

Standards of Service Sub-committee Minutes
Thursday 22 September 2005
Novotel, Birmingham International Airport

Attendees

Julian Majdanski (Chair)	JM	Joint Office of Gas Transporters
Helen Cuin (Secretary)	HC	Joint Office of Gas Transporters
Adam Frak	AF	SSE (Member)
Brian Durber	BD	E.On Energy (Alternate)
Heidi Martin	HM	RWE Npower (Alternate)
Melanie Pilkington	MP	xoserve
Peter Ratledge	PR	Npower Business
Chris Warner	CW	National Grid Transco (UKD)
Phil Lucas	PL	National Grid Transco (UKD)
Richard Pomroy	RP	WWU
Rob Cameron-Higgs	RCH	Northern Gas Networks
Steve Courtney	SC	Scotia Gas Networks
Steve Nunnington	SN	xoserve

Apologies

Alex Travell	E.On Energy
Graham Wood	British Gas Trading
Simon Howe	RWE NPower

1. Minutes from May SoS Sub-committee meeting

No comments received. Minutes approved.

2. Review of Actions from May SoS Sub-committee meeting

Legacy Obligations. Melinda Palmer suggested tracking MSL17a and MSL17b for 12 months. Suggestions would be welcomed on an alternative tracking mechanism.

Action: Complete

Melinda Palmer agreed to provide a new copy of performance figures from meeting (due to missing line on report circulated). **Action: Complete**

Melinda Palmer agreed to provide an explanation of all standards. **Action: Complete**

3. Performance and Payments to Date

Population & Failures TSL11a & TS11b. A significant increase was observed for April and July. Attendees would welcome the provision of commentary to assist understanding such increases.

Liabilities TSL8b. Increase observed in July. Attendees would similarly welcome the provision of commentary to assist understanding.

Action: xoserve to review possibility of adding commentary to reports when significant Payment increases occur.

4. Query Management - Reporting

Sat Kalsi, xoserve, provided confirmation via the Joint Office that Query Management Performance and Reporting is a regular agenda item at the xoserve SPA operational Forum. Attendees accepted this agenda item would no longer be required at future meetings of the sub-committee.

5. Diary Planning for Workstream

Next Meeting:

December 2005, Date and Location TBA (following Meeting of Distribution Workstream). Email will be sent providing confirmation.

6. AOB

Graham Wood, British Gas Trading, raised via the Chair whether the performance reporting currently produced could also be provided by each Network. Although the meeting was not quorate, the attending members agreed this information would be of interest. MP reported that several of the Standards such as "Query Resolution" were not measured on this basis and confirmed that reporting on any other basis than Nationally would require a Modification to the UNC. She also referred to the JGAA as a reference point for further detail on smearing.

Action: xoserve to review possibility of providing Standards of Service Performance Reporting by Network where this information is available.

JM updated the meeting on the Committee's membership from 1 October 2005.

- Graham Wood, British Gas Trading Ltd
- Alex Travell, Eon UK plc
- John Costa, EDF Energy
- Simon Howe, npower
- Adam Frak, Scottish & Southern Energy plc

Action Table (Appendix 1)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
SoS0901	22/09/05	3	xoserve to review possibility of adding commentary to reports when significant Payment increases occur.	xoserve	Action:
SoS0902	22/09/05	AOB	xoserve to review possibility of providing Standards of Service Performance Reporting by Network where this information is available.	xoserve	Action: