

## Representation

### Draft Modification Report

#### 0440 – Project Nexus – iGT Single Service Provision

**Consultation close out date:** 21 March 2014  
**Respond to:** enquiries@gasgovernance.co.uk  
**Organisation:** British Gas  
**Representative:** Graham Wood  
**Date of Representation:** 20 March 2014

#### Do you support or oppose implementation?

Support

#### Please summarise (in one paragraph) the key reason(s) for your support/opposition.

The modification will facilitate Single Service Provision for key retail processes across both Gas Transporters and Independent Gas Transporters. This will result in efficiencies of process and cost savings associated with only having to manage one interface for dealing with both GT and IGT supply points.

Whilst this proposal in itself will not deliver all benefits, when coupled with iGT039 and associated licence changes, the suite of changes will deliver significant benefits.

#### Are there any new or additional issues that you believe should be recorded in the Modification Report?

No.

#### Relevant Objectives:

*How would implementation of this modification impact the relevant objectives?*

##### d) Effective competition

A single, consistent set of settlement supply point arrangements will deliver a more accurate allocation of costs between Users.

There will be reduction in risk through the provision of greater visibility and predictability of allocations of costs.

Existence of a single process and greater consistency should reduce costs through efficiencies for existing Users and remove barriers for new market entrants.

##### f) Efficiency

A more consistent process will be, by its nature more efficient. Reconciliation of individual meter points will increase efficiency through more accurate allocation.

### **Impacts and Costs:**

*What analysis, development and ongoing costs would you face if this modification were implemented?*

British Gas has provided our quantitative costs and benefits of single service provision, in confidence, to both Xoserve and Ofgem.

Benefits include:

- Single interface reduces system and FTE costs.
- One set of business processes will reduce FTE costs.
- Future changes will only require one set of system changes and costs.
- Reduced attendance at multiple code work groups, as elements consolidated.
- Single repository of data improves visibility, access and query resolution speed.
- Better supports arrangements for smart metering and future switching reform.
- Improved customer experience due to ability to speedily resolve customer impacting SPA activities.

### **Implementation:**

*What lead-time would you wish to see prior to this modification being implemented, and why?*

We believe that all necessary steps should be undertaken to deliver this change at the current approved Project Nexus Implementation Date of 1<sup>st</sup> October 2015.

### **Legal Text:**

*Are you satisfied that the legal text will deliver the intent of the modification?*

Yes.

### **Is there anything further you wish to be taken into account?**

*Please provide any additional comments, supporting analysis, or other information that that you believe should be taken into account or you wish to emphasise.*

No.