

iGT Agency Services

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A report to the gas industry on the costs and benefits identified by the industry associated with the implementation of the iGT Agency Services arrangements.

iGT Agency Services is the term used to describe the provision, by Xoserve, of services on behalf of iGT to Shippers equivalent to those provided by Xoserve on behalf of the GTs to Shippers as defined in the GT UNC V6.5, with the exception of transportation invoicing.

This report has been compiled and published for use by the industry to reference any regulatory change (iGT or GT UNC modifications, Licence Conditions etc). This report has been developed at both GT and iGT industry groups.

The relevant extract from GT UNC TPD V6.5 is shown in appendix 1.

Draft version 26th November 2013 for Mod 0440 Workgroup December 2013.

Report prepared by GT Modification 0440, iGT Modification 039 and Nexus Workgroups.

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Project Nexus iGT Single Service Provision¶
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A report provided to the Modification 440 Workgroup for inclusion in the relevant Modification Report.¶
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Executive summary

This report has been compiled and published for use by the industry to reference any regulatory change (iGT or GT UNC modifications, Licence Conditions etc). This report has been developed at both GT and iGT industry groups.

The Shipper and Supplier businesses have set out a positive case for a single agent to provide the “common” services defined in GT and iGT UNCs e.g. change of supplier, supply point register etc. The GTs, iGTs and Ofgem are committed to establishing the iGT Agency Services arrangement. GT and iGT UNC modifications have been raised to give effect to this and Ofgem has indicated any necessary licence conditions will also be raised. Xoserve has included the industry requirements for iGT Agency Services in its UK Link Programme and is undertaking the systems development work.

To date, two essential modifications to create the iGT Agency Services arrangements have been raised, they are:

GT Modification 0440 Project Nexus iGT Single Service Provision

iGT UNC Modification 039 Use of a single Gas Transporter agency for the common services and systems and processes required by the iGT UNC

GT modification 0440 creates the arrangements between the GTs and iGTs to enable Single Service Provision, and iGT modification 039 creates the scope of the work in the iGT UNC to be performed by the Agent (Xoserve).

The industry has been consulted on the costs and benefits of the iGT Agency Services arrangements and this report has been published for reference by any relevant modification.

The industry provided, to Xoserve, benefits of:

- one off £2,140,000 – £3,740,000
- annual £5,610,000 – £6,915,000

Xoserve has identified costs of:

Systems development £4,000,000 - £8,000,000
Data preparation £400,000 - £650,000

Some qualitative cost areas have been identified by Shippers, and iGTs in the consultation process.

If the costs and benefits, as presented, are considered over a 5 year recovery there is a positive benefits case of between £25,790,000 and £37,665,000.

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[Appendix 1 GT UNC V6.5 extract](#)

[Appendix 2 Summary of shipper responses against the consultation document](#)

Appendix ~~2~~ The original consultation document for reference

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1. Introduction

This report has been prepared to assess the gas industry business case in support of the iGT Agency Services initiative.

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The industry aspiration is that the iGT services mirror those of the GT services with regards to the scope of services provided by Xoserve as defined in UNC TPD V6.5 (see Appendix 1). The industry has been developing the requirements for iGT Agency Service, Xoserve commenced systems analysis work in February 2013 in anticipation of the supporting modifications, being implemented.

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In order to enable Xoserve (and others) to commit resources and commence systems / process development in a timescale that meets an intended 2015 delivery, a business case consultation was completed in March 2013. This is to provide a confidence factor to the eventual outcome of the modifications.

Modifications are required to each GT UNC and iGT UNC. A modification has been raised to each UNC to give effect to the arrangements. These are:

- GT UNC modification 0440 Project Nexus iGT Single Service Provision, and;

- iGT UNC Mod 039 Use of a single Gas Transporter agency for the common services and systems and processes required by the iGT UNC

In summary, GT modification 0440 creates the arrangements between the GTs and iGTs to enable iGT Agency Services, and iGT modification 039 creates the scope of the work in the iGT UNC to be performed by the Agent (Xoserve). It is expected there will be a licence condition equivalent to the GT Standard Special A15 condition, requiring the iGTs to use an agent for the performance of the common services.

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The consultation document for the iGT Agency Services initiative as a whole (mods 0440 and 039) is shown in Appendix 2.

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This report may be referenced by modifications related to the iGT Agency Services initiative.

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Note: Xoserve has provided (in 2011 based upon the requirements as known at the time) a high level cost estimate of £20m for the suite of Nexus modifications; 0432 - Project Nexus Gas Demand Estimation, Allocation, Settlement and Reconciliation Reform, 0434 – Project Nexus Retrospective Adjustment and 0440 Project Nexus iGT Single Service Provision, for delivery as a single change. However, as requested by Ofgem, Xoserve has provided a “stand alone” cost for each modification for the purpose of completing the modification development. There are a number of economies of scale for the development / implementation of Nexus requirements as a single change over delivery as discreet individual changes. For example, each stand alone cost includes its project management costs. If the suite of functionality is to be delivered as one change the project management costs are more economical. The same principle is true for Shippers for example; they only need to incur one industry testing cost rather than several.

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For the iGT Agency Services initiative as a stand alone delivery, Xoserve provided a cost range of £4m - £8m.

2. Overview of the iGT Agency Services initiative

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Xoserve will provide a range of services on behalf of iGTs to the gas industry. This includes the provision of a single supply point register containing all iGT and GT supply points against which Shipper activities with iGTs, GTs and between Shippers can be transacted regardless of GT type, e.g. the change of supplier processes, meter asset updates, meter read submissions etc. the AQ review process and other services. Standard file formats will be used for all transactions, changes will be required to accommodate some additional data needed to support iGT supply points, but from a Shipper perspective there will be a single interface with Xoserve for transactions regardless of GT type.

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The iGTs will retain the transportation invoicing activity (calculation and submission to Shippers). There is no change to the GT and iGT transportation charging principles as a result of this modification.

The scope of the intended services is included in Appendix 3.

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3. iGT Overview

There are 10 iGT licences in operation with live CSEPs.

There are 5iGT organisations under which are operated the 10 iGT licences.

