



Shippers, Transco and other interested parties

Our Ref: net/cod/mod/706
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15 September 2004

Dear Colleague,

Network Code Modification Proposal 706 – Change to Nomenclature for Priority Levels Relating to UK Link Problem Management

Ofgem has carefully considered the issues raised in this proposal and has decided to direct Transco to implement the modification as it better facilitates the achievement of the relevant objectives of Transco's network code, as set under standard condition 9 of Transco's Gas Transporter (GT) licence.

Background to the proposal

NGT have recently entered into an outsourcing agreement with Computer Services Corporation (CSC) for the provision of key back-office functions including Information Services (IS) provision. CSC will provide UK Link problem management via a CSC service desk. The CSC service desk is to utilise 5 priority levels with relation to UK Link problems; P1 to P5 with the former assigned to the most severe and the latter assigned to the least severe problems. The service desk is to commence operation from 31 October 2004.

Currently the UK Link Manual IS Service Definition refers to six priority levels, labelled IM6 to IM1. Changes to the UK Link manual will redefine priority levels used to reference reported UK Link problems as follows:

- IM6 becomes P1 – Loss of service that affects more than one UK Link User.
- IM5 becomes P2 – Loss of service to an individual UK Link User that affects all Authorised Representatives (ARs).
- IM4 becomes P3 – Loss of service to an individual UK Link User that affects more than one but not all ARs.
- IM3 becomes P4 – Loss of service but restricted to an individual UK Link User.
- IM2 becomes P4 – There is a problem but does not affect the functionality of the service, e.g. poor response times.
- IM1 becomes P5 – The call has no impact upon the use of the service, such as general enquiries or queries.

The proposal

The modification proposal involves minor amendments to Section U of the Network Code, in order to reflect the terminology (call classifications) used by Transco's IS service provider.

Respondents' views

Transco received two responses to this modification proposal, both of which were supportive, though one stated that it was unfortunate that the UK Link manual had not been reflected in the new service contract, rather than vice versa in the form of this modification proposal.

Transco's views

Transco supports the implementation of this proposal as it reflects new terminology being introduced by the NGT IS service provider and has no detrimental changes to the associated definitions or response times.

Ofgem's views

Ofgem believes that the implementation of this housekeeping modification will ensure consistency across the UK Link manual and Network Code, and support effective communication between Transco and system users, thereby promoting efficient and economic operation by the licensee of its pipeline system.

Ofgem's decision

If you have any further questions regarding this letter please do not hesitate to contact me on the above number or Leigh Henderson on 020 7901 7474.

Yours sincerely

A handwritten signature in black ink, appearing to read 'N. Simpson', written over a horizontal line.

Nick Simpson
Director, Modifications