

TRANSCO NETWORK CODE MODIFICATION PROPOSAL No. 0634

"Introduction of Incident Notification Timeframe "

Version 1.0

Date: 20/05/2003

Proposed Implementation Date:

Urgency: Non-Urgent

Justification

Currently notification to shippers of incidents involving Carbon Monoxide, Gas Fire/Explosion and Loss of Supply (including water ingress) are currently done to varying, informally agreed timescales. Most notifications are done on an informal ASAP basis. However the open-ended and informal nature of the current arrangements for communication of incidents (which are not currently formalised under any contractual framework) could potentially create various exposures to suppliers in handling of customer relationships. In the event of a delay in the communication of an incident, the ability of shippers/suppliers to properly manage the customer relationship is compromised. Without timely provision of adequate information on the type and status of an incident, suppliers may have difficulty in accurately answering customer enquiries, being able to take prompt action/investigations as appropriate and being able to take early action to manage resources appropriately.

Nature of Proposal

To introduce a timeframe for the notification of incidents such that notification occurs within the following timeframes

- In the event of a CO incident Transco must notify the shipper within 2 hours from the point of receiving the initial notification of a CO incident.
- In the event of a Gas Fire/Explosion Transco must notify the shippers within 2 hours of receiving notification of Gas Fire/Explosion.
- Where supply is lost for > 50 properties Transco must inform the relevant shipper within 2 hours.

To enable monitoring of Transco's performance against the proposed service level agreement the 'start time' shall be the Incident Time as ascertained according to Transco's current internal procedures. The 'End Time' will be the time that the shipper receives notification of the incident.

It is also proposed that the provisions will ensure that the information provided is in an agreed format and contains the appropriate information.

Purpose of Proposal

To improve confidence that incident notification will occur in a timely manner, allowing the shipper/supplier to handle their customer relationship appropriately.

Consequence of not making this change

The possibility of a delay in notification of incidents will persist. Shippers/Suppliers may have difficulties in providing accurate information upon customer inquiries and management of commercial contracts with their nominated metering services providers. Shippers will continue to face the risk of being poorly informed and have difficulties in planning resources and taking appropriate actions to manage customer relationships.

Area of Network Code Concerned

Section V

Proposer's Representative

Julian Cunningham (British Gas Trading)

Proposer

Julian Cunningham (British Gas Trading)

Signature

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