There are approximately 40,000 CSEPs, of which 4,500 are nested.

There are approximately 1,500,000 supply meter points within the 40,000 CSEPs.

23 shipper organisations currently ship to supply meter points on CSEPs.

The shipper respondents to the consultation are responsible for shipping to approximately 98% of the supply meter points on all CSEPs.

The iGT market is fluid, with new iGT organisations entering the market, the acquisition of one iGT licence by another iGT organisation and the sale of CSEPs between iGT licence holders.

4. Consultation approach and response summary

The consultation document was prepared with the industry at the Nexus Workgroup, Mod 0440 and Mod 039 workgroup meetings. Ofgem agreed to support the process and agreed to provide a statement to the industry on its views of the results of the consultation exercise.

The consultation document was issued to the industry on 26th November 2012 via the Joint Office website distribution lists, with notifications provided at other industry fora of the consultation. Written responses were requested to be provided by 18th January 2013.

The following organisations provided a written response to the consultation:

Shipper organisations:

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British Gas
EDF Energy*
Eon
Npower
Scottish and Southern Energy
Scottish Power

iGT organisations

- ESP Pipelines
- Fulcrum Pipelines
- SSE Pipelines
- GTC (also now representing Inexus)*

*responses provided directly to Ofgem, any financial information provided by these organisations has not been provided to Xoserve nor is it included in this report.

In addition, a draft of the report was presented to the iGT 039 and Nexus Workgroups in April 2013 and November 2013 where all Shipper and Transporter organisations present confirmed support for the iGT agency services initiative.

The responses provided have been sufficient to develop the cost benefit case in section 5. In addition a number of shippers provided additional benefit areas to those described in the consultation document.

4.1 Shipper responses summary

All Shipper respondents supported the principle of the iGT agency services arrangements.

All Shipper respondents identified overall benefits to the iGT agency services arrangements.

Two shipper respondents expressly stated that the iGT agency services arrangements should be in place before or with the other Nexus functionality (settlement products, periodic AQ) is implemented, rather than afterwards, and provided cost and benefit information to support this.

4.2 iGT responses summary

All iGT respondents supported the principle of the iGT Agency Services initiative.

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All iGT respondents have been actively involved in the development of the arrangements through the Project Nexus UNC Workgroup, iGT modification 039, GT modification 0440 and meetings with the GTs and Xoserve to develop requirements.

One iGT set out its case around the licence obligations under which iGT operate, particularly that they must operate in an economic and efficient manner.

The consultation document and the BRDs demonstrate that the extent of iGT services would be extended under the iGT agency services arrangements to cater

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for the requirements of shipper / supplier organisations e.g. to allow the settlement products to apply to the CSEP. All iGT respondents highlighted that the beneficiaries of the iGT Agency services arrangements would be the shipper / supplier organisations.

Two iGT respondents drew attention to the present funding arrangements of the iGTs and that this did not provide a mechanism to recover additional costs placed upon them by the wider industry.

All iGT respondents stated the position that they must remain cost neutral in the iGT agency services arrangements, this would include costs they incur in the following areas:

- stranded systems
- development of new systems to allow the interfaces with Xoserve to be effective
- the migration to the new arrangements
- any new requirements for which the beneficiaries are other than iGTs

A number of iGTs referenced the information provided by Xoserve in the consultation document with regards to an illustrative ongoing cost for administering the iGT agency services of £1 per supply point. The consultation document made reference to the issues that the source for this funding is yet to be determined. One iGT respondent considered their operational costs were significantly lower than the illustrative figure provided by Xoserve, again reinforcing the point that if such costs were applied to the iGT, the iGT could not demonstrate operating in an “efficient and economic manner”.

A number of iGTs responded that they would still be required to perform a number of services and maintain systems to support these, for example invoicing, shipper registration, query resolution.

One iGT highlighted they would incur additional costs associated with the management of the third party service provider (Xoserve), both in the establishment of arrangements e.g. contract development, and the ongoing relationship management.

A number of iGTs highlighted that access to the UK Link Network is required to enable efficient communications with Xoserve. Whilst this may also be used for communications with shippers e.g. invoice submission, it was another area of costs associated with the iGT Agency arrangements for which the iGTs should be cost neutral.

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A number of iGTs considered that there must be an acceptable outcome to the Ofgem Funding Governance and Ownership review of Xoserve that does not create additional risks for iGT Agency services arrangements.

5. Cost benefit case summary

The information provided in the consultation is set out below in order to provide context to the cost benefit case summary.

From the consultation document:

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“Xoserve has provided a high level estimate of the cost of UK Link systems development to deliver the Nexus Programme requirements (which includes the iGT agency services) of circa £20m. There is potential that there may be system impacts beyond UK Link, and costs associated with those systems (for example, Gemini) are not included in this estimate.

Ofgem has requested that this overall £20m figure is disaggregated and a value provided for each of the UNC modifications, enabling a business case for each modification to be assessed. This has been done and for the purposes of this iGT agency services consultation the Xoserve developments costs are in the range £4m - £8m.

With regard to ongoing costs, to enable the industry to understand the scale of Xoserve ongoing costs for the provision of iGT Agency services Xoserve has assessed the services and broad cost areas for the provision of services on behalf of the Distribution Networks and scaled this accordingly to the services Xoserve will provide on behalf of the iGTs.

The assessment has indicated a cost of £1.00 per supply point per annum for the provision of the “common” services that are provided on behalf of the Distribution Networks. Based upon 1,500,000 iGT supply points this would equate to a cost of £1.5m. However, it does not necessarily follow that the addition of 1.5m supply points to a supply point register already holding 21.5m supply points would result in an increase in costs of £1.5m. This is because that, assuming UK Link is replaced with all Nexus requirements incorporated (cost estimate £20m for Nexus) it will be built for 23-24m supply points. However, the current system is being replaced and will cater for a range of new requirements and will be handling more data and processing a greater number of transactions so a like for like comparison is not possible.

It is probably prudent to proceed with an assumed ongoing cost of £1.5m pa for the provision of iGT agency services in order to move forward the benefits case discussion.

