

UNC Workgroup 0429 Minutes Customer Settlement Error Claims Process

Tuesday 10 July 2012

at 31 Homer Road, Solihull, B91 3LT

Attendees

Bob Fletcher (Chair)	(BF)	Joint Office
Helen Cuin (Secretary)	(HC)	Joint Office
Alan Raper	(AR)	National Grid Distribution
Alison Jennings	(AJe)	Xoserve
Andrew Margan	(AM)	British Gas
Anne Jackson	(AJa)	SSE
Brian Durber*	(BD)	E.ON UK
Chris Warner	(CW)	National Grid Distribution
Darren Lond	(DL)	National Grid Transmission
David Addison	(DA)	Xoserve
David Mitchell	(DM)	Scotia Gas Networks
Erika Melèn	(EM)	Scotia Gas Networks
Fergus Healy	(FH)	National Grid Transmission
Gareth Evans	(GE)	Waters Wye Associates
Joanna Ferguson	(JF)	Northern Gas Networks
Joel Martin	(JM)	Scotia Gas Networks
Jonathan Dixon*	(JD)	Ofgem
Kathy Heard	(KH)	National Grid Transmission
Lorna Lewin	(LL)	DONG Energy
Matt Smith	(MS)	Xoserve
Richard Vernon	(RV)	RWE npower
Steve Mulinganie	(SM)	Gazprom

*via teleconference

Copies of all papers are available at: www.gasgovernance.co.uk/0429/100712.

1.0 Outline of Modification and initial discussion

GE introduced the modification, explaining the intention to remove the financial exposure that Shippers face as a result of customer bill adjustments for settlement errors beyond the invoice cut off line for meter errors.

GE explained any claim must be a valid claim and some validation may need to be undertaken, however he was not expecting Xoserve to challenge disputes. DA explained typically Xoserve systems are designed to provide this element of challenge so this may need further consideration.

AM asked about the effects on the AUG process. It was recognised that the AUG would need to take into account "fossilised" Unidentified Gas and that the AUG guidelines would need to be amended.

AR asked if the alternative to this modification would be to increase the line in the sand processes to six years.

AM questioned if contracts can be written to address the situation. However, GE believed contractual limitations couldn't be placed upon customers that prevent customers from exercising their rights under the statute of limitations.

It was agreed to consider the modification further at the next meeting.

2.0 Consider Terms of Reference

The Workgroup raised no issues regarding the Terms of Reference.

3.0 Any Other Business

None raised.

4.0 Diary Planning for Review Group

Further details of planned meetings are available at: www.gasgovernance.co.uk/Diary

Workgroup meetings will take place within the Distribution Workgroup on:

Wednesday 08 August 2012, 10:30, 31 Homer Road, Solihull, B91 3LT