of weather variables, undertaking NDM analysis and algorithm evaluation, annual consultation, submission and finalisation of EUC and Demand Model and collection, monitoring and analysis of sample data from dataloggers and data recorders.

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Requirement	Comments
1.	Review of Composite Weather Variable formula	No later than the date falling twelve (12) months prior to the fifth (5th) anniversary of the previous review of the formula (or following unusual weather experience where the Service Provider believes it appropriate)	Consult with DESC and review and where appropriate revise the formula by which the Composite Weather Variable for the network is determined	By such time that will allow any revised formula to be applied for the purposes of determining End User Categories and Demand Models for the next following Gas Year	Electronic update of Service Provider systems and Conventional Notice or email to Users	TPD Section H1.4.2	
2.	Review of seasonal normal values of Composite Weather Variable	No later than the date falling twelve (12) months prior to the fifth (5th) anniversary of the previous	Consult with DESC and where appropriate revise seasonal normal values of Composite Weather Variable	By such time that will allow any revised formula to be applied for the	Electronic update of Service Provider systems	TPD Sections H1.5.2 and H1.5.3	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Requirement	Comments
		review of the seasonal normal values of Composite Weather Variable (or following unusual weather experience where the Service Provider believes it appropriate)		purposes of determining End User Categories and Demand Models for the next following Gas Year	and Conventional Notice or email to Users		
3.	Ad hoc review of components of Composite Weather Variable formula and of seasonal normal values of Composite Weather Variable	Where the Service Provider determines review appropriate	Consult with DESC and where appropriate review components of Composite Weather Variable formula and seasonal normal values of Composite Weather Variable and where appropriate revise or identify substitute components for formula	Ongoing	Electronic update of Service Provider systems and Conventional Notice or email to Users	TPD Section H1.4.2	
4.	Undertake initial annual NDM analysis and publish initial NDM proposals for each Gas Year	Requirement to derive for each Gas Year appropriate NDM EUC definitions, NDM EUC profiles, NDM EUC load factors, and aggregate NDM seasonal normal demand and weather	Initial proposals for NDM EUC definitions, NDM EUC profiles, NDM EUC load factors, and aggregate NDM seasonal normal demand and weather sensitivity in each LDZ comprised in the Network	By 30 June prior to the relevant Gas Year	Published on UK Link documents	TPD Sections H1.8 and H1.9	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Requirement	Comments
		sensitivity in each LDZ comprised in the Network					
5.	Prepare default NDM proposals for each Gas Year	Opportunity for Network Operator or User to make application for Condition A11(18) Disapproval	Default NDM EUC definitions, NDM EUC profiles and NDM EUC load factors (based on proposals applying for current Gas Year) for the relevant Gas Year	By not later than 30 June prior to the relevant Gas Year	If required, Convention al Notice or email	TPD Section H1.9.2	
6.	Undertake NDM algorithm performance evaluation over each twelve (12) month period from April to March	Requirement to provide Users with summary of analysis of performance of EUCs and Demand Models	Evaluate performance of EUCs and Demand Models by analysis of (inter alia) scaling factors, weather correction factors, reconciliation variance data and NDM sample data and send Users summary of analysis	By not later than 30 June each year	Convention al Notice or email	TPD Section H1.8.1(d)	
7.	Consultation with DESC on proposed EUCs and Demand Models for a Gas Year	Requirement to hold consultation with Users during June prior to relevant Gas Year	Undertake consultation with DESC and submit to Users the information referred to in TPD Section H1.8.1	Conduct consultation in June prior to relevant Gas Year	Undertake consultation in accordance with H1.8.1	TPD Section H1.8.1	
8.	Provision of historic demand data to Users	Receipt of request from a User between 1 May and 31 May	Send User demand data referred to at TPD Section H1.7.2 and other	By not later than 15 June in the Preceding Year	CD ROM	TPD Section H1.8.2	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Requirement	Comments
			data as may be relevant				
9.	Review of User representations and consultation with Users	Receipt of representations from a User(s) prior to 15 July prior to relevant Gas Year	Review User representations, convene meeting of DESC to consider User representations, and where appropriate consult, meet with Users and send Users reasonable details of representations received (or otherwise notify Users thereof)	By not later than 14 August prior to the relevant Gas Year	Convening meetings of DESC and/or Convention al Notice or email	TPD Sections H1.8.3, H1.8.4 and H1.8.5	
10.	Submit final proposals for End User Categories and Demand Models to the Authority	Requirement to submit final proposals for EUCs, Demand Models and Derived Factors for a Gas Year to the Authority for approval	Submit final proposals for EUCs, Demand Models and Derived Factors to the Authority	By not later than 15 August prior to the relevant Gas Year	Published on UK Link documents	TPD Section H1.9.1	
11.	Consider application made to Authority for Condition A11(18) Disapproval regarding final proposals for following Gas Year by a User	Receipt of application to Authority to give Condition A11(18) Disapproval in respect of final proposals	Provision of relevant information to the Authority	During the 5 Business Days that the Authority has to make a decision following application	Convention al Notice or email	TPD Section H1.9.2	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Requirement	Comments
12.	Create Derived Factors for Gas Year on basis of approved EUCs and Demand Models	Requirement to create Derived Factors for start of following Gas Year	Create Derived Factors and send Derived Factors to Users and Network Operators	By 30 June (for initial proposals), by 14 August (for final proposals) and by 15 September for electronic files of Derived Factors	Published on UK Link documents and submit file to Users and Network Operators	TPD Sections H1.9.2, H1.9.3, 2 and 4	
13.	Undertake NDM algorithm performance evaluation for Gas Year	End of a Gas Year	Evaluate performance of Demand Models by analysis of (inter alia) scaling factors, weather correction factors, reconciliation variance data and NDM sample data	By not later than 31 January in the following Gas Year	Convening meetings of DESC and/or Conventional Notice or email	None	
14.	Undertake ad hoc analysis to support NDM demand modelling and Derived Factors	Requirement identified by Service Provider or DESC	Results of ad hoc analysis	Ongoing	Convening meetings of DESC and/or Conventional Notice or email	None	
15.	Collate and validate daily consumption data for sample Supply Point Components in Network	Receipt of daily consumption data from dataloggers at sample Supply Point Components in	Process and maintain record of daily consumption data from dataloggers for sample Supply Point	Ongoing	Electronic update of Service Provider systems	TPD Section H1.6	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Requirement	Comments
		Network	Components in Network				
16.	Monitor data from sample Supply Point Components in the Network	Requirement to maintain a representative sample of Supply Point Components in the Network	Assess size and location of sample Supply Point Components in the Network and, where appropriate, send Users details of proposed revisions to sample	Ongoing	Conventional Notice or email	TPD Section H1.6	
17.	Acquire and provide relevant Supply Point premises information to sample data service providers for use in selecting new and replacement sample sites	Requirement to maintain a representative sample of NDM Supply Point Components in the Network	Relevant Supply Point premises and Supply Meter Installation data for prospective sample NDM Supply Point components	Ongoing	Conventional Notice or email	TPD Section H1.6	
18.	Liaison with sample data service providers	Requirement to maintain a representative sample of NDM Supply Point Components in the Network and receipt of notifications of terminated and newly installed dataloggers at sample Supply Point Components	Liaison with sample data service providers and revisions to records of dataloggers installed at Supply Point Components (numbers and disposition) consequent on notifications of terminations and new installations of dataloggers at sample Supply Point	Ongoing	Conventional Notice or email	TPD Section H1.6	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Requirement	Comments
			Components				
19.	Liaison with sample data service providers to ensure accurate sample data flows	Requirement to maintain a representative sample of NDM Supply Point Components in the Network	Liaison with sample data service providers	Ongoing	Conventional Notice or email	TPD Section H1.6	
20.	Collate, validate and distribute daily consumption data from data recorder based sample NDM Supply Point Components in Network	Receipt of weekly electronic transmission of daily Consumption data from data recorder based sample NDM Supply Point Components in Network	Process and maintain record of daily consumption data from data recorder based sample NDM Supply Point Components in Network	Ongoing	Electronic update of Service Provider systems	TPD Section H1.6	
21.	Manage data recorder based NDM sample component and related service provision/provider in Network	Requirement to maintain a representative sample of NDM Supply Point Components in the Network	Liaison with data recorder sample data service provider	Ongoing	Conventional Notice or email	TPD Section H1.6	
22.	Procure weather data for Network	TPD Section H requirements in general	Maintaining and revising definitions of Composite Weather Variable, and updating of Demand Models that use weather data for	Ongoing	Electronic update of Service Provider systems	TPD Sections H1.4.2, H1.5.2 and H1.5.3	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Requirement	Comments
			Network				
23.	Collate, validate and publish daily flow weighted average calorific value data for the Network	TPD Section H requirements in general	Calculation of energy values for daily consumption data for sample Supply Point Components in the Network	Ongoing	Electronic update of Service Provider systems	None	
24.	Collate, validate and publish daily demand data for the Network	TPD Section H requirements in general and Services 2, 3 and 4, Schedule 1	Review and revision of Composite Weather Variables, NDM algorithm performance evaluation and derivation of Derived Factors	Ongoing	Electronic update of Service Provider systems	None	

