

TRANSCO NETWORK CODE MODIFICATION PROPOSAL No. 0487

"Release of the identity of the incoming Shipper/Supplier to incumbent upon supply point transfer processes"

Date: 14 August 2001

Proposed Implementation Date: 1/10/2001

Urgency: Non-Urgent

Justification

The current process for transfer of customers, while effective in a vast majority of cases, does result in a significant minority of exceptional cases which need manually addressed e.g. Erroneous transfers. The resolution of these issues can be facilitated if the incumbent and confirming shipper/supplier can make contact with each other as demonstrated in the electricity market. At the outset of Network Code, Transco were prevented by Section 42 of the Gas Act 1986 (as amended by the Gas Act 1995) from disclosing confidential information including the identity of both incoming and incumbent supplier. The passing of the Utilities Act 2000 repealed Section 42. In May 2001 Modification 400 was implemented which facilitated the disclosure of the incumbent shipper to both customers and other suppliers. We do not believe that any current statute prevents further release of this information contained in this proposal.

In order to further improve the customer transfer process we consider that the identity of the confirming shipper/supplier should be made available to the incumbent in order that communication can immediately be established and resolve any uncertainties regarding the transfer of supply. Currently, the incumbent shipper/supplier must rely upon their customer advising it of the identity of the new supplier. This transparency would also support the introduction of new initiatives such as metering competition and debt assignment, which potentially impacts on the change of supplier process.

Nature of Proposal

That the identity of the incoming or confirming shipper/supplier is disclosed to the incumbent shipper/supplier following confirmation. Initially, this can be facilitated by Transco being able to disclose the identity in response to an enquiry or request for information (RFI).

In the context of the current Ofgem consultation on the governance of the Change of Supplier process, we suggest consideration be given to incorporation of this detail within the file format with which Transco notifies the incumbent shipper of the confirmation of the supply point.

Purpose of Proposal

To further facilitate rapid resolution of any query between suppliers which may frustrate or delay resolution of exceptions in the Customer Transfer process.

Consequence of not making this change

In cases of customer transfer where there are any non-standard issues, e.g. address errors, misdirected PPM payments, erroneous transfers, the resolution of these issues will continue to be frustrated to the detriment of shipper/suppliers and, most importantly customers. In addition, new initiatives such as debt assignment will be hampered if not prevented.

Area of Network Code Concerned

Section V 5

Proposer's Representative

Mike Young
British Gas Trading

Proposer

Mike Young (BGT)

Signature

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