Please note that the cost figures are provided for the purpose of establishing the industry-wide cost benefit case, how (and from whom) it is funded is still to be determined.”

Shipper respondents were able to provide financial information for some of the areas listed in the consultation. Ofgem hold the details of each shipper’s financial data. For the purpose of this report the Shipper benefits and costs data provided to Xoserve has been aggregated and then an extrapolation exercise has been conducted to establish a total Shipper position. This exercise has only been conducted for the Shippers that responded (not all Shippers provided financial information for all the areas). Any cost benefit for the remaining 17 Shipper organisations has not been assessed, it is considered the benefits described by the respondents apply to all Shippers so there may be more benefits than those described below.

Not all financial information provided by Shippers was used, for example one Shipper described benefits that would be accrued from the new Nexus settlement products, these benefits were attributable to the settlement products not iGT

agency services initiative (although it is accepted that iGT agency services better facilitates this for iGT supply points) and were therefore excluded.

5.1 Benefits

Benefit area from consultation	Benefit range one off £000's	Benefit range ongoing per annum £000's
Single interface to Xoserve as the "agent" regardless of GT type.	340 - 640	2,000 – 2,600
Common business rules and processes / processing regardless of GT type.	1,800 – 3,100	3,300 – 3,800
Future change would be a single change to systems regardless of GT type	Included in above figures	Included in above figures
Greater visibility of iGT and GT charges	Included in above figures	Included in above figures
Will more easily support smart metering arrangements	Included in above figures	Included in above figures
Governance of GT and iGT services will be in a single place	Included in above figures	Included in above figures
Other benefit areas identified	E.g. reduced training requirements, reduced time preparing process descriptions, quality control documents etc.	310 - 515
Total	2,140 – 3,740	5,610 – 6,915

5.2 Costs

Some areas of costs were identified by Shippers and iGTs although the information was not consistent enough to develop an extrapolation.

5.2.1 Shipper observations

Shippers will need to migrate data from existing “offline” systems to “core” systems and decommission “offline” systems. “Core” systems changes would also be required to accommodate the new services.

5.2.2 iGT observations

iGTs would incur costs for:

- systems changes to move to the agency services arrangements
- stranded systems development
- IX connection
- implementation costs e.g. development of the commercial regime

5.3 Additional Xoserve costs identified after the draft consultation report presented in April 2013

During the analysis phase Xoserve identified a new requirement to prepare the iGT data to enable the agency services transactions e.g. change of supplier etc. This is an additional cost and funding is being sought from Shippers for this activity. The cost estimate for this work is in the range of £400k - £650k.

5.4 Cost benefit assessment

The industry identified benefits of:

- one off £2,140,000 – £3,740,000
- annual £5,610,000 – £6,915,000

Xoserve has identified costs of:

Systems development £4,000,000 - £8,000,000
Data preparation £400,000 - £650,000

If the costs and benefits are considered over a 5 year recovery there is a positive benefits case of between £25,790,000 and £37,665,000.

The costs were provided in 2010 and the benefits provided in 2013. The time value of the money (2010 – 2013) is not considered material to the business case for this modification.

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Appendix 1

UNC TPD Section V

6.5 Transporter Agency

6.5.1 The Transporters have engaged a person ("**Transporter Agency**") to undertake the Transporter Agency Activities.

6.5.2 The "Transporter Agency Activities" are:

(a) those activities necessary for:

- (i) the determination for each Gas Year of the Annual Quantity in respect of Supply Meter Points in accordance with Section G;
- (ii) the maintenance of the Supply Point Register and the performance of the Transporter's obligations in relation thereto in accordance with Section G;
- (iii) the generation of Supply Meter Point Reference Numbers;
- (iv) the performance of the Transporter's obligations in relation to demand estimation in accordance with Section H, including the derivation of the Composite Weather Variable, the development of Demand Models and End User Categories, the determination of NDM Supply Meter Point Demand and NDM Annual Quantities in respect of a Gas Year and daily demand forecasting;
- (v) the validation of Meter Readings in accordance with Section M;
- (vi) the notification by a Transporter of the failure to obtain a Valid Meter Reading in accordance with Section M3;
- (vii) the calculation of Invoice Amounts, the submission of Invoice Documents and the resolution of Invoice Queries in accordance with Section S;
- (viii) the implementation by the Transporters of Section U;
- (ix) the admission and termination of Shipper Users in accordance with Sections V2 and V4;
- (x) the implementation by National Grid NTS of Section X;

(b) the performance of the Transporter's obligations in Code in relation to:

- (i) the illegal taking of gas;
- (ii) the receiving and processing data to enable quantities of gas to be allocated to Users at NExA Supply Meter Points and Connected system Exit Points;

(c) the transmission and receipt of Code Communications for the purposes referred to in paragraphs (a) and (b); and

(d) the performance of the Transporters' functions in relation to the engagement of the AUG Expert under Section E9;

(e) the provision, operation, maintenance and development of computer systems;

(f) to support the implementation of Sections B, C, D, E, F, G, H, M, S, U and X;

(i) to the extent not covered in paragraph (i), for the purposes of supporting the implementation of the matters referred to in paragraphs (a), (b) and (c).

6.5.3 Where the agreement between the Transporters for the purposes of this paragraph 6.5 so provides, the Transporter Agency will act on behalf of the Transporters in respect of the exercise of any discretion or rights conferred on the Transporters, the performance of the Transporters' obligations and the giving and receiving of Code Communications in each case for the purposes of and in connection with the Transporter Agency Activities.

6.5.4 Any Code Communication given by the Transporter Agency in relation to the Transporter Agency Activities shall be deemed to have been given by and be binding on the Transporter and Users shall be entitled without enquiry as to the authority of the Transporter Agency to rely on such Code Communication.

6.5.5 Where there is a requirement in the Code that a User give for the purposes of the Transporter Agency Activities a Code Communication to the Transporters collectively, the User shall be treated as having complied with any such requirement where the User gives the Code Communication to the Transporter Agency.

