

**TRANSCO NETWORK CODE MODIFICATION PROPOSAL No. 0734**  
"Formation of Network Code Review Group to consider the output of the Customer  
Transfer Programme"  
Version 1.0

**Date:** 09/12/2004

**Proposed Implementation Date:**

**Urgency:** Review

**Justification**

Review proposal - see purpose of proposal

**Nature of Proposal**

To establish a review group to:

- Determine the Network Code and UK Link implications of the output of the Customer Transfer Programme (CTP) and where options exist identify firm proposals for further progression.
- Obtain feedback and engagement from all relevant industry participants and assess impacts upon CTP draft changes.
- To provide the industry with the forum to review and evaluate the CTP output.
- Ensure that any dependencies between Network Code Changes and associated industry legislation are managed.

The Group outputs will be:

- A report representing the groups views and recommendations on all proposals to the February 2005 Modification Panel.
- Provide a consolidated set of Modification Proposals to be progressed, and provided with the recommendation report to the Modification Panel in February 2005.

Draft Terms of Reference and an overview of the CTP draft Change Pack have been appended to this document. Individual CTP Network Code Changes will be produced for distribution to all User's Change Managers on 20th December 2004.

**Purpose of Proposal**

The Customer Transfer Programme (CTP) was formed in response to widespread recognition that the gas and electricity industry processes for transferring customers between suppliers, set up when competition started more than eight years ago, do not consistently deliver a positive customer experience, and are costly for market participants to manage.

The Customer Transfer Programme has identified four distinct areas of change within the end to end process. These are identified below:

1. Triangulation

Triangulation is the process by which suppliers can check Site Address, MPRN and Meter Serial Number retrieved from the customer against the registration database before they actually register the transfer. In Gas, the facility to perform Triangulation is available for NGT customers via the Consumer Data Access Gas web service

The CTP requirements are:

- a. A single service for all GTs
- b. Monthly distribution of a single CD Rom containing the data for all GTs
- c. A customer viewer facility (primarily for multi site portfolio customers) for all GTs.
- d. Electronic access to the service for automated searches

2. Cross Validation

Cross Validation is the process by which an acquiring supplier can use data obtained from the Old Supplier to validate the data coming in on existing process flows. The aim of this is to provide the supplier with the facility to spot potential datamismatches or errors earlier in the process, giving them time to:

- a. take proactive resolution action
- b. manage their new customers expectations
- c. reduce exceptions later in the process.

This facility will be provided by the introduction of a new Core Data Flow that transmits this data from the Old Supplier to the New Supplier. The Core Data Flow will also contain an Estimated CoS Read from the Old Supplier for potential use as a Change of Supplier read.

3. Early (e.g. Point of Sale) Read and Submitting Reads to the GT

By capturing a read before the CoS Read Window (practically this is likely to be at Point Of Sale), the Supplier can increase the options available to them to choose a read to submit to the GT for generation of the GT CoS Reading Notice Flow.

4. Backstop Process

The existing SPAA Shipper Agreed Reads process allows Suppliers to agree a read when a GT is either unable to produce a CoS read or is late in doing so. There is currently no mandated timescale for doing this and the process will be updated to introduce one.

Appendix A lists currently identified changes to gas industry agreements to assist with the delivery of these products. It can be seen that some of these changes sit outside of the Network Code. These changes are listed for information only and should not be discussed at the Review Group other than as a source to identify related Network Code changes.

