UK Link Communication

12 July 2012

- Phase 2 Process Changes

- Case Event Descriptions

- Access Controls Delegated Responsibility

Phase 2 Process Changes

MOD192 Process

Headlines

- Communication to CEUG Group - QP66 on 21st June 2012, QP67 & QP68 on 28th June 2012.

- Renaming of the Process - From MOD192 to TORU, **T**ransporters **O**bligation to **R**esolve **U**SRV Contacts.

- Charge Types and Invoice Types will be amended - To fall in line with User Pays enhancements.

- Invoice Supporting Information - Will not be sent via email but will be transmitted via the IX. MOD192 User Pays charges to be added to the USP file format.

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Headlines

- Visibility of MOD192 queries - Following implementation of Contact Management Service, visibility and access to MOD192 contacts will be via Search Screens.

- Rejection codes - There has been a requirement to develop some new Rejection Reasons to help identify validation failures of contacts.

- Case Event Descriptions (CED) - New CEDs have been created to aid visibility of the contact lifecycle, accommodate process improvements and system enhancements. When a MOD192 contact is transferred back to the Shipper, the contact will have a CED of TASH, (**T**ORU **A**waiting **Sh**ipper Action).

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MOD192 Process – Now & Future

Now	Future
Known as MOD192	To be known as TORU
Can't track progress	Able to track progress
Contact transferred back to Shipper with a CED of AASH	If requested a MOD192 contact can be transferred back to the Shippers, with a new CED of TASH
Supporting Information is sent via email	Supporting information will be sent via IX
Supporting information is sent separately	For MOD192 & Must Read processes that fall within the User Pays Type 1 Invoice, there will be one supporting information file under USP file

Filter Failure Processes

Filter Failure Process - Operational

Headlines

- The Filter Failure process fundamentally remains the same.

- Improved upfront validation routines.

- Enhanced traceability of Contacts - additional Case Event Descriptions

- Single CRN throughout the filter failure lifecycle.

- PFAP Report will cease with effect from system being launched.

- Download functionality with unlimited number of records.

- Visibility of previous consumption templates.

Filter Failure Process - Functional

<u>Headlines</u>

- QCL File - This file is produced and delivered daily (on working days) and advises of any contacts which have been closed. Currently this file does not contain Filter Failure Contacts.

- FFD File - The proposal covered adding 'Contact Code' as an additional field and for the file to be sent via the IX.

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Filter Failure Process – Now & Future

Now	Future
Contacts are linked	Single CRN throughout the filter failure lifecycle
You lose visibility of previous consumption adjustments	History of previously submitted consumption adjustments has been incorporated
Currently Filter Failures do not appear in the QCL file	QCL file to contain closed Filter Failure contacts
Rejection Codes are fit for purpose for current Conquest processes	New rejection codes devised
All contact codes at AASH status are placed in single queue – Can't differentiate different Contact Scenarios	Single queue will hold contacts displaying new CED – easy to identify different scenarios
Manual validation routines in place	Earlier & quicker system validation introduced
Limitation for download functionality - <1MB in size	Download functionality changed – unlimited volume & records
Contact Code is not contained within FFD download file	Contact Code has been added to the FFD download file

Erroneous Confirmation (ECO) Process

- The Contacts, currently referred to as 'MOD517', is a request from a Shipper asking Xoserve to facilitate the 'isolation and withdrawal' from a site that was incorrectly Confirmed in the past.

- You 'warrant' and confirm that prior investigation has taken place to assure that no gas supply exists or ever existed and no gas meter has ever been installed.

- The 'warranty statement' fronts one or many Contacts of this nature

- The current version of this statement is Version 4 - Approved dated 17th January 2011

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ECO Process - proposed

- Specific changes to this process have been notified via CEUG meetings and written communications – QP19 dated 16th June 2010

- Received 4 responses from CEUG members approving proposals

- Presented to UK-Link Committee in December 2010 and sent for representation (962.16 dated 17th Dec 2010) – 1 response received - Approved

- Detailed Design and Legal consultation has resulted in a modification of the proposed approach.