6.5.6 Where for the purposes of Section U:

(a) there is a requirement that the Transporters provide or make available to a User computer hardware, other equipment or computer software the Transporters shall be treated as having complied with the requirement where the computer hardware, other equipment or computer software is provided or made available by the Transporter Agency;

(b) there is a requirement that a User returns computer hardware, other equipment or computer software to the Transporters the User shall be treated as having complied with the requirement where the computer hardware, other equipment or computer software is returned to the Transporter Agency.

6.5.7 Nothing in this paragraph 6.5 shall prevent or restrict a Transporter from appointing another person to be the agent of the Transporter for the purposes of the Code other than in respect of or in relation to Transporter Agency Activities and where a Transporter wishes to appoint an agent it shall give notice to each User specifying the identity of the proposed agent and the purposes in respect of which the agent is to be appointed.

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6.5.8 Where a Transporter terminates the appointment of an agent it shall give notice to each User specifying the date from which the termination is to take effect.

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Shipper response commentary summary			
Organisation	Benefit area	Benefit type	Shipper responses
Shipper / Supplier	System / Process	Single interface to Xoserve as the “agent” regardless of GT type.	<p>Shipper respondents suggested the following:</p> <p>Issues with current arrangements regarding interactions with iGTs:</p> <ul style="list-style-type: none"> - Bespoke applications, processes and interfaces for each iGT organisation have to be maintained - There is a high degree of manual processes e.g. to attach / detach files to email communications. - These arrangements lead to a high degree of data quality issues, risk to the shipper / supplier business and dissatisfaction for the end consumer. <p>These issues were considered to be resolved as a result of the iGT Agency Services initiative.</p> <p>The iGT Agency Services initiative, with the single interface regardless of GT type, would provide benefits in areas of:</p> <ul style="list-style-type: none"> - reduction in operational costs - standard processes for all supply points (one set of systems, controls etc) leading to more efficient operations - improved data quality, quick data issue resolution - improved service to the end consumer <p>It was noted that differences in the M Number Creation process would continue under the iGT Agency Services initiative due to the different nature of the iGT and GT businesses.</p> <p>In addition it was noted that without iGT Agency Services the proposed changes and benefits created by modification 432 Project Nexus Gas Settlement Reform, could not be achieved efficiently for iGT supply points e.g. use of the new Class types, rolling AQ etc.</p>

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		<p>Common business rules and processes / processing regardless of GT type.</p>	<p>Shipper respondents suggested the following:</p> <p>Current arrangements:</p> <ul style="list-style-type: none"> - Whilst business rules are already similar the processes for iGT supply points are manually intensive - Shippers reported different performance between Xoserve (on behalf of the GTs) and iGTs for example read submission rejections are higher (in proportion) on iGT supply point than on GT supply points, the same discrepancy occurs in the AQ amendment processes although for 2014 AQ review the iGT processes match the GT processes.. - The iGT portfolio does not appear to match the portfolio data provided by the iGTs to the GTs for allocation and GT charging, leading to mis-allocation of costs. The estimated extent of the supply point mis-match between data used for iGT and GT billing is reported at the iGT:GT:Shipper:Xoserve industry meeting and updates are provided to the Gas Forum. The most recent update to the Gas Forum included the following information for supply point mismatch (the figures show the numbers of supply points used by the iGTs for iGT transportation billing are greater than the numbers of supply points provided by the iGT to the GT for GT transportation billing): - • Mismatch Nov 2012:- 25,712 (1.72%) • Mismatch Dec 2012:- 25,736 (1.71%) • Mismatch Jan 2013 :- 23,913 (1.58%) <p>Benefit areas:</p> <ul style="list-style-type: none"> - With one organisation managing processes to consistent rules (regardless of GT type) Shippers should receive consistent performance - With Xoserve holding the “master” data set of iGT supply points there will cease to be a discrepancy between supply point numbers that will be used for allocation, iGT and GT charging. - Opening reads will be treated the same regardless of GT type, it is therefore expected that iGTs will not be charging for estimated opening meter readings, in the same way the GT does not charge
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			<ul style="list-style-type: none"> - The bespoke processes and systems e.g. spreadsheets, email etc for iGT services would not be required - Numbers of processes are reduced. Process controls and process descriptions are improved and staff training becomes easier and more effective. Fewer “exception” rules to be learnt and applied. - Current GT AQ process is more efficient than iGT process, new post Nexus process expected to be better still. Single AQ process regardless of GT type will bring benefits. - Increased visibility of MPRNs comprised within the CSEP, expected more accurate portfolio match between our records and iGT records. - Common business processes for settlement for example will reduce delays in reconciliation. A central location for data would reduce time for obtaining data for analysis. - The customer is often impacted by the manual and varying nature of iGT processes and Suppliers impacted by reworking errors further increasing costs. <p>In addition it was noted that without iGT Agency Service the processes needed to meet the changes and achieve benefits created by modification 432 Project Nexus Gas Settlement Reform, could not be achieved efficiently for iGT supply points e.g. rolling AQ services etc.</p>
		<p>Future change would be a single change to systems regardless of GT type</p>	<p>Shipper respondents suggested the following:</p> <p>Current arrangements:</p> <ul style="list-style-type: none"> - Shippers systems have to manage both iGT and GT supply points. The business rules for iGT and GT supply points are not consistent leading to Shippers essentially having bespoke systems and processes for each iGT. One change to the iGT UNC leads to multiple system changes for Shippers. - The iGT and GT business rules differ e.g. SSP AQ Amendment tolerances, although in this example the rules are aligned for the 2014 AQ review. - The iGT and GT business rules change independently of each other. <p>Benefit areas:</p> <ul style="list-style-type: none"> - reduced cost of system and process change - change is easier / quicker to complete