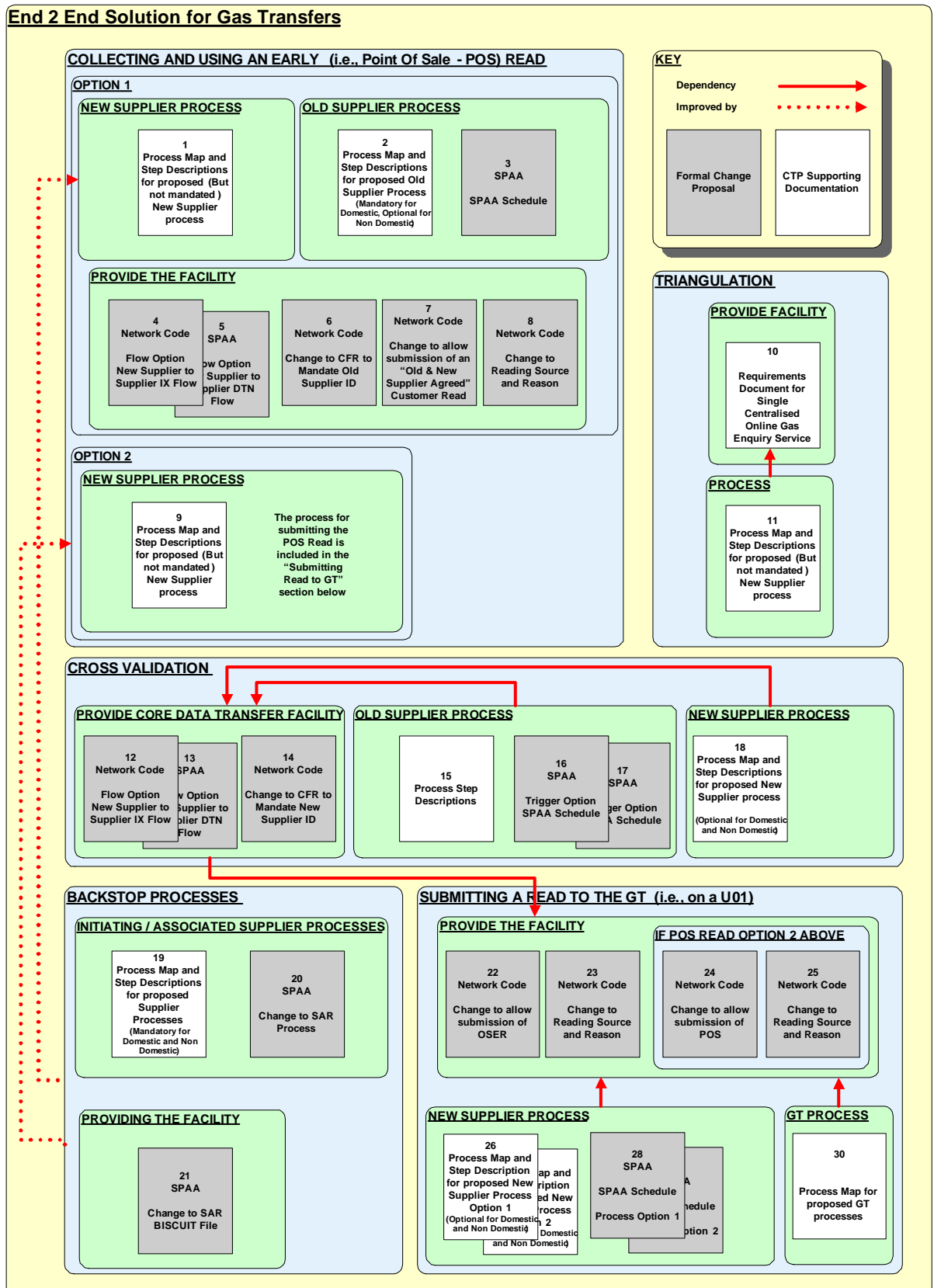
The purpose of forming a NWC Review Group is to publicise potential CTP NWC Changes to all interested parties as soon as they are available and to use the NWC

Review Group to gain further consensus before submission as NWC Modification Proposals.

**Consequence of not making this change**

Failure to engage all interested parties will jeopardize the timely delivery of changes identified by the Customer Transfer Programme through the Network Code Modification Process and may cause Network Code and SPAA Change processes to fall out of alignment.

## Appendix A - Overview of the Gas End to End CTP Solution Change Pack contents



## Gas End to End CTP Solution – Formal Changes

Triangulation			
	Provide a Service	Requirements Document given to SPAAEC will be reference in the change pack only. Sub Group will be set up to examine requirements and deliver the Service.	Change Pack Information Only
	Propose a Process	Draft process will be presented in the change pack for information only. No current requirement to translate it into an SPAA Agreed Procedure.	Change Pack Information Only

Collecting and Using a POS Read			
Option 1	Propose a Process	New Supplier submits POS Read to GT via the Old Supplier	SPAA Agreed Procedure
	Provide the Facility	Option 1: New IX Flow	Propose New Flow to Xoserve
	Provide the Facility	Option 2: New DTN Flow	Propose New Flow to SPAA
	Provide the Facility	Change CFR to include Old Supplier ID	Network Code Change
Option 2	Propose a Process	New Supplier holds read until read window (Process for submission is included in Submitting Read to GT section below)	Network Code Change

Cross Validation			
	Propose Old Supplier Process	Draft process will be presented in the change pack for information only. No current requirement to translate it into a Working Practice.	Change Pack Information Only
Option 1	Propose Old Supplier Trigger	Old Supplier Trigger for production of Core Data (including Exceptions)	SPAA Schedule
Option 2	Propose Old Supplier Trigger	Old Supplier Trigger for production of Core Data (including Exceptions)	SPAA Schedule
	Propose New Supplier Process	Draft process will be presented in the change pack for information only. No current requirement to translate it into a Working Practice.	Change Pack Information Only
	Provide the Facility	Option 1: New IX Flow	Propose New Flow to Xoserve
	Provide the Facility	Option 2: New DTN Flow	Propose New Flow to SPAA
	Provide the Facility	Change CFR to include New Supplier ID	Network Code Change

Submitting a Read to the GT (U01)			
	Propose changes to U01 Flow	Propose changes so that OSER can be submitted on a U01 (or iGT equivalent)	Network Code Change
For POS Read Option 1	Propose a Process	Propose order of Preference for Supplier for where POS and OSER are available (Submit single read on single U01)	SPAA Schedule
For POS Read Option 2	Propose a Process	Propose order of Preference for Supplier for where POS, OSER and COR are available (Submit single read on single U01)	SPAA Schedule
	Propose changes to U01 Flow	Propose changes so that POS can be submitted on a U01 (or iGT equivalent)	Network Code Change
	Propose changes to GT Processing	Propose ability for GT to accept reads from Supplier before they were the nominated supplier	Network Code Change

Backstop			
	Provide the Facility	Draft changes to SAR BISCUIT flow	Propose changes to Flow to SPAA
	Propose a process	Draft changes to SAR Process to incorporate both Disputed Reads and Backstop Process	Propose changes to SPAA SAR

**Area of Network Code Concerned**

Sections G and M (others may be identified).

**Proposer's Representative**

Jason Brogden (E.ON Uk plc)

**Proposer**

Alex Travell (E.ON Uk plc)

**Signature**

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