

Representation - Draft Modification Report 0526S

Identification of Supply Meter Point pressure tier

Responses invited by: **5pm 10 June 2016**

To: enquiries@gasgovernance.co.uk

Representative:	Tom Chevalier
Organisation:	Association of Meter Operators
Date of Representation:	10 June 2016
Support or oppose implementation?	Support
Relevant Objective:	d) Positive

Reason for support/opposition: Please summarise (in one paragraph) the key reason(s)

As described in the modification report. The change supports the efficiency of Suppliers and MAMs to schedule appropriate trained staff to attend customer premises. This reduces the costs of abortive visits. Customer service is improved as the meter operative who attends will be capable of performing the activity. Reducing the incidence of cancelled work which frustrated and irritates customers.

The GTs have made some information available. The original requirement was for information to be provided by MPRN. The development over the past year refined the information for efficiency (reduced file size) to by post code, where the post code has all sites with the same pressure tier. The intention was to develop a second file for the post codes with mixed pressure tiers, by MPRN – this would still be valuable. Recognising that the data will grow over time through the quarterly updates for new sites and feedback from GT1 requests.

I would also like to record my thanks to many GT representatives who have been supportive of this MOD and facilitated the provision of information.

Self-Governance Statement: *Please provide your views on the self-governance statement.*

No comment

Implementation: *What lead-time do you wish to see prior to implementation and why?*

Can be immediate, the GTs are already making the information available

Impacts and Costs: *What analysis, development and ongoing costs would you face?*

MAMs will benefit for using the information. As a trade association I do not know the costs applicable to each member.

Legal Text: *Are you satisfied that the legal text will deliver the intent of the Solution?*

No comment

Modification Panel Members have requested that the following questions are addressed:

Q1: Respondents are asked to provide views on the impacts to SPAA parties

As described in the modification report. We worked with the proposer to develop the MOD. The change supports the efficiency of Shippers, Suppliers and MAMs to schedule appropriate trained staff to attend customer premises. This reduces the costs of abortive visits. Customer service is improved as the meter operative who attends will be capable of performing the activity. Reducing the incidence of cancelled work which frustrated and irritates customers. This is particular important with the impending roll-out of smart meters over the next 5 years.

The GTs have made some information available to MAMs. The original requirement was for information to be provided by MPRN. The development over the past year refined the information for efficiency (reduced file size) to by post code, where the post code has all sites with the same pressure tier. The intention was to develop a second file for the post codes with mixed pressure tiers, by MPRN – this would still be valuable. Recognising that the data will grow over time through the quarterly updates for new sites and feedback from GT1 requests.

Through discussion suppliers/shippers will be able to appoint a MAM organisation who has the appropriate capabilities. Some Shippers/Suppliers will appoint a MAM organisation who is capable of higher pressures and different MAM to LP sites. Provision of the pressure tier information allows the initial appointment to be directed to the correct party.

The Ofgem faster switching activity is reviewing the sources of information and the architecture of IT systems to deliver information to support Change of Supplier (CoS). The inclusion of the pressure tier information (a GT owner data item) would be a major step forward to improve the provision of this information. The Ofgem activity is also considering the different roles of Supplier & Shipper in the context of CoS. On CoS the new Supplier will be required to make an extremely fast decision on the new agents,

provision of the pressure tier (for the reasons above) are a criteria in this selection, therefore its inclusion in the GT dataset going forward to beneficial.

Are there any errors or omissions in this Modification Report that you think should be taken into account? *Include details of any impacts/costs to your organisation that are directly related to this.*

No

Please provide below any additional analysis or information to support your representation:

None