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			<ul style="list-style-type: none"> - Process controls are improved and staff training becomes easier. - Process alignment for iGT and GT services.
Wholesale gas market	Greater visibility of iGT and GT charges	<p>Shipper respondents suggested the following:</p> <p>Current arrangements:</p> <ul style="list-style-type: none"> - iGTs maintain their own supply point register (or similar) as the basis for their transportation billing to shippers - GT charges to the CSEP are calculated using aggregate data provided by the iGT. - There is evidence that the two data sets do not match and no supply point reconciliation is conducted. If the data for the CSEP is not accurate this can lead to misallocated energy amongst Shipper parties. <p>Benefit areas:</p> <ul style="list-style-type: none"> - As one data set will be being used for both iGT and GT purposes there will be no further misallocation of energy at the CSEP. <p>In addition it was noted that without iGT Agency Services the processes needed to meet the changes and achieve benefits created by modification 432 Project Nexus Gas Settlement Reform, could not be achieved efficiently for iGT supply points e.g. use of the settlement products etc.</p>	
	Will more easily support smart metering arrangements	<p>Shippers considered:</p> <ul style="list-style-type: none"> - with Xoserve holding both iGT and GT supply point registers any tracking / progress reporting to industry parties will be undertaken efficiently - the iGT Agency Services arrangements will provide one interface and common file formats for the millions of asset exchanges to be undertaken, this making the update of smart metering information more efficient. - One Shipper responded that without the use of a single service provider, iGT meter points will not be settled on a daily basis (products 2 and 3 in Nexus). This means demand reduction (estimated at 5%*) made by our customers will not be reflected in our charges for gas consumption until approximately a 	

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			year later. (*Oxford Economics report on ‘The Value of Smart Metering to Great Britain’)
	Customer service		<p>Shippers considered:</p> <ul style="list-style-type: none"> - Currently the key touch points of a customer experience have bespoke processes unique to the IGT which can lead to delay and confusion. - the iGT Agency Services arrangements would lead to more efficient internal processes, controls and data accuracy leading to improved customer service, including change of supplier and billing activities - Single systems and processes would reduce the training requirement for staff - Closer tracking on the cost to serve and increased cost reflectivity. <p>Ofgem has some information to provide on whether shippers/suppliers apply a surcharge to end consumers to cover the additional administrative costs of operating a supply point on an iGT network.</p>
	Other benefit areas		
iGT	Operations	Reduced “front-office” operations. Minimal impact for any future changes in functionality, transaction volumes etc	<p>Shippers considered:</p> <ul style="list-style-type: none"> - should improve iGT processes - The current issues with the larger supply point reconciliation process will cease to exist

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Xoserve	Operations	Remove current CSEP operations processes	Shippers considered: <ul style="list-style-type: none"> - should improve processes and reduce resource costs e.g. the larger supply point reconciliation process will be automated. - The offline system and associated support will not be required as this will be handled by UK Link systems - The various workgroups and the provision of supporting information will not be required
Industry wide	Governance	Governance of GT and iGT services will be in a single place	Expected reduction in costs for supporting industry meetings and the industry change processes. Effectively there will be one Code document covering the majority of “common” services.

Shippers	Implementation	Cost of systems development	Costs for system development and industry data cleansing.
		Costs if iGT Agency services is delivered before Settlement Reform	The optimum solution is the single service delivery outputs align with settlement reform delivery timescales. There would be a benefit if some iGT processes were able to be delivered before full roll-out, provided these were not further impacted by later changes. We feel it would be more beneficial to have a single service in place before settlement reform takes place
		Costs if iGT Agency services is delivered after Settlement	Less benefit in terms of AQ – shippers will have to run two processes. We anticipate this would generate additional IT change/cost internally

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		Reform	
	Ongoing costs		
iGTs	Investment	Stranded costs of existing systems development	
	Ongoing costs	System costs to extract key data for Xoserve and maintain core business data	
GTs			
Xoserve	System investment	Part of the £20m Nexus functionality costs	
	Ongoing costs	£1.00 per supply point	
Other comments			

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Project Nexus iGT Agency Services GT UNC and iGT UNC modifications consultation

Key information

This is a consultation document on iGT Agency Services. Industry parties are requested to respond by 18th January 2013 to:

commercial.enquiries@xoserve.com

Please complete the information request in Appendix 1 and provide any commentary for Section 4 Relevant Objectives. Any additional comments may also be included.

Introduction

This document forms part of the consultation activity for the iGT Agency Services initiative. The iGT Agency Services arrangements are proposed to be delivered as part of the Nexus Programme functionality, which itself is intended to be delivered within the UK Link Programme.

Changes to the GT UNC and iGT UNC will be required to facilitate the iGT Agency Services activities. The supporting modifications to give effect to this are currently being defined and are not expected to be raised until later in 2013. Xoserve intends to commence the Nexus Programme analysis phase in April 2013. To ensure there is certainty that the relevant modifications will be approved a robust business case to support these modifications will be required before April 2013.

This consultation is being conducted in advance of the specific iGT services modifications being raised and the consultation report will eventually form part of the Final Modification Reports to be submitted to Ofgem. This document is structured broadly in the same format as the Final Modification Report.

Appendix 1 contains the benefit and cost template to be completed by respondents.

Appendix 2 sets out at high level, the scope of the iGT Agency Service proposition.

Under the Nexus Programme other functionality is planned to be delivered and modifications (see links below) to support these changes have been raised with the aim of achieving sufficient confidence to enable Xoserve to fund and invest in the development of the changes from April 2013 in order to achieve the implementation date of 2015.

<http://www.gasgovernance.co.uk/0432>

<http://www.gasgovernance.co.uk/0434>

1. Summary

Why Change (context)

As part of the outcome of the GDP CR1, it was agreed that the GTs should be funded for the replacement of the UK Link systems on a “like for like” basis, and that it would be appropriate to consult the industry in future service requirements ahead of undertaking the investment. Rather than asking Xoserve, as the GT agent, to procure replacement systems that deliver the existing functionality, there is an expectation that introducing new requirements at this stage would be the most economic time to implement any such change. This is particularly opportune since it is coincident with the development of smart metering, such that requirements can be specified that recognise changes to metering arrangements rather than any changes to accommodate smart metering being retrofitted in due course.

Solution (change proposal)

The Modification Panel established the Project Nexus Workgroup (PN UNC) to support the development of potential UNC modifications to reflect these new arrangements. In addition Modification 039 was raised against the iGT UNC to establish the iGT Agency Services principle. Building on responses to an Xoserve consultation exercise and the iGT 039 modification, the Project Nexus Workgroup has considered a range of potential changes, and the output from these considerations have been published as a Business Requirement Document (BRD) (see www.gasgovernance.co.uk/nexus/brd).