PART 2: PROVISION OF SERVICES IN RELATION TO OBLIGATIONS UNDER GAS TRANSPORTER'S LICENCE

Service Description Provision of Supply Point Information Services and other services required to be provided under the terms of a Network Operator's GT Licence (to the extent the services are not already provided pursuant to the terms of the Network Operator's Uniform Network Code)

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
1.	Provision of information in relation to gas illegally taken	Receipt of notice of alleged incident of gas illegally taken	Submit notice to User and/or Network Operator for investigation into alleged incident or for safety visit	Within two (2) Business Days of receipt of notice and where safety prejudiced as soon as practicably possible	ConQuest or Conventional Notice	Standard Condition 7	
2.	Process of applications for costs associated with investigation into gas illegally taken	The notification from a User that it has investigated the alleged incident and the request for the costs incurred to be refunded	Process application and notify User of the outcome of the application	As soon as reasonably practicable following receipt of the application	Email or Conventional Notice	Standard Condition 7	
3.	Notification of proposed connection or	Receipt of notification of proposed connection or	Send relevant User a copy of the notification	Within two (2) Business Days	UK Link Communic	Standard Special	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
	disconnection of meter to a service pipe	disconnection from relevant person in accordance with paragraphs 12(1) and (3) of Schedule 2B of the Act	together with other relevant information which the Service Provider holds in relation to the meter	of identification of User	ation	Condition A10 paragraph 5	
4.	Notification of no meter inspection for 2 years	Where the Service Provider determines that Standard Special Condition A10 paragraph 6 of GT Licence applies	Send relevant User date by which meter inspection must be carried out for the purposes of Condition 17 of the relevant User's gas shipper licence	By not later than four (4) months prior to the date by which the meter inspection must be carried out	UK Link Communication	Standard Special Condition A10 paragraph 6	
5.	Provision of Standard of Service and Supply Point information to the Authority required under Standard Special Condition A26	Receipt of request from the Authority for Standard of Service and Supply Point information required by the Authority for the purposes specified in Standard Special Condition A26 paragraph 1 and receipt of authorisation from a Network Operator to disclose relevant information	Provide the relevant information in relation to Standard of Service and Supply Point which the request related	As soon as reasonably practicable following receipt of authorisation from the relevant Network Operator	Convention al Notice	Standard Special Condition A26	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
6.	Not used						
7.	Provision of relevant data to domestic customers or persons acting on their behalf (but not gas shippers or their agents) or to any customer of a gas supplier in relation to premises occupied, or to be occupied, by the customer	Receipt of request from a domestic customer or a person acting on their behalf (but not a gas shipper or its agents) for relevant data referred to at paragraphs 3(a)(iii), 3(b)(iii) and 3(b)(iv) of Standard Special Condition A31 of the Transporter's Licence or receipt of request from a customer of a gas supplier for any relevant data referred to at paragraph 3 (e) of Standard Special Condition A31 of the Transporter's Licence which relate to the premises occupied, or to be occupied, by the customer. Receipt of a request from a gas customer for the provision of the identity of the GT to the	Provide the relevant data in relation to which the request related	On receipt of request	Telephone	Standard Special Condition A31 paragraph 2(c) and 2(e).	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
		premises in question.					
8.	Provision of relevant data to non-domestic customers of a gas supplier or persons acting on their behalf	Receipt of request from a non-domestic customer of a gas supplier or a person acting on its behalf for any relevant data referred to at paragraph 3 of Standard Special Condition A31 of the Transporter's Licence	Provide the relevant data in relation to which the request related	On receipt of request	Telephone	Standard Special Condition A31 paragraph 2(d)	
9	Not used						
10.	Provide copy of this Agreement to the Authority	Signature of agreement and effectiveness of each (and any) subsequent amendment to the agreement	Submit copy of agreement (or amended agreement) to the Authority	As soon as reasonably practicable following signature and effectiveness of subsequent amendment	Conventional Notice or email	Standard Special Condition A15	
11.	Publication of this Agreement excluding agreed areas of confidentiality	Notification from Network Operators Representative to publish this Agreement with the exception of information agreed as confidential	Publish this Agreement	As soon as reasonably practicable following notification from the	On-line	Standard Special Condition A15	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
				Authority			
12	Provision of services as defined in CSEP Network Exit Agreement (NEXA) ; Receipt of data for each LMN and the updating of records (subject to validation rules)	Receipt of relevant file, no more than one per week from each iGT, or as otherwise agreed with the Networks	Validation activities, updating data as required	Within 8 business days of receipt of the relevant file.	Email	NEXA	Needs a re-write as a result of 440 and IGTAD
13	Provision of services as defined in CSEP Network Exit Agreement (NEXA) ; Receipt of reconciliation data, calculation and application of daily energy variance (subject to validation rules)	Receipt of relevant file	Validation activities and calculation and application of the daily energy variance as required	As soon as reasonably practical following receipt of the file	Email	NEXA	Needs a re-write as a result of 440 and IGTAD
14	Conduct a customer satisfaction survey with shippers on the services provided to shippers on behalf of Networks.	Conduct a customer satisfaction survey twice per year.	Customer satisfaction survey results published to Networks and Shipper.	Within two (2) months of the survey closure.	Email and presentation through operational forum.	None.	Would there be an equivalent line for Shippers taking Direct Code Services?

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
15.	Publication of the initial approved Agency Charging Statement	Notification from Network Operators Representative to publish the Agency Charging Statement	Publish the Agency Charging Statement	As soon as reasonably practicable following notification from the Network Operators Representative	On-line	Standard Special Condition A15	
16	Provision of an electronic copy of the Agency Charging Statement	On request	Electronic copy of the Agency Charging Statement	As soon as reasonably practicable following the request	Email	Standard Special Condition A15	
17	Compliance with Agency Charging Statement	Following implementation of revised GT Licence Standard Special Condition A15	Compliant delivery of User Pays services	Ongoing	Compliant procedures	Standard Special Condition A15	
18	Review the Agency Charging Statement	Ongoing	Reviewed Agency Charging Statement and decision on whether to modify	Six monthly	Report to Network Operators	Standard Special Condition A15	
19	Preparation of Agency Charging Statement, modification report	Where required following review of the Agency Charging	Agency Charging Statement issued including modification	Within one month of the	Discussion at the Contract	Standard Special Condition	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
		Statement	the terms of the proposed modification and the timetable for implementation.	review	Managers Steering Group meeting	A15	
20	Submit Agency Charging Statement, modification report to the Authority on behalf of Networks, and publish to the industry	Approval from Networks to submit Agency Charging Statement, modification report	Submitted and published Agency Charging Statement modification report	As soon as possible following approval from Networks	Email to the Authority, publication on Xoserve website to the industry	Standard Special Condition A15	
21	Modify, publish and implement the modified Agency Charging Statement	On direction from the Network Operators following no Authority direction not to make the modification	Modified, published and implemented Agency Charging Statement	In line with the modification report	Revised compliant procedures	Standard Special Condition A15	

PART 3: OTHER NETWORK SERVICES

SERVICE LINE - UK LINK SERVICES

Service Description The provision of IT services, services in relation to UK Link and certain other notification and information services

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Code Supplement Requirement	Comments
1.	Establishment and operation of UK Link System	Requirement for Service Provider to provide access to UK Link System following request from a UK Link System User	Availability of UK Link systems to enable UK Link System Users to conduct their normal business	Ongoing	On-line	TPD Section U1	UK Link Manual. Description only – not a service.
2.	Establishment and operation of UK Link Network	Requirement for Service Provider to provide access to UK Link Network following request from a UK Link System User	Availability of UK Link Network to enable UK Link System Users to conduct their normal business	Ongoing	On-line	TPD Section U1	UK Link Manual. Description only – not a service.

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Code Supplement Requirement	Comments
3.	UK Link System Modifications services	Submission by Network Operator or UK Link System User of a proposed Systems Modification	Notify all UK Link System Users of proposed UK Link System Modifications, circulation of proposed UK Link System Modifications for consultation, receipt and publication of UK Link System User submissions in respect of proposed UK Link System Modifications; and preparation of an implementation plan setting out the proposal or revised proposal and the steps and timetable proposed for implementation of the UK Link System Modification.	In accordance with agreed timescales	Conventional Notice or UK Link Committee	TPD Section U8	UK Link Manual
4.	UK Link Manual services	Maintain and make available a single copy of UK Link Manual to	Update UK Link Manual prior to implementation of each	Prior to implementation of UK Link	On-line and notify via Convention	TPD Section	UK Link Manual.

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Code Supplement Requirement	Comments
		any UK Link System User	UK Link Modification and make available a copy of the current UK Link Manual to all UK Link System Users	Modification or following request for a copy of the UK Link Manual	al Notice or email	U1.4	
5.	Not used						
6.	User Interface Document services	Maintain and make available User Interface Document	Update User Interface Document prior to amendment and make available a copy of the current User Interface Document to all Users	Prior to the of amendment the of User Interface Document or following request for a copy of the User Interface Document Link Manual	On-line and notify via Convention al Notice or email	None	UK Link Manual.
7.	IT System help desk	Requirement for Service Provider to provide a help desk to assist UK Link System Users in accessing or	Provision of help desk and provision of assistance to UK Link System Users in accessing or using IT	Ongoing	Telephone Helpdesk or Email	TPD Section U1.5	UK Link Manual.

