

**TRANSCO NETWORK CODE MODIFICATION PROPOSAL No. 0717**  
**"Provision of Supply Point Information Service "**  
**Version 1.0**

**Date:** 10/09/2004

**Proposed Implementation Date:** 01/12/2004

**Urgency:** Non-Urgent

**Justification**

Condition 31 of the Gas Transporter Licence places an obligation on the Transporter to establish or procure the operation and maintenance of a "Supply Point Information Service". This obligation itself is not prescriptive as to how the Transporter should discharge their obligation. NGT currently do so by the provision and maintenance of a Supply Point Information Services by providing:

- an RFI Telephone Bureau
- access to a M Number Website and
- through a MPRN Customer Helpline

These services are provided as an integral part of NGT Customer Services and are currently not included within any Network Code provision or obligation.

Although it is likely that this existing licence condition will be included within the obligations placed upon new Distribution Network (DN) owners following a sale, there is a concern that under new ownership that the DNs could, in the longer term, choose to discharge their obligations by providing a number of varied service offerings leading to diverse and different market arrangements.

Whilst xoserve will, in the short term, continue to provide the service, across all DNs, in line with the current market arrangements, Shippers are concerned that this may not be the case in the medium to longer term. DN's might seek to amend the level of service provided by their agency and in the longer term this could result in a reduced level of service meeting only minimal requirements to meet the licence condition. Shippers require assurance that Supply Point Information Services, provided by Transporters are maintained at least at the level available currently and this provision is consistent and robust into the future.

**Nature of Proposal**

This modification proposal seeks to place an obligation within Network Code for a Transporter to provide specified access arrangements (as per those that are currently in place and offered by NGT) and to prescribe a minimum acceptable service level for Shippers.

**Purpose of Proposal**

Maintaining Shippers easy and appropriate access to key information will enable and support existing customer transfer processes to be effectively managed in line with industry requirements. The inclusion of this provision as a Network Code obligation would ensure that the service will be maintained at least at current level within the proposed development of a Uniform Network Code under the new structure post DN Sale.

**Consequence of not making this change**

There could be a potential degradation of service provision which would in turn erode the efficiency and effectiveness of the Customer Transfer Process.

**Area of Network Code Concerned**

Section G

**Proposer's Representative**

Mike Young (British Gas Trading Ltd)

**Proposer**

Mike Young (British Gas Trading Ltd)

**Signature**

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