The key proposals are:

- Xoserve to provide an equivalent “agency” service to iGTs as they do for GTs
- Single interface between Shippers and all GTs (iGT and GT) for agency services.
- Services include; supply point administration, AQ review, supply point register, supply point reconciliation, possibly invoicing on behalf of iGTs
- Whenever the iGT Agency services are implemented they will utilise whatever existing UK Link functionality is in place at that time.

Impacts & Costs (Information Request)

i) Costs

Xoserve has provided a high level estimate of the cost of UK Link systems development to deliver the Nexus Programme requirements (which includes the iGT Agency Services) of circa £20m. There is potential that there may be system impacts beyond UK Link, and costs associated with those systems (for example, Gemini) are not included in this estimate.

Ofgem has requested that this overall £20m figure is disaggregated and a value provided for each of the UNC modifications, enabling a business case for each modification to be assessed. This has been done and for the purposes of this iGT Agency Services consultation the Xoserve developments costs are in the range £4m - £8m.

All parties are requested to provide their best estimate of their costs for the iGT Agency Services initiative, if implemented independent of other Nexus Programme functionality.

ii) The Case for Change (benefits)

All parties are requested to set out the benefits that will accrue to them from the suggested changes, and to provide an assessment of the expected impact on the relevant objectives.

iii) Implementation

The planned implementation date for the proposed Nexus changes is 2015. It is anticipated that there may be a series of releases for the Nexus Programme functionality. All parties are requested to provide a view on the position of the iGT Agency services initiative in the release programme relative to the Settlement Reform modification.

2. Why Change (Drivers and Opportunity)

Under the heading of Project Nexus, Xoserve has been consulting widely on future service requirements ahead of planned replacement of UK Link systems. If the services remain unchanged, Xoserve will update its systems to replicate the existing obligations. However, the expectation of a major systems upgrade provides an opportunity to step back and consider the functionality and obligations that are appropriate at the present time. If the industry concludes that change is desirable, the UNC will need to be modified to ensure the obligations and consequent requirements for systems functionality reflect industry requirements.

This reconsideration of system requirements is particularly opportune since it is coincident with the development of smart metering, such that requirements can be specified that recognise changes to metering arrangements rather than any changes to accommodate smart metering being retrofitted in due course.

The expectation is that this is the appropriate time to implement change rather than simply replicating existing systems and then introducing changed approaches over the forthcoming years, with a single change being the most economic and efficient means of introducing the required service changes.

3. Solution

The Project Nexus Workgroup has considered a range of potential changes, and the output from these considerations has been published as a Business Requirement Documents (BRDs) (see www.gasgovernance.co.uk/nexus/brd). These record the process changes that are envisaged, and on which views are being invited via this pre-modification consultation.

The benefits identified by the Project Nexus Workgroup and recorded within the iGT Agency Services BRD are:

- Creation of one service provider acting of behalf of all iGTs leading to reduced costs and increased efficiency of operation for Shippers operating on iGT Networks leading to improved customer service.
- The use of uniform standard code communication method (IX) for all Shipper: iGT communications regardless of type of GT.
- The use of uniform standard files formats for all Shipper: iGT communications regardless of iGT leading to future cheaper cost of change of systems.
- Enables all services to iGT supply points to be performed at supply and meter point level (rather than the aggregated position at present) leading to greater visibility of commercial data at meter point level
- Creates consistency of data between GT and iGT data at CSEP level leading to more accurate industry data.
- Creates the ability for Xoserve to provide other services on behalf of iGTs e.g. provision of data to Ofgem, leading to improved service to the recipient.
- Has the potential to facilitate the Smart metering regime more effectively than having discrete iGT services.

4. Relevant Objectives

The table below is copied from the modification proposal and reports template. Respondents are requested to consider the impact of iGT Agency Services proposal on the relevant objectives.

Impact of the modification on the Relevant Objectives:	
Relevant Objective	Identified impact
a) Efficient and economic operation of the pipe-line system.	None
b) Coordinated, efficient and economic operation of (i) the combined pipe-line system, and/ or (ii) the pipe-line system of one or more other relevant gas transporters.	None
c) Efficient discharge of the licensee's obligations.	None
d) Securing of effective competition: (i) between relevant shippers; (ii) between relevant suppliers; and/or (iii) between DN operators (who have entered into transportation arrangements with other relevant gas transporters) and relevant shippers.	Positive
e) Provision of reasonable economic incentives for relevant suppliers to secure that the domestic customer supply security standards... are satisfied as respects the availability of gas to their domestic customers.	None
f) Promotion of efficiency in the implementation and administration of the Code	None

g) compliance with the Regulation and any relevant legally binding decisions of the European Commission and/or the Agency for the Co-operation of Energy Regulators	None
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5. Impacts and Costs

Consideration of Wider Industry Impacts

The rollout of smart meters, and wider policy objectives to move to environmentally sustainable fossil fuel use, would be supported by the proposed changes since they seek to utilise the additional information available, and to ensure settlement and allocations respond more quickly to demand changes – such as through energy saving measures.

Costs

Indicative industry costs – User Pays
Classification of the costs as User Pays or not and justification for classification
The proposals extend the existing services and involve changes to central systems. As such, they meet the definition of a User Pays Modification.
Identification of Users, proposed split of the recovery between Gas Transporters and Users for User Pays costs and justification
It is proposed that the costs are met 100% by Shippers. This accords with the User Pays Guidelines when facilitating competition is the Relevant Objective achieved. In addition, it should be noted that the requirements have been identified and requested by Shippers.
Proposed charge(s) for application of Users Pays charges to Shippers
It is proposed that any User Pays charges are allocated to Shippers based on their share of transportation charges. This aims to spread the costs proportionately among all Shippers on an established, cost reflective, methodology. Views on whether it would be preferable to develop transactional charges, for example reflecting the use made of differing products, would be welcome. Views would also be welcomed on potential remedies for IGT cost recovery should IGT costs increase under IGT Agency Service provision. A suggestion has been that a core set of principles should be adopted for such costs; 1) That IGTs should be cost neutral under IGT Agency Service provision. That parties who benefit from cost savings under IGT Agency Service provision and are able to offset the risk of such costs should fund such increase.
Proposed charge for inclusion in ACS – to be completed upon receipt of cost estimate from Xoserve
To be determined.

