SoS Report

PAC – 13th December 2016

SoS Report

- The SoS (standards of service) report is collated by Xoserve to detail performance against the TSLs (Transportation Standards and Liabilities) as set out in *Modification Report - Transco Proposal for Revision of Network Code Standards of Service -Modification Reference Number 0565*

- Some of the standards refer to performance indicators by Xoserve, others refer to performance indicators by the transporters

- At PAC on 8th November 2016 we were asked to explain the contents of the SOS report

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SoS Report (2)

- The SoS report used to be presented to the SoS Committee. In 2012 the SoS committee requested to meet once every 6 months, seeking approval of this change to the ToR at UNCC. The subsequent meeting in July was cancelled, the following meeting in January 2013 was not quorate. The Committee has not met since

- During this time no questions have been raised with regards to the SoS report, however the final modification report for modification 565 was March 2003

Standards of Service Liabilities

Performance Summary

Sep-16

Transporter Performance for all Transportation Standards of Service
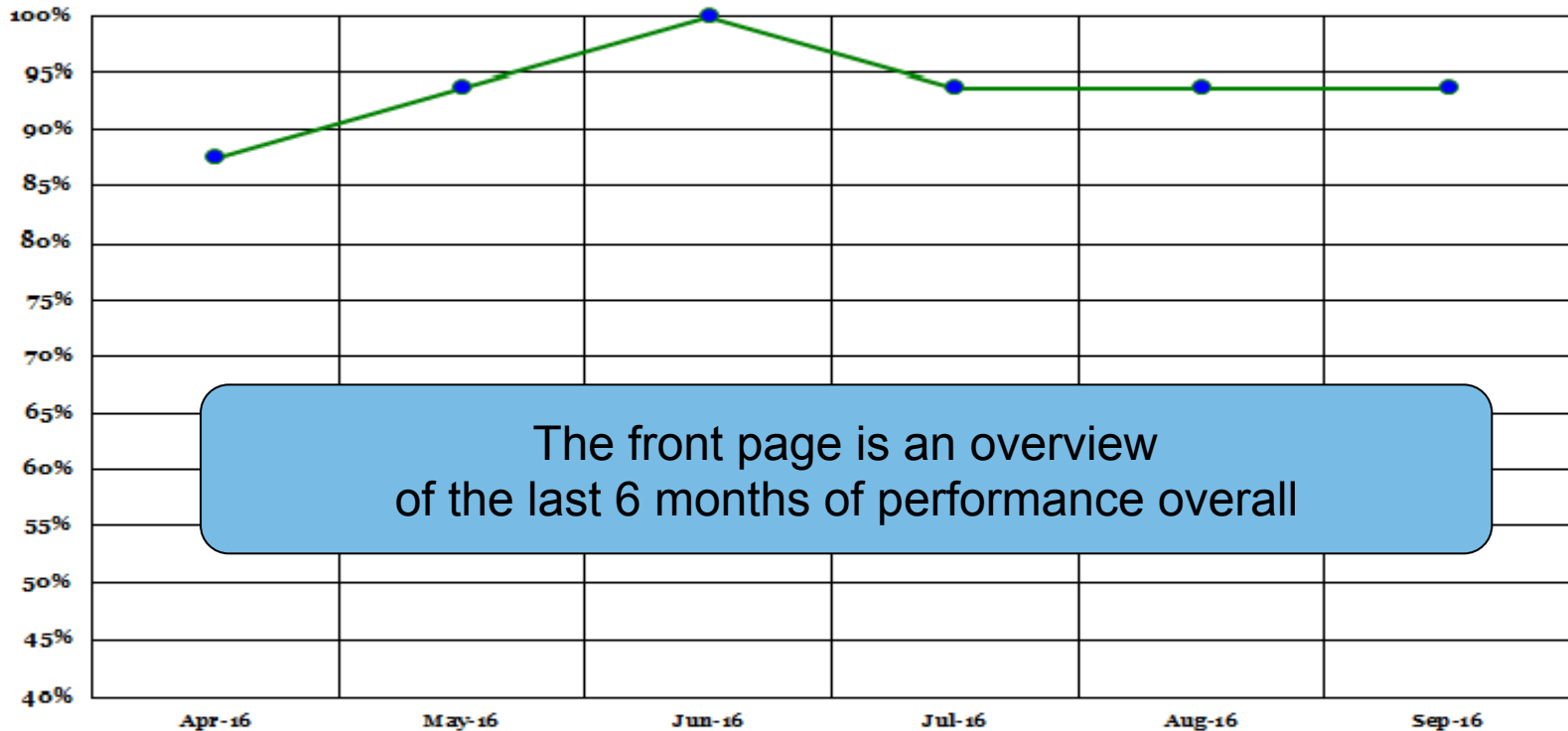
The front page is an overview
of the last 6 months of performance overall

	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Standards Achieved	14	15	16	15	15	15
Standards Monitored	16	16	16	16	16	16
Performance	87.50%	93.75%	100.00%	93.75%	93.75%	93.75%

Shadow Log

- Shadow log – in the words of the modification "The shadow log should act to moderate User behavior and inhibit the generation of liability payments from Transco through inappropriate action (or inaction)."

- The shadow log accounts for activity that may not be completed but is through no fault of Xoserve or the transporter for example with query management this is a invalid query (an address amendment that is rejected for not being PAF valid) and these are discounted from the standards and liabilities

TSL 1 - Daily Metered Reads

- Original UNC ref: M5.2.1; this standard refers to the submission of Valid Meter Readings on Daily Metered (DM) Sites

- Following on from mod 466AV – this is a standard of service (SoS) target - the planned performance level (PPL) is 100% by 12 noon (previously 97.5% in mod565 but amended through mod466AV) Liabilities are incurred based on rules around performance of failure rate (pofr)

- This liability resides with the Transporters

TSL 2a and 2b – Calorific Values

- UNC ref: C1.6; this standard refers to the provision of the Calorific Values within the timeframe (11:00am / 4pm – 2a) and the provision of revised CV values (D+5- 2b)

- This falls under the Network Code Compensation (NCC) whereby liabilities are paid per failure of making this information available. This is £50 for the 11am /4pm target and £250 for the revision of a CV value. This liability resides with the Transporters.

- Xoserve reports against this standard based on information received from the Transporter

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TSL 3 & 4 – Suppressed Invoices

- UNC ref E8.2.1: TSL 3 – suppressed invoices on DM sites, TSL 4 – suppressed invoices on Non-Daily Metered (NDM) sites. This refers to suppressed charges rather than suppressed invoices and can apply in situations i.e. MRUN. The charges need to be applied or removed within certain timeframes (1 month or 2 months).

- This is an SOS target - the PPL is 98%

- This standard is discharged through Xoserve

TSL 5 & 6 – Invalid Offers Large / Small

- UNC ref: G4.2; this standard refers to payments related to rejected Supply Point Offers

- This is a NCC liability whereby £50 is paid per failure. This liability resides with the Transporters

- This standard was against query code IOC (invalid offers) in ConQuest; this ceased as a contact code when CMS was introduced therefore this is no longer relevant

TSL 7 – GRE Invoice Queries

- UNC ref: S4.6; refers to a standard as agreed in modification 0385 (Standard of Service on Adjustments to GRE Invoice Queries) to respond to GRE invoice queries in a timely manner.

- The liabilities for this NCC standard are variable

- This standard is discharged through Xoserve

TSL 8a & 8b – Nominations Referred – Large / Small

- UNC ref: G2.3.4; this standard refers to the nominations referred to the Transporters. Transporters are required to submit a Supply Point Offer.

- The PPL is 97% within 12 business days

- This liability resides with the Transporters

- Xoserve reports against this standard based on information received from the Transporter

TSL 9a & 9b – Site visits

- UNC ref: G4.3; this standard refers to the number of failed appointments for agreed site visits by the Transporter.

- The PPL is 95%, the shadow log excludes site visits that are arranged and access is denied or no person present to allow access

- This contact was previously completed in ConQuest through ASV Contacts. Following RGMA this is an obsolete standard

TSL 10a and 10c – File Formats Consultation / Implementation

- UNC ref: U8.6.1; this standard refers to:
  - Notification of Class 2 and 3 changes for UK Link
  - Allowing a consultation process (representations)
  - Giving notice of the change for implementation (3 months)
  - Failing to notify of non implementation for any unsuccessful implementations within one business day

- Liabilities are paid per failure of compliance. This standard is discharged through Xoserve

TSL 11a – Gas Not Available

- UNC ref: J3.5.3; For sites with a threshold above 73,200kwh where gas is not available for a period of 24 hours liabilities are paid

- The liabilities for this NCC standard are variable

- These liabilities are paid in all circumstances of failure. This liability resides with the Transporters, the information is provided to Xoserve by the Transporter

TSL 12a & 12b – System Failure & System Recovery

- UNC ref: U7.6.1; Where the UK Link system fails and the system recovery takes longer than 5 hours liabilities of £50 will be paid per User. This is increased by 100% for each subsequent failure within the business day, per User affected (12b). UK Link System Failure of 24 hours or more leads to a liability payment of £1000 per User (12a)

- This is an NCC standard discharged by Xoserve. The shadow log for this covers where the system failure may be the result of User actions

TSL 13a-14d – Query Resolution

- UNC ref: S4.7.1: relates to Query resolution

TSL:	Standard Name	Type	Liability
TSL13a	Query Resolution GT (I&C) <=4 days	SOS	
TSL13b	Query Resolution GT (I&C) <=10 days	SOS	
TSL13c	Query Resolution GT (I&C) <=20 days	SOS	
TSL13d	Query Resolution GT (I&C) >=40 days	NCC	£70
TSL14a	Query Resolution GT (Dom) <=4 days	SOS	
TSL14b	Query Resolution GT (Dom) <=10 days	SOS	
TSL14c	Query Resolution GT (Dom) <=20 days	SOS	
TSL14d	Query Resolution GT (Dom) >=40 days	NCC	£20

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The Shadow log

- It is presumed that Users submit queries in good faith but there are occasions when the query is deemed to be invalid (No challenge to the data or Shipper data incorrect). For Query Management it has been accepted that queries, which are deemed to be invalid, are to be used as the measure within the Shadow Log.