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Code Supplement Requirement	Comments
		using IT System	System				
8.	Provision of UK Link provided equipment and UK Link provided software	Requirement for Service Provider to provide to UK Link System Users appropriate UK Link provided equipment and UK Link provided software in accordance with the UK Link Manual and receipt of a request from a UK Link System User to provide computer equipment and computer software	Provision of UK Link provided equipment and UK Link provided software in accordance with the UK Link Manual	Within forty five (45) Business Days of receiving formal request from a UK Link System User	Provision of UK Link provided equipment and UK Link provided software in accordance with the UK Link Manual	TPD Section U2.3	UK Link Manual.
9.	Provision of additional UK Link provided equipment and UK Link provided software to UK Link System Users, beyond standard installation	Service Provider to provide to UK Link System Users additional appropriate UK Link provided equipment and UK Link provided software following request from	Provision of additional UK Link provided equipment and UK Link provided software and recovering costs of provision in accordance with the UK Link	Within forty five (45) days of receiving formal request from a UK Link System User	Provision of UK Link provided equipment and UK Link provided software in	TPD Section U1.6 UK Link Manual	UK Link Manual.

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Code Supplement Requirement	Comments
		UK Link System User	Manual		accordance with the UK Link Manual		
10.	Provision of UK Link provided Equipment and UK Link provided Software training services	Receipt of a request from a UK Link System User to provide UK Link provided equipment and UK Link provided software training services	Receipt of a request from a UK Link System User to provide UK Link provide equipment and UK Link provided software training services	As soon as reasonably practicable following receipt of request from the UK Link System User	Provision of UK Link provided equipment and UK Link provided software]training services	UK Link Manual	UK Link Manual.
11.	Removal of UK Link provided equipment	Receipt of request from Network Operator or UK Link System User or following the issue of a Termination Notice.	Removal of UK Link provided equipment	As soon as reasonably practicable following issue of Termination Notice		TPD Section U2.8	UK Link Manual.
12.	UK Link Network Audit Trail	Receipt of request from any UK Link System User for a copy of the	Provision to UK Link System User of audit	As soon as reasonably practicable	Email or UK Link	TPD Section	UK Link Manual. Description only, not a service. Note, still

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Code Supplement Requirement	Comments
		audit trail	report	following receipt of request	Network	U4.7	described in UNC U section 3.5
13.	Provision of UK Link Identity	Create relevant identification(s) and passcode(s) for a UK Link UK Link System User	Provide the UK Link Identify to the UK Link UK Link System User or Authorised Representative	As soon as reasonably practicable following receipt of request from the UK Link System User	Conventional Notice	TPD Section U2.6	UK Link Manual. Description only, not a service
14.	Business Day calendar services	Provide UK Link System Users Business Day calendar	Send all UK Link System Users a list of all Business Days determined in accordance with the code in the following calendar year	By 30 September in each calendar year	Conventional Notice or email	TPD Section G 1.10.2	Direct service
15.	UK Link System User notification service	Receipt by the Service Provider of a UK Link System User notification or notification from the	Send all UK Link System Users a copy of the UK Link System User notification	UK Link System User notifications marked 'urgent' will be sent to	Conventional Notice	None	Does this still exist? If so will it exist in the future?

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Code Supplement Requirement	Comments
		Network Operators' Representative		UK Link System Users two (2) hours of receipt by the Service Provider (provided no more than five (5) such notifications are received on any day) and notifications marked 'non urgent' will be sent to UK Link System Users twenty four (24) hours or by the end of the following Business Day (whichever is the earlier) after receipt by the Service Provider (provided no			

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Code Supplement Requirement	Comments
				more than ten (10) such notifications are received on any day			
16.	Notification to UK Link System Users of any unauthorised access	Service Provider becoming aware of unauthorised access into UK Link System or UK Link Network	Notification to impacted UK Link System User and investigation into causes with implementation of remedial actions to avoid future occurrence	Ongoing	Conventional Notice	TPD Section U 1.8	UK Link Manual
17.	Establishment and maintenance of computer virus protection policies and procedures	Policies and procedures published	Update to UK Link Manual	Ongoing	UK Link Manual	TPD Section U1.9	UK Link Manual
18.	Notification to UK Link System Users of any computer virus(es) transmitted over UK Link Network	Service Provider becoming aware of computer virus(es) introduced onto UK Link Network	Notification to impacted UK Link System User(s) and investigation into causes with implementation of remedial actions to	Ongoing	Conventional Notice	TPD Section U1.9	UK Link Manual

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Code Supplement Requirement	Comments
			avoid future occurrence				
19.	Benchmark UK Link Network Equipment	Service Provider benchmarking of UK Link Network hardware and software to identify any changes in configuration	If configuration change is identified, Service Provider to submit a UK Link modification	Ongoing	UK Link Committee	TPD Section U2.2.11	UK Link Manual
20.	Interoperability of Licensed Software	Receipt of request from any UK Link System User for information on interfaces and standard protocols relating to licensed software	Details of interfaces and standard protocols issued to UK Link System User	As soon as reasonably practicable following receipt of request	Email	TPD Section U3	UK Link Manual
21.	Contingency Arrangements	Establishment and maintenance of contingency arrangements for UK Link	Updates to Contingency Arrangements within UK Link Manual	Ongoing	UK Link Manual	TPD Section U6	UK Link Manual. Text retained in UNC U 5
22.	Initiation of Contingency Arrangements	Degradation in performance of UK Link or planned UK	Initiation of Contingency Procedures	Ongoing	Conventional Notice,	TPD Section	UK Link Manual. Text retained in UNC U 5

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Code Supplement Requirement	Comments
		Link downtime which occurs outside of 04:00 and 06:00 on any day			email	U6 UK Link Manual	
23.	Provision of monthly Performance Reports	UK Link Committee Meeting	Performance Level Report issued at UK Link Committee	monthly	Conventional Notice, email	TPD Section U7	UK Link Manual.
24.	Provision of monthly Software Errors Reports	UK Link Committee Meeting	Software Errors Report issued at UK Link Committee	monthly	Conventional Notice, email	TPD Section U7	UK Link Manual.
25.	Appointment of UK Link Performance Auditor	As agreed by UK Link Committee	Audit report on Performance Monitoring Procedures	As agreed by UK Link Committee	Conventional Notice, E-mail	TPD Section U7.5	UK Link Manual.
26.	UK Link Standards Guide	Maintenance of the UK Link Standards Guide	UK Link Standards Guide updated and published	Ongoing	UK Link Manual	UK Link Manual	UK Link Manual.
27.	UK Link IS Service Definition Guide	Maintenance of the UK Link IS Service Definition Guide	UK Link IS Service Definition Guide updated and published	Ongoing	UK Link Manual	UK Link Manual	UK Link Manual.
28.	Active Notification	Provision and	UK Link System User	As soon as	Electronica	TPD	UK Link Manual. Text

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Code Supplement Requirement	Comments
	Device	operational support of Active Notification Devices	has possession of Active Notification Device and is capable of receiving notices	reasonably practicable following receipt request of	lly Posted	Section U4.6 UK Link Manual	retained in UNC U 3.4

SERVICE LINE – PROVISION OF USER REPORTS AND INFORMATION

Service Description Provision of information and data required by a Network Operator in relation to a complaint by a User or consumer and the provision of certain operational information in respect of certain matters related to the Uniform Network Code

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
29.	Provision of information held by Service Provider and data following complaint to a Network Operator by a User, the Authority, Consumer Focus or Consumer Direct	Receipt of request from a Network Operator for the relevant information and data	Send the relevant Network Operator the relevant information and data	Within eight (8) Business Days of the receipt of the Network Operator's request	ConQuest	None	
30.	Not used						
31.	Not used						
32.	Not used						
33.	Not used						

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
34.	Not used						
35.	Not used						
36.	Priority customers report	Monthly	Send each User the Priority customers report in the format agreed with Users	As soon as reasonably practicable following the end of the relevant month	Email	None	
37.	Reconciliation by Difference – verification report (National & Local Distribution Zone)	Receipt of domestic panel data	On request from a User send the User a report of actual vs. billed charges for domestic market in the format agreed with Users	As soon as reasonably practicable following end of the relevant month	Presentation at relevant industry operational meeting	None	
38.	User Suppressed Reconciliation Values performance report	Month end	Publish monthly User performance data in the resolution of User Suppressed Reconciliation Values. to all users in the format agreed with Users	By the seventh (7) Business Day following the month end or as soon as reasonably practicable thereafter	Email	In accordance with Uniform Network Code Reconciliation Suppression Guideline	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
						s	
39.	Local Distribution Zone (LDZ) larger reconciliation notification report	Receipt of notification from relevant Network Operator	Send all Users a report of details of forthcoming large LDZ Reconciliations in the format agreed with Users	As soon as reasonably practicable following receipt of request	UK Link documents	None	
40.	Reconciliation by Gas Flow report	Receipt of request from User	Send the requesting User a report of reconciliation phased back to gas flow month in the format agreed with Users	As soon as reasonably practicable following end of the relevant month	Email	None	
41.	Not used						
42.	Not used						
43.	Unique Sites Daily Allocations	Receipt of read data and daily Calorific Values	Send the Agent allocated volume for the previous day for Shared Supply Meter Points which are not telemetered	By 16.30 on the day following the Gas Day	Conventional Notice	None	
44.	Not used						