Impacts

Impact on Transporters' Systems and Process

Transporters' System/Process	Potential impact
UK Link	<ul style="list-style-type: none"> • Extensive changes required
Operational Processes	<ul style="list-style-type: none"> • To be determined
User Pays implications	<ul style="list-style-type: none"> •

Impact on Users	
Area of Users' business	Potential impact
Administrative and operational	<ul style="list-style-type: none"> • Extensive change required
Development, capital and operating costs	<ul style="list-style-type: none"> • To be determined
Contractual risks	<ul style="list-style-type: none"> • To be determined
Legislative, regulatory and contractual obligations and relationships	<ul style="list-style-type: none"> • None

Impact on Transporters	
Area of Transporters' business	Potential impact
System operation	<ul style="list-style-type: none"> • None
Development, capital and operating costs	<ul style="list-style-type: none"> • To be determined
Recovery of costs	<ul style="list-style-type: none"> • See above
Price regulation	<ul style="list-style-type: none"> • To be determined
Contractual risks	<ul style="list-style-type: none"> • None
Legislative, regulatory and contractual obligations and relationships	<ul style="list-style-type: none"> • None
Standards of service	<ul style="list-style-type: none"> • To be determined

Impact on Code Administration	
Area of Code Administration	Potential impact
Modification Rules	<ul style="list-style-type: none"> • None
UNC Committees	<ul style="list-style-type: none"> • None
General administration	<ul style="list-style-type: none"> • None

Impact on Code	
Code section	Potential impact
All	The scale of potential changes is expected to involve a large volume of change across the UNC

Impact on UNC Related Documents and Other Referenced Documents	
Related Document	Potential impact

Impact on UNC Related Documents and Other Referenced Documents	
Network Entry Agreement (TPD I1.3)	None
Network Exit Agreement (Including Connected System Exit Points) (TPD J1.5.4)	None
Storage Connection Agreement (TPD R1.3.1)	None
UK Link Manual (TPD U1.4)	Extensive change likely to be required
Network Code Operations Reporting Manual (TPD V12)	None
Network Code Validation Rules (TPD V12)	Change likely to be required
ECQ Methodology (TPD V12)	None
Measurement Error Notification Guidelines (TPD V12)	None
Energy Balancing Credit Rules (TPD X2.1)	None
Uniform Network Code Standards of Service (Various)	Change may be necessary

Impact on Core Industry Documents and other documents	
Document	Potential impact
Safety Case or other document under Gas Safety (Management) Regulations	None
Gas Transporter Licence	None

Other Impacts	
Item impacted	Potential impact
Security of Supply	None
Operation of the Total System	None
Industry fragmentation	None
Terminal operators, consumers, connected system operators, suppliers, producers and other non code parties	More accurate cost allocation in settlement are expected to feed through to other parties

6. Implementation

The planned implementation date for the proposed changes is 2015. All parties are requested to provide their view of an optimal implementation timetable, and to set out any views on priorities for the order in which the elements should be implemented – together with supporting explanations for the views expressed. Particularly, we would be interested in views on when IGT services should be implemented i.e. at the beginning, phased or at the end of the Nexus programme, and whether the different implementation approaches would result in different costs.

7. Next Steps

All parties are requested to submit supporting information for this pre-modification consultation to commercial.enquiries@xoserve.com

The close-out date for responses is 18 January 2013.

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Appendix 1 Cost benefit table

1. Development costs

For the purposes of this consultation the Xoserve developments costs are in the range £4m - £8m.

2. Ongoing costs

With regard to ongoing costs, to enable the industry to understand the scale of Xoserve ongoing costs for the provision of iGT Agency Services Xoserve has assessed the services and broad cost areas for the provision of services on behalf of the Distribution Networks and scaled this accordingly to the services Xoserve will provide on behalf of the iGTs.

The assessment has indicated a cost of £1.00 per supply point per annum for the provision of the “common” services that are provided on behalf of the Distribution Networks. Based upon 1,500,000 iGT supply points this would equate to a cost of £1.5m. However, it does not necessarily follow that the addition of 1.5m supply points to a supply point register already holding 21.5m supply points would result in an increase in costs of £1.5m. This is because that, assuming UK Link is replaced with all Nexus requirements incorporated (cost estimate £20m for Nexus) it will be built for 23-24m supply points. However, the current system is being replaced and will cater for a range of new requirements and will be handling more data and processing a greater number of transactions so a like for like comparison is not possible.

It is probably prudent to proceed with an assumed ongoing cost of £1.5m pa for the provision of iGT Agency Services in order to move forward the benefits case discussion.

3. Costs v Funding

Please note that the cost figures are provided for the purpose of establishing the industry-wide cost benefit case, how (and from whom) it is funded is still to be determined.

Consultation questions

1. All parties are requested to provide a view on the position of the iGT Agency services initiative in the release programme relative to the Settlement Reform modification to determine if there is an optimum implementation schedule.
2. The tables below provide some structure to the benefits/costs information. If possible respondents are requested to provide information in this template to enable Xoserve to compile the industry response for the Consultation Report.

