

## Standards of Service Sub-Committee Minutes

Thursday 27 January 2011

31 Homer Road, Solihull, B91 3LT

### Attendees

Bob Fletcher (Chair)	BF	Joint Office of Gas Transporters
Helen Cuin (secretary)	HC	Joint Office of Gas Transporters
Alan Raper	AR	National Grid Distribution
Brian Durber	BD	E.ON UK
Chris Warner	CW	National Grid Distribution
Joanna Ferguson	JF	Northern Gas Networks
Joel Martin	JM	Scotia Gas Networks
Jonathan Wisdom	JW	RWE npower
Linda Whitcroft	LW	xoserve
Mark Jones	MJ	SSE
Richard Jones	RJ	xoserve

### 1. Introduction and Status Review

#### 1.1 Minutes of last meeting

The minutes of the previous meeting were accepted.

#### 1.2 Review of Actions

**SoS0104:** Transporters (JF) to investigate how and what might be causing this low performance figure for 'Nominations Referred – Large' along with a summary of how the Population & Failure figures are derived and report back to the 27/01/11 meeting, plus make sure it is also covered under the auspices of RG0329 "Review of Industry Charging and Contractual Arrangements – DM Supply Point Offtake Rates (shqs) and DM Supply Point Capacity (soqs)" in due course.

**Action Update:** JF highlighted the three elements of this action. JM explained that the low performance figure for 'Nominations Referred – Large' was due to failures on a couple of complex issues. Due to the complexity of the investigations this resulted in the target being missed by a couple of days. RJ explained how the Population and Failure figures are derived, providing a presentation to illustrate this.

JW asked about the 97% percentage target being a realistic target with the limited number of cases. BD enquired if there is a underlying need for referrals. It was agreed further consideration would be given under Review Group 0329. **Complete.**

### 2. Review of Standards of Service

Members reviewed the reports provided, there were no comments.

### 3. Performance and Payments to Date

Item not discussed.

### 4. AOB

#### 4.1 Sub Group Monitor Report

RJ explained the existence of the Sub Cap monitor. He highlighted differences that had been identified within the monitor and the UNC, it was recognised two of the sub caps values within the report were not in line with the values within the UNC due to changes in UNC provided services.

RJ proposed that sub cap J and L are updated. He provided a presentation to illustrate the changes proposed. The workgroup agreed in principle to this approach.

AR explained that some of the legacy arrangements for meter asset details have been kept alive and reported against. However, some of these arrangements need to be looked at with a view to removing them from the liability regime, as they are aspects of the metering regime. AR asked what the standards were and what the payments relate to. RJ agreed to provide National Grid Distribution with details of what feeds into the standards and what causes the liabilities, to enable further consideration and possible removal from the report.

**Action SoS 0101:** RJ to provide National Grid Distribution with details of what feeds into the standards and what causes the liabilities.

#### 5. Dairy Planning

The next meetings are scheduled as follows:

Thursday 28 April 2011, 10:00, 31 Homer Road, Solihull, B91 3LT

Thursday 28 July 2011, 10:00, 31 Homer Road, Solihull, B91 3LT

Thursday 27 October 2011, 10:00, 31 Homer Road, Solihull, B91 3LT

**Action Table**

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
SoS0104	28/10/10	2.0	Investigate how and what might be causing this low performance figure for 'Nominations Referred – Large' along with a summary of how the Population & Failure figures are derived and report back to the 27/01/11 meeting, plus make sure it is also covered under the auspices of RG0329 "Review of Industry Charging and Contractual Arrangements – DM Supply Point Offtake Rates (shqs) and DM Supply Point Capacity (soqs)" in due course.	Transporters (JF)	Complete
SoS0101	27/01/10	2.1	RJ to provide National Grid with details of what feeds into the standards and what causes the liabilities.	xoserve (RJ)	Pending