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
45.	Not used						

SERVICE LINE – NETWORK OPERATOR AND USER RELATIONSHIP MANAGEMENT
Service Description Provision of Network Operator support services

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
46.	Attend meetings of the Uniform Network Code Committee(s), the gas Forum, the Independent Gas Transporter's Forum, other gas industry forums and customer and consumer groups, as a representative of a Network Operator(s), or in an advisory capacity to Network Operator(s)	Receipt of a reasonable request from a Network Operator(s) or Network Operators Representative to attend industry meetings in a representational, or advisory capacity	Attend industry meetings to represent a Network Operator(s), or to record relevant information, and report to the Network Operator(s) following industry meeting	As agreed with the Network Operator(s)	As agreed with the Network Operator(s)	None	
47.	User relationship management services	Responsibility and delivery of Service Requirements	Management of delivery of all relevant Service Requirements, management of day to day operational requirements of the relevant Network Operator under this agreement, development and maintenance of	As agreed with the relevant Network Operator	As agreed with the relevant Network Operator	None	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
			relationship with relevant Users and management and resolution of operational issues arising in connection with the provision of Service Requirements				
48.	Submission of all User notifications	Request from a Network Operator or from the Network Operators' Representative to send notification to all Users	Send all Users notice of the all User notification	Within agreed timescales at receipt of the request from the relevant Network Operator	Email	None	

SERVICE LINE – DATA FLOWS AND SERVICES TO NETWORK OPERATORS

Service Description Provision of information to UK Transmission and Network Operators

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
49.	Provision of DM Supply Meter consumption data and consumption data for Unique Sites and CSEPs to UK Transmission	Each Business Day	Send UK Transmission DM Supply Meter consumption data and consumption data for Unique Sites and CSEP measurement data, and NDM CSEP demand data	The end of the Business Day	File transfer	None	
50.	Provision of interruption information to UK Transmission	Each Business Day	Send UK Transmission details of interruption at Supply Meter Points on the preceding Day and interruption contact details	The end of the Business Day	File transfer	None	
51.	Provision of AQ data to UK Transmission	Start of Gas Year	Send UK Transmission AQ information for each Supply Meter Point on the Network Operator's pipe-line system	Prior to start of Gas Year	File transfer	None	
52.	Provision of Withdrawn Supply Points to UK	Following change to Meter point status in S&M Database	Send UK Transmission details of each Supply Meter Point that has had	The end of the Business Day on which the	File transfer	TPD Section	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
	Transmission		a Withdrawal notice accepted and applied S&M Database	change in status occurs		G3.1.4	
53.	Not used						
54.	Not used						
55.	Weekly provision of relevant Supply Point data to Network Operator (excluding UK Transmission)	Weekly requirement	Update Network Operator firm load shedding system with details of changes to Supply Point data	At the start of each Week	File transfer	None	
56.	Provision of logical Meter number to relevant Network Operator and UK Transmission	Following Supply Point Confirmation for a Unique Site	Send the relevant Network Operator and UK Transmission details of the logical Meter number	As soon as reasonably practicable following the Supply Point Confirmation	Email	None	
57.	Provision of NDM meter exchange details to UK Transmission.	Following Change to Data Item (Meter Details) in S&M Database	Send UK Transmission NDM Meter Details	The end of the Business Day on which the data has been updated on S&M	File transfer	None	
58.	Provision of Capacity & Trading Data to UK	Each Business Day	Send UK Transmission gas trading & capacity data	The end of the Business Day	File transfer	None	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
	Transmission.						
59.	Not used						
60.	Not used						
61.	Notification of submission of Invoice Documents	Submission to Users of Invoice Documents	Send Network Operator notice and relevant content relating to Invoice Documents that have been submitted to all Users	Within twenty four (24) hours of the submission of the Invoice Documents to Users	File transfer or Conventional Notice	None	
62.	Notification of Invoice Query before payment	Receipt of notice from User of Invoice Query before payment	Send Network Operator details provided by User in accordance with TPD Section S4.2.1	Within one (1) Business Day following receipt of the Invoice Query	ConQuest	None	
63.	Notification of an update to an Invoice Query	Investigation and / or resolution of the Invoice Query	Send details to Network Operator	Within one (1) Business Day of the update of the invoice query	ConQuest	None	
64.	Reporting against NTE tables	Requirement to provide reporting against NTE tables	Report against NTE tables	Ongoing	Gemini	None	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
65	Provision of Network owned Weather Correction Database support and provision of throughput reports.	Each business day and weekly for throughput reports.	Throughput reports to Distribution Networks only	Weekly and monthly.	File transfer	None	
66	Provision of Internet Access to Data Service in accordance with Part 3 of the Services Schedule for the Provision of Non-Code User Pays Services.	Request to create an internet access to data account	Provision of an internet access to data account	Between 06:00 and 20:00 Monday to Saturday excluding bank holidays	On-line	None	
67	Provision of Distribution Network Operator Supply Point count to SPAA Ltd	15 th day of each month	Distribution Network Operator Supply Point count.	By the end of the following month.	Email report	None	In future, is this done on behalf of Shippers?
68	Provision of Distribution Network Operator annual reconciliation data report	January each year	Actual consumption and shrinkage volumes, corrected to 12 year seasonal normal CWV conditions, and split into following categories;	February each year	Email report	None	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
			<ul style="list-style-type: none"> • NDM Firm 0 kWh to 73,000 kWh • NDM Firm 73,200 kWh to 732,000 kWh • NDM Firm above 732,000 kWh • DM Firm • Interruptible • Shrinkage <p>Total per Local Distribution Zone (LDZ)</p> <p>The total number of new loads connected per LDZ and the total number of load in aggregate at the end of the year, split into the following categories;</p> <ul style="list-style-type: none"> • 0 kWh to 73,200 kWh • Above 73,200 kWh 				

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement	Comments
			This report will include data for the previous calendar year.				

PART 4: GEMINI SYSTEM SERVICES

SERVICE LINE - GEMINI SYSTEM SERVICES

Service Description The operational responsibility for the provision and maintenance of the Gemini system

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Requirement	Comments
1.	Operation, management and support of Data Centres	Requirement to operate, manage and support Data Centres	Operating, managing and supporting Data Centres	Ongoing	Online access to Gemini	UK Link Manual	
2.	Operation, management and support of Application Servers	Requirement to operate, manage and support Application Servers	Operating, managing and supporting Application Servers, including storage management, systems programming, capacity planning, performance tuning and maintenance	Ongoing	Online access to Gemini	UK Link Manual	
3.	Provision of operations support for Application Servers	Requirement to provide operations support for Application Servers	Providing operations support	Ongoing	Online access to Gemini	UK Link Manual	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Requirement	Comments
4.	Monitoring of performance, utilisation and efficiency of Application Servers	Requirement to monitor performance, utilisation and efficiency of Application Servers	Conducting regular monitoring of performance, utilisation and efficiency of Application Servers	Ongoing	As agreed with the Network Operator	UK Link Manual	
5.	Fix on Fail correction of Incidents relating to the Applications reported through the Help Desk	Receipt of Incident report from Help Desk	Correcting Incidents relating to Application Managements Services reported through the Help Desk	In accordance with Network Code TPD Section U1.5 and UK Link Manual	Correction of Gemini and notify via Help Desk or email	UK Link Manual	
6.	Essential maintenance and performance improvement of the Applications	Requirement to provide essential maintenance and performance improvement of the Applications	Maintaining and monitoring performance of Applications and, where necessary, improvements	Daily	Gemini	UK Link Manual	
7.	Telecommunications services	Requirement to provide telecommunications services	Providing a physical point on a data centre local area network to enable User connection with the data centre and providing a network address management facility	Ongoing	Access point to telecommunications	UK Link Manual	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Requirement	Comments
8	Notification of Gemini Code Contingency Testing exercise	Three months prior to the commencement of the Gemini Code Contingency Testing exercise	Notification to the industry of the intended Gemini Code Contingency Testing exercise	At least three months notice	Conventional notice	UNC Gemini Code Contingency Guidelines Document	
9	Coordination of the Gemini Code Contingency Testing exercise	Bi-annually,	Coordination of the Gemini Code Contingency testing exercise.	As soon as reasonably practicable.	Conventional notice	UNC Gemini Code Contingency Guidelines Document	
10	Final report for the Gemini Code Contingency Testing exercise	On completion of the Gemini Code Contingency Testing exercise	Gemini Code Contingency Testing exercise review report	As soon as reasonably practicable following completion of the Gemini Code Contingency Testing exercise	Conventional notice	UNC Gemini Code Contingency Guidelines Document	

PART 5: USER PAYS CODE SERVICES

SERVICE LINE - USER PAYS CODE SERVICES

Service Description The provision of services under User Pays arrangements as defined in the GT Licence Standard Special Condition A15 and Agency Charging Statement

