

Review Work Group Terms of Reference
Review Proposal 0122
Review of Query Management Requirements

Review Proposal

The efficient and effective management of queries is critical to both Shippers and Transco. Currently each department in Transco has its own mechanism for dealing with queries, however Shippers have raised concerns that this does not adequately deal with queries - in particular those requiring the input of more than one department. Transco have always been keen to develop an automated Query Management System to facilitate the process.

Through the UK Link Committee a sub-group was established to consider the requirements for developing an automated Query Management System (QMS). However, due to the potential impact on the Network Code it was agreed that a Network Code Review Group should be established.

The Group has been working since March 1997 and has highlighted several key areas where further work is required. In order for the Group to continue and make full recommendations to the Network Code Modification Panel, the Scope of the Review will need to be extended.

Work Group Composition

Elsa Ingham	Alliance Gas
Sarah Copp	Alliance Gas
Nick Catt	BP Gas
Sara Loynton	BP Gas
Stuart Margerrison	British Gas Trading
Anna Gilmore	Quadrant/Gas Direct
Susan Moor	Quadrant/Gas Direct
Richard Moffit	National Power
Gavin Geekie	United Gas
Jon Fieldsend	AGAS
Stuart Fowler	Kinetica
Valceha Mandalal	Regent Gas
Tahir Majid	Ofgas
Steve Tamsett	Transco
Colin Whalen	Transco
Karen Byron	Transco
John Kettle	Transco

Terms of Reference

The Review Group will:

- * Identify Shipper and Transco requirements for Query Management.
- * Agree on definition of a Query and what constitutes Query Resolution across all process areas.
- * Determine the industry requirements for an automated Query Management System, if appropriate.
- * Identify potential timescales and costs for delivery of any automated QMS.
- * Recommend a mechanism for effectively managing queries in the short medium and long term.
- * Consider if there are any amendments that could be made to the Network Code or other documents referenced in the Code to facilitate the recommended query process.
- * Consider potential changes to the scale and type of queries.
- * Work closely with other Review Groups and Sub-Committees to ensure all available data is considered in recommendations.

Timetable

November 1997	Revised Terms of Reference to Modification Panel 1-day workshop meeting of Review Group
December 1997	Approval of Revised Terms of Reference by Modification Panel Review Group Meeting/Workshop
January 1997	Monthly Report to Modification Panel Review Group Meeting/Workshop
February 1998	Interim short term recommendations to Modification Panel
March 1998	Review Group Meeting Monthly report to Modification Panel
April 1998	Medium and longer term recommendations to Modification Panel