- Legal counselled that it is not appropriate for individuals to provide assurance that they 'indemnify' Xoserve and each Transporter for any cost, loss, liability, damage, claim or expense.

- To address this we are introducing a Warranty Letter.

- This Warranty Letter is positioned at an organisation level.

- The Letter is worded similar to the existing Warranty Statement but changed from 'I confirm and warrant that....' to 'We confirm and warrant that....'.

- A Warranty Statement will remain – annexed to each submission

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- A QP Communication will be sent w/c 15th July to outline the specifics of this new Warranty letter and Warranty statement.

- It will set out….

  - The reason for introducing this letter
  - A copy of both the letter and the statement
  - The action you need to take
  - Timescales & next steps

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Headlines

- Process name amended to Erroneous Confirmation (ECO).

- Email communication will cease for submission of Contacts.

- Contact Code of DIP will be obsolete.

- Warranty Statement displayed on screen.

- Warranty Statement to be accepted before submitting an ECO contact.

- Voluntary Withdrawal Request file to be issued prior to submission.

- Type of Service (Single / Multiple) and Physical Service Status (Live / Dead) have been added to screen.

ECO Process – Now & Future

Now	Future
Known as MOD517	To be known as ECO
Requests received via email & manually logged onto Conquest by Xoserve	Process will be entirely web based
Request must be accompanied by Warranty Statement	Organisation to sign the Warranty Letter
	Individual to confirm they have authority to sign the Warranty Statement
One Warrant Statement can cover one or many submissions	Single submissions – via screen with an appended warranty statement
Valid request logged by Xoserve as DIP Contact Code	Contact Code will be ECO

Case Event Descriptions

CEDs to be implemented in Phase 1

ADCF	Awaiting DC from Originating Shipper	DMSA	Daily Meter Service Provider Action
ADCT	Awaiting DC from Third Party	DMSR	DMSP Site Visit Response Returned
ALWQ	Allocated to Work Queue	MRAA	Meter Read Agency Action
ATCL	Contact Auto Closure	MRAR	Meter Read Agency Return
AWAJ	Awaiting Adjustment	NETA	Network Action
CCFR	Configuration Change Form Responded	NETR	Network Return
CLRD	Cleared	SWAD	Swapped Address
CRNG	Contact Reference Number Generated	SVAC	Site Visit Auto Closed
DCFR	Data Clarification Form Retuned	WPUD	Pre Notification Withdrawal Originator when CC is awaited from Originating Shipper
DMPA	Daily Meter Provider Action	WPUT	When CC is awaited from Third Party

New CEDs to be implemented in Phase 2

AWIV	Awaiting Invoice Validation
TORU	TORU (Transporters Obligation to Resolve USRV) Request
TASH	TORU Awaiting Shipper Action
MJOA	MJO File Awaiting Download
MJOD	MJO File Downloaded
MJIR	MJI Record Rejected
FWDS	Forwarded to Shipper
LTOA	LTO File Generation Awaiting

LTOD	LTO File Downloaded
LTIR	LTI Record Rejected
RJIR	RJI Record Rejected
PSSA	Prime Sub Shipper Action
RFIS	Request For Information template sent to Shipper
RFIN	Request For Information template sent to Network
AWFG	Awaiting File Generation
FGEN	File Generated

Existing CEDs to remain for Phase 2

VCCA	Awaiting Adjustment File Generation – CHA/CDA
OUTC	After Submission of CHA/CDA File
VCSC	Awaiting Approval File Generation – STI File
OUTS	After Submission of STI File
RETP	On receiving CRA file – should be followed by a workable status
AASH	Awaiting Shipper Action

Access Controls – Delegated responsibility

- In response to a customer requirement for more autonomy and control for provisioning access to our services, we will be introducing a self service arrangement.

- We have discussed this at CEUG meetings

- Functionality enabled when the new Contact Management Service is implemented.

- Your appointed LSO will be empowered to grant and rescind access

- A QP Communication and letter will be sent w/c 15th July