

PAC ISSUE – TOG Being Auto Closed at 80 days

The monthly Shipper reporting had the following guidance for the pre Nexus implementation reporting; the post implementation reporting has not been issued yet so unsure what the guidance says but I believe it remains similar.

Theft of Gas	
<b>Subject</b>	Theft of Gas applies to the taking of gas illegally through meter tampering, damage to any gas fitting or service pipe, in the course of being conveyed; or by restoration of supply without the relevant consent. TOG queries are raised on CMS against the relevant Shipper.
<b>Suggested Action:</b>	Notify the Gas Transporters of any actual or suspected cases of gas illegally taken. Investigate allegations via CMS, and provide kWh and dates of theft where the theft has been proved.
<b>Consequence:</b>	If the Shipper fails to investigate and respond within ** days, the contact will Auto Close, these figures are reported to Ofgem. There is a big Safety risk with Theft; the dangers of interfering with a gas supply can cause destruction of property, personal injury and even fatalities. Also any unaccounted gas is included in the Shrinkage figure. This is smeared across the domestic market in the RBD Process. All Shippers have to pay a share, and that cost is ultimately passed on to the consumer.
<b>Governance Reference:</b>	UNC E 3.6, M 2.3, N 1.4. PGT Licence Condition 24, Gas Act 1986 (amended 1995) - Schedule 2B
<b>Report/Information Delivery:</b>	Published monthly on Joint Office website Self serve reports available via CMS.

Under the consequence section you will note it refers to the following:

If the Shipper fails to investigate and respond within \*\* days the contact will Auto Close

SPAA Schedule 33 – Theft Code of Practice has the following:

<b>Maximum Response Times</b>	<p>Transporter must attend and notify the Supplier of the suspected Theft of Gas within two Working Days</p> <p>Where a Supplier is responsible for investigating, it must undertake reasonable endeavours to conclude the investigation and update the Transporter within 80 days of being notified by the Transporter of the suspected Theft of Gas.</p> <p>Where a Transporter is responsible for investigating, it must undertake reasonable endeavours to conclude the investigation within 80 days of attending the site.</p> <p>Where the 80 days timescale has not been met, then the Party must complete the case as soon as is reasonably practical thereafter.</p>	<p>Where a Supplier is responsible for investigating, it must undertake reasonable endeavours to conclude the investigation and update the Transporter within 80 days of informing the Transporter of the suspected Theft of Gas.</p> <p>Where a Transporter is responsible for investigating, it must undertake reasonable endeavours to conclude the investigation within 80 days of attending the site.</p> <p>Where the 80 days timescale has not been met, then the Party must complete the case as soon as is reasonably practical thereafter.</p>
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The Supplier has the obligation to try and conclude the investigations within 80 days but there might be occasions where this is not possible, in these instances the auto close rule for the TOG will result in the Supplier concluding things but the information given to Shipper potentially not being entered into CMS as the contact is closed.

Although our initial indications are these volumes are small we recommend the PAC considers the treatment of the Auto Close rule because theft is a hot topic and the facility to provide the information should be there and only closed when the investigation is concluded.

Additionally the SPAA via the Theft Issues Group (TIG) are currently reviewing Schedule 33 (and the DCUSA equivalent) because DCUSA has 90 WD as the timeframe to conclude an investigation where SPAA has 80 days.

I have been unable to locate the 80 day obligation within the UNC so I believe this auto close business rule has been created because of the Transporter obligations in SPAA, what isn't clear is if these obligations were to change how the reporting / auto close obligations are also updated?

Finally, I have been made aware that prompts should be issued to Shippers when the TOG reaches 42, 56 and 70 days. These have not been issued since 01/06/2017 but there is a known issue already raised regarding this.