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Requirement	Comments
1.	Coordinate admission requirements for an applicant User	Receipt of an application from an applicant User	Send the applicant User and relevant Network Operator relevant documentation	As soon as reasonably practicable	Conventional Notice and email	TPD Section V2.1	Whilst chargeable to the relevant Shipper, the service originates from a GT obligation under UNC
2.	Receipt of relevant documentation to support the admission requirements	Receipt of relevant documentation from the applicant User and/or a Network Operator	Send the relevant Network Operator complete copies of the relevant documentation	As soon as reasonably practicable	Conventional Notice and email	TPD Section V2.1	
3.	Notification to a User of the notice details for the	Receipt of notice from a Network Operator	Send the User notice details for the relevant	On the Day the applicant User	Conventional Notice	TPD Section	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Requirement	Comments
	Network Operator and each other User who are party to the relevant Code	confirming the applicant User has become a User in accordance with TPD Section V2.2.1	Network Operator and the identity of all other Users for the purposes of GT Section B5.2.3	becomes a User		V2.2.2(a)	
4.	Notification to each other User of the accession of an applicant User to the relevant Code	Receipt of notice from a Network Operator confirming the applicant User has become a User in accordance with TPD Section V2.2.1	Send all existing Users a notice specifying the name of the applicant User, its notice details, the date on which the applicant User acceded to the Code and, if appropriate, notice that the applicant User has been admitted pursuant to TPD Section V2.5.1	On the Day the applicant User becomes a User	Conventional Notice	TPD Sections V2.2.2(b) and V2.5.3(c)	
5	Notification of the failure by a User to obtain a valid Meter Reading for a monthly Read Meter	The failure by the User to provide the Service Provider with a valid Meter Reading in accordance with TPD Section M3.4.1(i)	Send a notice to the relevant Network Operator and the User of the failure of the User to provide a valid Meter Reading for the relevant monthly Read Meter	As soon as reasonably practicable following the failure by the User to provide the valid Meter Reading by the required date	Conventional Notice and email	TPD Section M3.6	
6.	Notification of the failure by a User to obtain a valid Meter Reading for an	The failure by the User to provide the Service Provider with a valid	Send a notice to the relevant Network Operator and the User of	As soon as reasonably practicable	Conventional Notice and email	TPD Section	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Requirement	Comments
	Annual Read Meter	Meter Reading in accordance with TPD Section M3.6.1(a)	the failure of the User to provide a valid Meter Reading for the relevant Annual Read Meter	following the failure by the User to provide the valid Meter Reading by the required date		M3.6.	
7.	Raise Meter Read request following failure by User to provide valid Meter Read for a monthly Read Meter	Failure of User to provide valid Meter Read for a monthly Read Meter	Send notice of failure to the relevant Network Operator, Send and Meter Read request to Network Operator's relevant meter reading agent to obtain valid meter read	As soon as reasonably practicable following failure	File transfer	TPD Section M3.6.	How is the charge to be raised to Shippers?
8.	Receipt and submission (to UK Link Systems) of Valid Meter Read to User	Receipt of valid Meter Read	Submit the Meter Read to UK Link Systems and notify User of Meter Read details	As soon as reasonably practicable	UK Link Communication or ConQuest	TPD Section M3.6	
9	Submission of an Agreed Opening Meter Reading for a Non-Daily Read Supply Meter.	Agreement between the Proposing User and Withdrawing User to replace the Opening Meter Reading.	Receipt and loading of the Agreed Opening Meter Reading.	Within 5 business days following receipt of the Agreed Opening Meter Reading.	UK Link Communication	TPD Sections M3.8.7 and M3.8.8	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Requirement	Comments
10	Submission of an Agreed Opening Meter Reading for a Non-Daily Read Supply Meter.	Agreement between the Proposing User and Withdrawing User to replace the Opening Meter Reading.	Receipt and loading of the Agreed Opening Meter Reading.	Within 10 business days following receipt of the Agreed Opening Meter Reading.	Email file submission	TPD Sections M3.8.7 and M3.8.8	
11	Submission of an Agreed Opening Meter Reading for a Non-Daily Read Supply Meter	Agreement between the Proposing User and Withdrawing User to replace the Opening Meter Reading.	Receipt and loading of the Agreed Opening Meter Reading.	Within 10 business days following receipt of the Agreed Opening Meter Reading.	Facsimile	TPD Sections M3.8.7 and M3.8.8	
12	Resolution of a User Suppressed Reconciliation Volume (USRV)	30 months following the creation of the USRV	The resolution of the USRV, such that it ceases to be suppressed	As soon as reasonably practicable	File transfer	TPD Section E8.4	Mod 515S limits period
13	Detailed Cost Analysis service	On request from Network Operators	The provision of Detailed Cost Analysis (DCA) document to support a User Pays Modification Proposal, in accordance with UNC Modification Rules	As soon as reasonably practicable	Published on Joint Office website	UNC User Pays Guidance Document	Will be picked up in the Change process in future

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Requirement	Comments
14	Daily Metered Elective services – Provision of daily meter read activities, provision of supporting information and invoicing services	Confirmation of a Supply Point to Daily Metered Elective status	Daily metered regime for Daily Meter Elective Supply Points	Daily	UK Link communication	TDP Section G1.7	
15	Daily Metered Elective services - Investigation and resolution of user created daily metered reconciliation error	On receipt of a DM Elective reconciliation, that through user creation, results in an offline reconciliation	Calculation of reconciliation volume for relevant DM Elective supply meter	As soon as reasonably practical	Monthly scheduled reconciliation invoice	TPD section E6	
16	Daily Metered Elective services - Resolution and processing of consumption adjustment	On receipt of an offline Shipper consumption adjustment	Calculation of adjustment volume for relevant DM Elective supply meter	As soon as reasonably practical	Monthly scheduled reconciliation invoice	TPD section E7.7	
17	Daily Metered Elective services - Provision of DME annual check read report	On receipt of a valid DM Elective Service request form	Send the relevant User the required data in the agreed format	As soon as reasonably practical	Email	None	
18	Daily Metered Elective services - Provision of DME meter inspection report	On receipt of a valid DM Elective Service request form	Send the relevant User the required data in the agreed format	As soon as reasonably practical	Email	None	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Requirement	Comments
19	Apportionment of an organisation to the position of Allocation of Unidentified Gas Expert	For the initial contract, on instruction from the Distribution Networks and for subsequent contracts the expiry of the existing contract.	Contract established with the Allocation of Unidentified Gas Expert	1 March 2011	Conventional notice or email	TPD section E 10	
20	Management of, and exercise of rights under, the contract with the Allocation of Unidentified Gas Expert	As required / permitted under the contract	As required under the contract	As required under the contract	Conventional notice or email	TPD section E 10	
21	Creation and submission of charges to Users in accordance with the formula defined in TPD E Section 10.5 and values in the AUGE Table	Approval of the Allocation of Unidentified Gas Statement by the UNCC	Charges raised to Shippers	Monthly	UK Link communication	TPD section E 10.5	
22	Creation and submission of charges to Users in accordance with the formula defined in the Transition Document TPD section E10	1 April 2010 until such times as the transition arrangements end.	Charges raised to Shippers	Monthly,	UK Link Communication	Transition Document TPD section E10	
23	Provision of a portfolio report containing historic	On request from a Shipper prior to 1 st	Report provided to	Annual report	DVD	TPD section G	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Requirement	Comments
	meter read and asset information for a period prior to the current Shippers ownership period	April of each year.	Shippers			1.6.21	

PART 6: USER PAYS NON CODE SERVICES

SERVICE LINE - USER PAYS NON-CODE SERVICES

Service Description The provision of services under User Pays arrangements as defined in GT Licence Standard Special Condition A15 and Agency Charging Statement. User Pays Non-Code Services are delivered under the User Pays Framework Contract, as published on the Service Providers website.

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Requirement	Comments
1	Undertake user admission administration activities for an applicant	Receipt of an application from an	Agreed contract for the administration of the shipper admission	As soon as reasonably	Agreed contract for the	None	Difficult one, depends on whether Trader Users

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Requirement	Comments
	User	applicant User	process activities	practicable	administration of the shipper admission process activities		have to sign DSC
2	AQ Enquiry Service	Receipt of AQ Enquiry file T19 or T23 UK Link file format. Refer to the User Pays Framework Contract	Estimated AQ value	Refer to the User Pays Framework Contract	UK Link file T20 or T24 UK Link file format	None	
3	Provision of operation and maintenance of a Supply Point Information Service – telephone enquiry service	Refer to the User Pays Framework Contract	Maintenance and operation of a Supply Point Information Service	Refer to the User Pays Framework Contract	Telephone	Standard Special Condition A31	
4	Provision of operation and maintenance of a Supply Point Information Service – email reporting service	Refer to the User Pays Framework Contract	Maintenance and operation of a Supply Point Information Service	Refer to the User Pays Framework Contract	Email	Standard Special Condition A31	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Requirement	Comments
5	Provision of operation and maintenance of a Supply Point Information Service – internet access to data service	Refer to the User Pays Framework Contract	Maintenance and operation of a Supply Point Information Service	Refer to the User Pays Framework Contract	On-line	Standard Special Condition A31	
6	Provision of operation and maintenance of a Supply Point Information Service – DVD services	Refer to the User Pays Framework Contract	Maintenance and operation of a Supply Point Information Service	Refer to the Conditions User Pays Framework Contract	DVD	Standard Special Condition A31	
7.	Query management – Standards of Service monthly report	Refer to the User Pays Framework Contract	Send all Users the monthly Query Management – Standards of Service monthly report in the format agreed with Users	Refer to the Conditions User Pays Framework Contract	Email	None	
8.	Portfolio statement report (PSR)	Refer to the User Pays Framework Contract	Send each User the User monthly portfolio report in the format agreed with Users	Refer to the User Pays Framework Contract	Email	None	
9.	User portfolio report	Refer to the User Pays	Send the User the User portfolio report in the	Refer to the User Pays	Email	None	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Requirement	Comments
		Framework Contract	format agreed with Users (no more frequently than on a monthly basis)	Framework Contract			
10.	Connected System Exit Point portfolio statement report	Refer to the User Pays Framework Contract	Send each User the User CSEP portfolio report in the format agreed with Users	Refer to the User Pays Framework Contract	Email	None	
11.	Unique Sites portfolio statement report	Refer to the User Pays Framework Contract	Send the User the User Unique Sites portfolio report in the format agreed with Users	Refer to the User Pays Framework Contract	Email	None	
12.	Annual Asset Portfolio	Refer to the User Pays Framework Contract	Send each User a report detailing asset information for all Supply Meter Points in the Users ownership	Refer to the User Pays Framework Contract	File transfer	None	
13.	Transco Asset Portfolio	Refer to the User Pays Framework Contract	Send each User a report of larger meters and details to support change of supplier	Refer to the User Pays Framework Contract	File transfer	None	
14	Data Portfolio Snapshot	Refer to the User Pays Framework Contract	Send each User a report of portfolio information	Refer to the User Pays Framework Contract	File transfer	None	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Requirement	Comments
				Contract			
15	Data Enquiry Last Accessed Report	Refer to the User Pays Framework Contract	Send each requestor an Data Enquiry Last Accessed Report	Refer to the User Pays Framework Contract	Email	None	