- All Invalid queries are deducted from the total population on a 1 for 1 basis. The number of such queries will be classed as "**shadow log relevant invalid Queries**" for the calculation of any liability payments due.

Determination of User Limits

- For each User an average daily limit is determined, based on the daily average of valid queries received each month. The total number of valid queries will be determined from the total number of queries submitted minus the number of invalid queries cleared in that month.

- The daily average of any month will be calculated by dividing the total number of valid queries submitted each month per User, by the number of Business Days within the month.

- The Current month daily limit will be taken to be the highest daily average within the preceding three months +20%. The limit will change month on month against the three month rolling highest figure

Example of User limits

Month	Business Days in month	Actual Total Queries	Actual Total Valid Queries	Valid Daily Average	Current Month Daily Limit (rounded up)
1	21	451	406	19.3	-
2	21	500	450	21.4	-
3	20	601	541	27.1	-
4	22	482	434	19.7	33
5	21	467	421	20.1	33
6	20	593	534	26.7	33
7	21	397	358	17.1	32

Example - Current Month Daily Limit for month 4 = highest daily average from the preceding 3 months + 20 %

27.1 * 20% = 5.42 valid queries   27.1 + 5.42 = **33 daily limit**

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Modification 565 Standards of Service Query Management Performance

	Total Queries Resolved	Excesses *	4 Day Target 80%				10 Day Target 95%				20 Day Target 98%			
			Shadow Log Inclusions **	Adjusted Resolved	Total Resolved in Standard	Achieved Performance	Shadow Log Inclusions	Adjusted Resolved	Total Resolved in Standard	Achieved Performance	Shadow Log Inclusions	Adjusted Resolved	Total Resolved in Standard	Achieved Performance
GT Large	1544	615	716	486	980	460.09%	765	297	1517	925.00%	771	219	1542	975.95%
GT Small	5541	795	813	3942	4976	126.52%	942	3895	5512	144.90%	953	3756	5537	145.98%

* Excesses are any number of queries > valid daily average amount   ** Shadow Log is the Invalid queries

Final Achieved Performance (%) = $\dfrac{\text{No. of Queries resolved within D Days}}{A - B - C} \times 100$

A = the total number of queries resolved within the month

B = the number of Shadow Log Relevant Invalid Queries

C = the sum of daily excesses

D = 4, 10 or 20 days respectively

GT Large – 4 Day Target 80%

Final Achieved Performance (%) = $\dfrac{980}{1544 - 716 - 615} \times 100 = \dfrac{98{,}000}{213}$ = **460%**

GT Large – 10 Day Target 95%

Final Achieved Performance (%) = $\dfrac{1517}{1544 - 765 - 615} \times 100 = \dfrac{151{,}700}{164}$ = **925%**

The volume of Invalid queries and Excesses as a ratio to the number of queries received cause the excessive percentages

GT Large – 20 Day Target 98%

Final Achieved Performance (%) = $\dfrac{1542}{1544 - 771 - 615} \times 100$ = **975%**

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TSL 18a & 18b / 19a & 19b – Special Supply Points

- UNC ref: M2.7.1; this standard relates to special supply points with the transporter required to complete the work and amend the supply point within timeframes:

TSL18a	Special SP Amendment Large >5 days
TSL18b	Special SP Amendment Large >20 days
TSL19a	Special SP Amendment Small >5 days
TSL19b	Special SP Amendment Small >20 days

- This is a SOS, with a PPL of 95%. The liability amount increases should this activity not be completed within 20 days.

Changes to the SOS report

- FGO removes all liabilities for the CDSP, however liabilities continue for Transporters.

- SoS Reporting on performance will continue for both parties

- Amendments to the SoS are being made in light of Nexus changes – for example with query resolution - USRVs will no longer be relevant whereas other contact codes may be

- Any changes to modification 565 at present require extensive changes to code and reporting

Recommendation

- The SoS report is already going through planned change.

- Due to the current change congestion any further reporting or code changes are unlikely.

- As PAC create a new performance regime we would recommend any old standards and liabilities fall away at that point in time i.e. through mod development

- At present time we recommend that the SoS report is retained in its current form with a view to evolve