Schedule 4 v – Performance Monitoring and Performance Indicators

1. Performance Indicators

- 1.1 The Performance Indicators and the Services to which they apply are set out in the following table.
- 1.2 Each Performance Indicator has the priority level set out in the following table to reflect its importance; with priority level 1 having the greatest importance and priority level 4 of the least importance.
- 1.3 The classification and priority level of a Performance Indicator for a Service may be amended by the Service Provider, or all of the Network Operators, to reflect its importance, in accordance with paragraph 2 of this Schedule 4.
- 1.4 The Service Provider shall produce an exception report on a monthly basis, which provides relevant information relating to the non-achievement of the Performance Indicators in accordance with Clause 12.

PERFORMANCE FRAMEWORK – AGENCY SERVICES AGREEMENT

	Performance Indicator	Priority Level	Service Requirements / Lines		Maximum Volumes
			Service Line	Line Number	
1	Provide 99% availability of Gemini within scheduled service hours at 23 hours per day Monday to Saturday and at 22 hours on Sundays (reflecting Planned Downtime for scheduled maintenance in accordance with UK Link Manual)	1	Part 4 – Gemini System Services	1, 2 & 3	Refer to UK Link Manual Supplement Document (where applicable)
2	No longer required				
3	Submit 100% of User scheduled Invoice Documents and supporting information for each Invoice Type on the invoice date for the relevant Billing Period	1	Part 1c – Provision of Transportation and Balancing Invoices	2 & 4	N/A
4	Valid Invoice Queries for calculation errors do not exceed 2% of issued charges, by volume for submitted Invoice Documents in the relevant Billing Period	1	Part 1c – Provision of Transportation and Balancing Invoices Part 1a – Provide Query Management and Reporting Services	2 27	Refer to No. 6
5	Submit 98% of User Invoice Documents and supporting information for an Ad-Hoc Invoice on dates notified by the Service Provider to the User	1	Part 1c – Provision of Transportation and Balancing Invoices	3 & 4	As per planned Schedule
6	Submit 100% of User Invoice Documents for an Adjustment Invoice by month+2 following invoice query resolution	1	Part 1c – Provision of Transportation and Balancing Invoices	5 & 6	As per batch type
7	Notify the Network Operators of agreed Invoice Document information for 100% of invoices submitted	1	Part 3 – Dataflows to Network Operators	61	N/A

	to Users within D+1 of submission				
8	<p>Resolve 80% of User Standards of Service Queries within 4 Business Days within the calendar month (except where the Query Type is DUP)</p> <p>Resolve 80% of User Standards of Service Queries within 4 Business Days within the calendar month (except where the query type is DUP) for 90% of Users</p> <p>Resolve 95% of User Standards of Service Queries within 10 Business Days within the calendar month</p> <p>Resolve 95% of User Standards of Service Queries within 10 Business Days within the calendar month (except where the query type is DUP) for 95% of Users</p> <p>Resolve 98% of User Standards of Service Queries within 20 Business Days within the calendar month</p> <p>Resolve 98% of User Standards of Service Queries within 20 Business Days within the calendar month (except where the query type is DUP) for 100% of Users</p> <p>In accordance with the Standards of Service Operational Management Guidelines</p>	2	Part 1a – Provide Query Management and Reporting Services	25	3,500 per calendar month nationally
9	Valid re-submitted queries (PSQs) from the User do not exceed more than 1% within the calendar month	2	Part 1a – Provide Query Management and Reporting Services	25	Refer to No.6
10	Resolve, adjust and invoice 100% of valid GRE queries (not read related) in accordance with the timescales within the GRE Invoice Query Incentive Scheme Methodology	2	Part 1a – Provide Query Management and Reporting Services	29	10 per calendar month

			Part 1c – Provision of Transportation and Balancing Invoice	5	
11	Resolve 98% of Suppressed Reconciliation Values items (SRVs) - NDM & DM on the reconciliation invoice no later than the second month following suppression of the value NB. Excludes suppressed items covered by USRV	2	Part 1a – Provide Query Management and Reporting Services	31	N/A
12	Submit 100% of Class 2 and Class 3 Modification notifications to UK Link Systems to Users within the specified periods.	2	Part 3 – UK Link Services	3	N/A
13	Submit 100% of files (excluding transfer of ownership) in accordance with the UK Link Manual to Users within 2 Business Days of receipt	2	Part 1a – Provide and Maintain a Supply Point Register Part 1b – Annual Quantity, DM Supply Point Capacity and Offtake Rate Reviews:	2, 3, 4, 5, 6, 7, 8, 10, 11, 12, 16, 17, 18, 22, 23 20, 21	Refer to UK Link Manual
14	Submit 100% of effective transfer of ownership and meter asset notification files in accordance with the UK Link Manual to Users by no later than the 5 th day before the proposed Supply Point Registration Date	2	Part 1a – Provide and Maintain a Supply Point Register Part 2 – Provision of Services in relation to obligations under GT Licence	13, 14, 15 3	Refer to UK Link Manual
15	Submit 100% of estimated opening read files in accordance with the UK Link Manual to Users no later than 15 Business Days after the Supply Point	2	Part 1b – Metered Volume and Quantity	2	250 per Business Day from

	Registration date				the 10 th Business Day
16	Record, where valid, 100% of data on the Supply Point Register within 2 Business Days of receipt via files submitted in accordance with the UK Link Manual	2	Part 1a – Record / Submit Data in Compliance with Uniform Network Code Part 1b – Metered Volume and Quantity	34 1, 4, 5, 6	Refer to UK Link Manual
17	Submit 95% responses to all Unique Sites to Users within Day of receipt plus 2 Business Days	2	Part 1a – Provide and Maintain a Supply Point Register	3, 4, 5, 6, 7, 8, 10, 11, 12, 16, 17, 18, 19, 21, 22 & 23	40 per calendar month
18	Submit 95% responses to Connected System Exit Point (NDM CSEP) notifications to the Connected System Operator within Day of receipt plus 2 Business Days	2	Part 1e – Connected System Exit Points	12	20,000 records per calendar month
19	Each year, provide the Users and Network Operators of the initial proposals for Derived Factors by 30 June and the final proposals for Derived Factors by 15 August with a published notification of Derived Factors for the next Gas Year by the 15 September	2	Part 1f – Demand estimation	12	N/A
20	Each year, notify the registered User of the provisional Annual Quantity for Smaller Supply Points by 31 May and Larger Supply Points by 30 June with further notification of the Annual Quantity and End User Category for the next Gas Year by the 14 September	2	Part 1b – Annual Quantity, DM Supply Point Capacity and Offtake Rate Reviews	16 & 18	N/A
21	Notify the registered User of the revised Bottom Stop Supply Point Capacity in respect of each Daily Meter Supply Meter Point for the relevant Gas Year by 14 September	2	Part 1b – Annual Quantity, DM Supply Point Capacity and Offtake Rate Reviews	18	N/A

22	Provision of 97.5% of valid Daily Meter Reading to Users by 11.00 hours on the day following the day to which the meter reading relates	2	Part 1b – Metered Volume and Quantity	11	Refer to UK Link Manual
23	Recover UK Link Failures within a 5 hours recovery period; or no greater than a recovery period than 24 hours	2	Part 3 – UK Link Services	1 & 2	N/A
24	Submit a response to 100% of amendments to the provisional Annual Quantity and appeals to the Annual Quantity to Users within 15 Business Days	3	Part 1b – Annual Quantity, DM Supply Point Capacity and Offtake Rate Reviews	17, 19, 20	N/A
25	Issue 90% of cash calls by 3pm every Business Day	3	Part 1d – Credit Risk Management and Cash Collection	12	N/A
26	Issue 100% of failure to pay notices on the next Business Day following the Payment Due Date	3	Part 1d – Credit Risk Management and Cash Collection	19	N/A
27	Collect 98% of Cash by the Payment Due Date – measured as an average monthly year to date total (January to December of any one year)	3	Part 1d – Credit Risk Management and Cash Collection	23	N/A
28	Collect 100% of Cash by the Payment Due Date + 2 Business Days	3	Part 1d – Credit Risk Management and Cash Collection	23	N/A
29	Record 95% of receipted payments by D+1	3	Part 1d – Credit Risk Management and Cash Collection	23	N/A
30	Review 100% of existing Security arrangements and obtain replacements (if applicable) annually.	3	Part 1d – Credit Risk Management and Cash Collection	1, 2, 3 & 4	N/A

31	<p>Resolve 50% of Network Operator queries within 10 Xoserve days within the calendar month for 100% of Network Operators</p> <p>Resolve 70% of Network Operator queries within 20 Xoserve days within the calendar month for 100% of Network Operators</p> <p>Resolve 90% of Network Operator queries within 40 Xoserve days within the calendar month for 100% of Network Operators</p> <p>Resolve 100% of Network Operator queries within 80 Xoserve days within the calendar month for 100% of Network Operators</p>	3	Part 1a – Provide Query Management and Reporting Services	27	600 per calendar month nationally
32	Support 100% of requests for information and data in relation to complaints to Network Operators within 5 Business Days of receipt for 100% of Network Operators	3	Part 3 – Provision of User Reports and Information	29	35 per calendar month
33	Provide supply point information and relevant data to appropriate customers between Monday to Friday 8.30am to 5pm (excluding bank holiday)	3	Part 2 – Provision of Services in relation to obligation under GT Licence	7	100,000 per calendar month
34	<p>Record 95% of Supply Point Meter Reference Numbers on the supply point register within D+1 of receipt (before 3pm) from the relevant contractor (utility infrastructure provider) – Excluding Unique Sites, Shared Supply Meter Points and DM CSEPs</p> <p>Record 100% of Supply Point Meter Reference Numbers on the supply point register within D+3 of</p>	3	Part 1e – Generation of Supply Point Meter Reference Number	18	645 per Business Day

	receipt (before 3pm) from the relevant contractor (utility infrastructure provider) – Excluding Unique Sites, Shared Supply Meter Points and DM CSEPs						
35	Make available 100% of relevant documentation (UK Link Manual, Shipper Interface Document, User Notification Service, etc.) within specified period.	3	Part 3 – UK Link Services	4, 5 ,6, 14			
36	Create 100% of applicant Users as Users within 3 Business Days after all User Admission requirements have been satisfied	3	Part 3 – UK Link Services	13	4 per calendar month		
37	Install 100% of UK Link provided equipment and UK Link provided software within 45 Business Days of receipt	3	Part 3 – UK Link Services	8	4 per calendar month		
38	Provide IT Helpdesk 24 hours per day and resolve 90% of User faults and/or queries in accordance with the following Incident Management impact levels (these times are measured and recorded on a call logging system and are timed from when the call is received);		3	Part 3 – UK Link Services	7	N/A	
	Impact	Incident Confirmation					Time to respond
	P1	15 minutes					4 Hours
	P2	30 minutes					5 Hours
39	Answer 90% of Reportable Calls to the M Number service within 30 seconds of the call being offered to a call handler. The performance is measured over a financial year.	3	Part 2 – Provision of Services in Relation to Obligations Under Gas Transporter’s Licence	7	100,000 Reportable Calls per month		
40	Resolve 50% of User non standards of Service queries within 10 Business Days within the calendar month for 90% of Users	4	Part 1a – Provide Query Management and Reporting Services	26	1,200 per calendar month		
	Resolve 90% of User non standards of Service queries						

	<p>within 20 Business Days within the calendar month for 95% of Users</p> <p>Resolve 95% of User non standards of Service queries within 40 Business Days within the calendar month for 100% of Users</p>				
41	Not used				
42	Not used				
43	Produce and deliver relevant Uniform Network Code Standards of Service calculations (where applicable), collate reports and produce invoice by the 15th Business Day within the calendar month	4	Schedule 6 – Reporting and Invoicing on Uniform Network Code Standards of Service	Paragraph 4	As per Uniform Network Code Standards of Service (1 st Oct 2003)
44	Notify relevant parties of information for 100% of cases in relation to notification of gas illegally taken within 2 Business Days of receipt (excluding safety visit requirements)	4	Part 2 – Provision of Services in relation to obligations under GT Licence	1	500 per calendar month
45	Notify 100% of supply meter points which require a meter inspection to the User by no later than 4 months prior to the mandatory meter inspection date	4	Part 2 – Provision of Services in relation to obligations under GT Licence	4	5000 per calendar month
46	Notify 100% of Supply Meter Points requiring a valid Meter Read (Must Read) to the User and Network Operator by the last Business Day of each calendar month	4	Part 1e – Must Reads	14 & 15	N/A
47	Submit 95% Change documentation (including Evaluation Quotation Report, Business Evaluation report and Change Completion) in accordance with the timescales	4	Schedule 10 – Change Procedure	N/A	50 per calendar month

48	Process 100% of Shipper Agreed Reads received via UK Link communication within 2 Business Days	4	Schedule 2, Part 5	9	2,500 per calendar month
49	Process 100% of Shipper Agreed Reads received via email communication within 7 Business Days	4	Schedule 2, Part 5	10	4,000 per calendar month
50	Process 100% of Shipper Agreed Reads received via facsimile communication within 7 Business Days	4	Schedule 2, Part 5	11	150 per calendar month
51	Shipper Customer Satisfaction survey Maintain an overall score of the equivalent of 3.5 or above out of 5	2	Schedule 2, Part 2	14	Twice per year

2. Change and Development of Performance Indicators and Service Standards

- 2.1 The introduction, change or removal of Performance Indicators can only occur as a Change. Subject to paragraphs 2.2 and 2.3 of this Schedule 4, any such introductions, changes or removals will come into force in the month immediately following their agreement unless otherwise agreed.
- 2.2 Where a mandatory Change has arisen due to a Uniform Network Code modification or any other legislative change, all of the Network Operators and the Service Provider may introduce the relevant required Performance Indicators.
- 2.3 In the case of introduction or substitution of a Performance Indicator, where no historic performance and management information is available, a period of at least six months must elapse (or such other period as may be agreed between the Network Operators' Representative and the Service Provider) before a new performance standard can be set for the Performance Indicator.
- 2.4 The performance standard for newly introduced Performance Indicators shall be calculated as 95% of the previous 6 months average performance or at such level (and at such additional Charges) as may be agreed between the Network Operators' Representative and the Service Provider.

3. User Feedback

- 3.1 The Service Provider may implement a programme for conducting User satisfaction surveys and obtaining User feedback for such Services.
- 3.2 The Service Provider shall, within 10 Business Days of receiving user feedback under paragraph 3.1 of this Schedule 4, where required, send the User a response through a User satisfaction report and review form and shall notify the User if it is not possible to respond within such timescale. The Service Provider shall continue to review and provide regular updates until complete resolution has been achieved.
- 3.3 All User feedback, with supporting documentation, where applicable, will be recorded by the Service Provider to ensure a suitable audit trail is maintained.

Schedule 8 – Network Operator Responsibilities

1 GENERAL

- 1.1 In accordance with Clause 4.1 of this Agreement, a Network Operator shall perform each of the obligations set out in this Schedule 8.
- 1.2 Where a Network Operator is required to respond to the Service Provider within an agreed period in accordance with this Schedule 8, the agreed period is based on the equivalent or related requirement in the Uniform Network Code and accordingly gives rise to no obligation on the Service Provider to respond to the User within the same or a shorter period.
- 1.3 In performing its obligations under this Schedule 8, each Network Operator shall, where required, utilise the relevant IT Systems (as may be from time to time notified to each Network Operator by the Service Provider).
- 1.4 Each Network Operator shall ensure the Service Provider has access to relevant IT Systems required to provide the Services in this Agreement (as may be from time to time notified to the Service Provider by each Network Operator).
- 1.5 Where the Service Provider or Contract Manager notifies a Network Operator or the Network Operators' Representative of a User operational issue, the relevant Network Operator or the Network Operators' Representative shall use its reasonable endeavours to resolve the User operational issue with the relevant User within 10 Business Days of receipt of the Service Provider's or Contract Manager's notification (or within such other period as may be agreed by the Service Provider or the Contract Manager). Where the operational issue has an impact on, the timing and/or submission of Invoice Documents a Network Operator or the Network Operators' Representative shall endeavour to resolve the issue as soon as reasonably practicable.

2 REFERRALS

- 2.1 Following the submission of a nomination referral notice by the Service Provider to a Network Operator, the relevant Network Operator shall assess the feasibility of making gas available for offtake from the System at the relevant Supply Point and respond to the Service Provider within:
 - (a) 12 Business Days of receipt of the referral; or
 - (b) where the Supply Point comprises a Shared Meter Supply Point or a NExA Supply Meter Point, the period specified in the Shared Supply Meter Point Procedures.
- 2.2 Following the submission of a Capacity Revision Application a Network Operator shall assess the application for revised capacity and respond to the User or Service Provider within 5 Business Days or 21 Business Days, where a feasibility assessment is required of receipt of the referral.

3 QUERIES

- 3.1 A Network Operator may only submit and receive Queries from the Service Provider by ConQuest (or Conventional Notice or email for certain Invoice Query types).
- 3.2 Following a request from the Service Provider submitted by ConQuest (or Conventional Notice or email for certain Invoice Query types) relating to a User Operational Query or Invoice Query which requires a Network Operator to undertake a site visit, the relevant

Network Operator shall undertake a site visit and respond appropriately (and in the format in which the request was submitted) to the Service Provider within 5 Business Days of receipt of the request.

3.3 Not used

3.4 Following a request from the Service Provider submitted by ConQuest relating to a Non Standard of Service query a Network Operator shall respond appropriately to the Service Provider within 10 Business Days of receipt of the request.

4 USER ADMISSION AND TERMINATION

4.1 Where an applicant User has satisfied the Uniform Network Code accession requirements a Network Operator shall notify the Service Provider accordingly within 1 Business Day of the applicant User satisfying the last of the accession requirements.

4.2 Where an applicant User's license restricts the premises to which gas may be conveyed a Network Operator shall notify the Service Provider accordingly within 1 Business Day of the applicant User satisfying the last of the accession requirements.

4.3 Where a User's Relevant Code Indebtedness exceeds 85%, in accordance with V3.3.2, of the User's Code Credit Limit a Network Operator shall notify the Service Provider (so that the Service Provider may apply the relevant sanctions with effect from the following Business Day); and shall notify the Service Provider, where applicable, to withdraw applied sanctions with effect from the following Business Day.

4.4 Where a User ceases to be a User by reason of voluntary discontinuance a Network Operator shall notify the Service Provider within 1 Business Day.

4.5 Where a Network Operator wishes to submit a Termination Notice to a User, that Network Operator shall notify the Service Provider accordingly.

5 METER READINGS

5.1 Each Network Operator shall ensure that it enters into necessary contracts with Meter Reading agents to ensure that the requirements of this Agreement are fulfilled.

5.2 Each Network Operator shall provide (or procure the provision) to the Service Provider via contracted Meter Reading agents of Meter Readings for Daily Read Supply Meters (including Unique Sites), Primary Supply Meter Points and Sub-deduct Meter Points in accordance with the requirements (including as to frequency of provision) of the Uniform Network Code.

5.3 Following a request for an update following a failure by a User to provide a valid Meter Reading a Network Operator shall provide an update to the Service Provider within 40 Business Days of receipt.

5.4 Each Network Operator shall notify the Service Provider as soon as reasonably practicable following it becoming aware that Daily Read Equipment is malfunctioning or otherwise is not operational.

6 NETWORK OPERATOR SYSTEMS

6.1 Each Network Operator will provide all data flows in accordance with the format and frequency as at the Commencement Date and changes shall be requested and implemented only in accordance with the Change Control Procedure set out in Schedule 10.

- 6.2 A Distribution Network Operator will provide the following data flows to the Service Provider:
- (a) Dataloggers to S&M Database – Daily Meter Readings from Network Operators DMSP to S&M Database;
 - (b) Dataloggers to Unique Sites – Daily Meter Readings from Network Operators DMSP Operator to Unique Sites database;
 - (c) Must Read and Prime and Sub Read data via IX Network – Meter Readings procured by the Network Operator’s Meter Reading agent and submitted daily via the IX Network to the Service Provider systems for updating to S&M Database; and
 - (d) Access to AQS – details of new CSEPs registered by a Network Operator recorded on AQS network system and access required by the Service Provider to validate dataflows from an independent Gas transporter in relation to the new CSEP.

6.3 UK Transmission will provide the following data flows to the Service Provider:

- (a) SC2004 to S&M Database – Composite Weather Variable data transferred daily for the purposes of Metered Volume calculation;
- (b) SC2004 to ODS – Daily data transfer to allow reporting against SC2004 data though ODS;
- (c) SC2004 to Gemini– data transfer to allow facilitation of Unique Sites allocation, LDZ demand figures and LDZ Shrinkage figures.

7 OPERATIONAL MANAGEMENT OF SETTLEMENT SYSTEMS

Each Network Operator shall be responsible for ensuring the effective operation of the IT System by its employees and sub-contractors in fulfilling Uniform Network Code obligations; and ensure that at all times its staff are suitably competent, skilled, experienced and trained in the use of the IT Systems.

8 USER AGENTS

8.1 Where a User appoints a User Agent (in accordance with TPD Section U6) a Network Operator will, by not later than 20 Business Days (or such other date in accordance with the timescales for the provision of UK Link provided equipment and UK Link provided software in accordance with Schedule 2 Part 3 Service Requirements 8 and 9) prior to the effective date of the User Agent's appointment, provide the Service Provider with each of the details referred to in TPD Section U6.3.1.

8.2 Where the User terminates the appointment of the User Agent (or otherwise revises the terms of appointment) a Network Operator will immediately notify the Service Provider of such termination or revision and the date on which the termination or revision is to have effect.

9 UNIFORM NETWORK CODE STANDARDS OF SERVICE

Where a Network Operator is responsible for the delivery and reporting of Uniform Network Code Standards of Service, as set out in Schedule 6 paragraphs 4.3 and 4.4, that Network Operator shall provide to the Service Provider the calculation of liability payments and supporting information by the 15th day of the preceding month.

10 INVOICE DATA REQUIREMENTS

Each Network Operator shall provide data and information to the Service Provider in accordance with the relevant Operating Documents within agreed timescales necessary for the submission of Invoice Documents by the Service Provider in accordance with Schedule 2 Part 1C.

11 INTEREST CALCULATION

Each Network Operator shall provide details of payment history of subsequently adjusted invoices, for interest calculation purposes.

12 INVOICE QUERIES (DISPUTES)

12.1 Each Network Operator shall notify the Service Provider of 'netting off' values for the purposes of adjustments to Invoice Documents following the resolution of individual Invoice Queries.

12.2 Following payment by a User of an amount the subject of an Invoice Query, a Network Operator shall inform the Service Provider of the payment of the relevant amount and the date on which the payment was received.

12.3 The Service Provider shall update relevant systems with appropriate payment information provided by a Network Operator.

13 AD-HOC INVOICE GENERATION

Where a Network Operator is responsible for the calculation and preparation of relevant Ad-hoc Invoices, that Network Operator shall provide to the Service Provider the relevant information by means of Billing 2000 in accordance with Schedule 2 Part 1C.

14 TRANSPORTATION CHARGING RATES

Where a Network Operator requires a change to the rates or amounts of Transportation Charges, including CSEP RbD Adjustment Factors, the Network Operator shall notify, in an agreed format, the Service Provider not less than two months before the proposed date of implementation of the revised Transportation Charges.

15 ENERGY BALANCING – CREDIT RISK MANAGEMENT PAYMENTS

UK Transmission shall process relevant payment and account information in accordance with Schedule 2 Part 1D with twenty-four (24) hours of the receipt of such information.

16 DEMAND ESTIMATION

16.1 Each Network Operator shall ensure that it enters into necessary contracts with a sample data third party provider to ensure that the requirements of this Agreement are fulfilled and sample sizes maintained at current levels or as otherwise agreed by the relevant Network Code Sub-Committee.

16.2 Each Network Operator shall provide to the Service Provider relevant information, in accordance with TPD Section H of the relevant Operating Documents, to support the demand estimation process.

16.3 Each Network Operators' Representative shall ensure agreement(s) to the annual NDM analysis within timescales determined by the Service Provider.

17 METER WORKS COMPLETION

Each Network Operator shall provide metering information in relation to Meter Works completion for Special Meter Supply Points within 5 Business Days of completion.

18 FOUND GAS SUPPLY

Where a Network Operator identifies a Supply Meter Point capable of flowing gas, which is not reflected on the Sites and Meters database, that Network Operator shall notify the Service Provider as soon as reasonably practicable.

19 NEW CONNECTION POST CODES

A Network Operator shall notify the Service Provider of the relevant Local Distribution Zone for new Supply Meter Points (including actual post code) as soon as reasonably practicable to ensure Supply Meter Points are allocated to the correct Local Distribution Zone in the Supply Point Register.

20 GAS ILLEGALLY TAKEN (THEFT OF GAS) NOTIFICATION

20.1 Where a Network Operator is aware of an incident of the illegal taking of gas, that Network Operator shall inform the Service Provider within four (4) hours, and where agreed by that Network Operator and the Service Provider, provide such further information as agreed.

20.2 Where a Network Operator is made aware of the illegal taking of gas at a point on a System in respect of which there is no Registered User (or there is no requirement for there to be a Registered User), that Network Operator will as soon as reasonably practicable notify the Service Provider of relevant consumer, appliance or equipment (where appropriate) and the date and duration and quantity of gas illegally taken.

21 AGGREGATE NDM RECONCILIATION AUDIT

Where the RbD Audit Sub-Committee has determined that a Network Operator system and processes should be reviewed as part of the Aggregate NDM Reconciliation audit, the Network Operator shall comply and provide relevant access to systems and processes.

22 SUPPRESSED RECONCILIATION

Each Network Operator shall notify the Service Provider when Invoice Documents issued for Incentives on User Suppressed Reconciliation have been paid by Users within two Business Days of receipt of the last payment or two Business Days of receipt from the Service Provider of the proforma for recording payments, whichever is the later.

23 USER PAYS

Networks will review any proposed modifications to the Agency Charging Statement and will provide a joint response to the Service Provider within 14 business days of receipt.