Benefit areas					
This section identifies the potential benefit areas of the iGT Agency Services proposal. Respondents are requested to provide a brief description of how the benefit area would appear as a benefit and to put a financial value (either a single value or range) on this benefit. Please indicate if this is a one-off or ongoing benefit, and where ongoing provide benefits as an annual amount					
Organisation	Benefit area	Benefit type	Benefit description to the Organisation	Benefit value (£ range) One Off	Benefit value (£ range) Ongoing
Shipper / Supplier	System / Process	Single interface to Xoserve as the “agent” regardless of GT type.			
		Common business rules and processes / processing regardless of GT type.			
		Future change would be a single change to systems regardless of GT type			

	Wholesale gas market	Greater visibility of iGT and GT charges			
		Will more easily support smart metering arrangements			
	Customer service				
	Other benefit areas				
iGT	Operations	Reduced “front-office” operations. Minimal impact for any future changes in functionality, transaction volumes etc			
Xoserve	Operations	Remove current CSEP operations processes			
Industry wide	Governance	Governance of GT and iGT services will be in a single place			
Any other comments					

Cost areas					
<p>This section identifies the potential cost areas of the iGT Agency Services proposal. Respondents are requested to provide a brief description of how the cost area would appear as a cost and to put a financial value (either a single value or range) on this cost. Please indicate if this is a one-off or ongoing cost.</p>					
Shippers	Implementation	Cost of systems development	Cost description to the Organisation	Cost value (£ range) One Off	Cost value (£ range) Ongoing
		Costs if iGT Agency services is delivered before Settlement Reform			
		Costs if iGT Agency services is delivered after Settlement Reform			
	Ongoing costs				
iGTs	Investment	Stranded costs of existing systems development			
	Ongoing costs	System costs to extract key data for Xoserve and maintain core business data			
GTs					
Xoserve	System investment	Part of the £20m Nexus functionality costs			£1.5m per annum
	Ongoing costs	£1.00 per supply point			
Any other comments					

Appendix 2 scope of iGT Agency Services.

The table below details the scope of services and where differences in iGT and GT processes may exist.

Lifecycle activities	Additional notes
1 iGT lifecycle	
1.1 iGT migration to new arrangements	
1.2 New iGT to new arrangements	
1.3 iGTs merge / de-merger / sell all or some portfolio	
1.4 iGT goes out of business	Planned
	Unplanned
1.5 iGT terminates licence etc	Planned
2.1 Shipper accedes to GT UNC	Shipper can accede to UNC for sub-set of Distribution Networks
2.2 Shipper accedes to iGT UNC	Shipper must have acceded to all Distribution Networks UNC Shipper must accede to relevant iGT short form Network Code
2.3 Shipper breaches GT UNC	GT applies sanctions to stop growth on GT Network
2.4 Shipper breaches iGT UNC	iGT applies sanctions to stop Shipper portfolio growth on all of its CSEPs
2.5 Shipper voluntary withdrawal from iGT UNC	
2.6 Shipper voluntary withdrawal from UNC	Can only happen with accompanying voluntary withdrawal from iGT UNC
2.7 Shipper merger	
2.8 Shipper de-merger	
2.9 Shipper termination triggered by GT or EBCC	Will automatically result in termination to the iGTs as well
2.10 Shipper termination triggered by iGT	Can happen in isolation to any GT termination
3.1 CSEP : GT set up	
3.1 CSEP creation	
3.2 Nested CSEP creation	
3.3 CSEP “sale” between iGTs	
3.4 CSEP Adopted by GT	
3.5 CSEP natural life ends	
3.6 Duplicate CSEP created in error	
3.7 GT “nests” off iGT Network	
4. Supply point register and invoicing	
4.1 MPRN Creation	GT – UIP contacts Xoserve to set MPRN “live” (note process may be subject to change in the future) iGT submits file of expected MPRNs to the CSEP including address, either the AQ or the means for the AQ to be derived, and the nomination confirmed shipper id (or ids (more than one shipper may be signed

	up))
4.2 Supply point confirmation	GT LSP - nomination file followed by confirmation file SSP - confirmation file
	iGT Domestic – iGT submits meter install record to Xoserve Xoserve submits “auto confirmation” file (including asset, address and any other supply point updated data) to confirmed CSEP shipper
	iGT I&C site – Shipper obtains MPRN from iGT to arrange meter fit, Shipper submits nomination, confirmation and asset file
	iGT DM
4.3 Supply meter point first asset install	GT Shipper / supplier initiated, Shipper submits ONJOB
	GT Customer / meter worker initiated, Xoserve receive C&D Notification
	iGT Domestic – already done as part of confirmation I&C customer or domestic third party meter install Shipper provides asset details
4.4 Supply meter point asset exchange	Shipper / supplier initiated submits ONJOB Customer initiated via meter worker – C&D notification Gas escape emergency initiated asset exchange (data needed to initiate PEMS arrangements)
4.5 Supply meter point meter asset removal	Shipper / supplier initiated submits ONJOB (sets isolation flag to Y) (Will trigger GSIU visit 12 months after removal date (unless new meter installed in the period)) Customer initiated via meter worker – C&D notice Gas emergency initiated asset removal
4.6 Supply meter point meter clamp	Shipper submits ONUPD (sets isolation flag to Y) Triggers Network site visit 12 months after CL status set (unless changed in the period)
4.7 Supply Point Data	Emergency contact information. Update process (shipper data) MAM Id. Update process (shipper data) Gas Act Owner (GAO). Update process (shipper data) Supplier id Update process (shipper data) Market sector code Update process (shipper data) Meter read frequency change Update process (shipper data) Priority Consumer status Update process (shipper data) Vulnerable customer information

	Update process (shipper data)
	Meter location
	Update process (shipper data)
	Address
	Update process (shipper or transporter data)
4.8 Supply point events	Change of supplier
	Capacity increase request (no change to GT process)
	Withdrawal (requires Isolation Flag to be Y)
	Theft of Gas event
	An event (e.g. fire etc) causes service pipe to be removed/ relayed/ repositioned
	GSIU event - Supply point is set to Dead by transporter
	Failure to supply gas event
4.9 Meter reading	
	Opening read (asset install)
	Opening read (CoS event incoming)
	Estimated opening read (CoS event)
	Cyclic read
	Must Read SSP
	Must Read LSP
	Meter inspection
	Shipper Agreed Read
	Closing read (asset removal)
	Closing read (CoS event outgoing)
4.10 AQ event	
4.11 Transportation charging event	GT
	iGT Xoserve will hold the data to either calculate and issue the invoice on behalf of the iGT or pass the relevant data to the iGT for them to calculate and issue the invoice.
	iGT invoice back-up data. Sent by Xoserve over the IX in common format.
4.12 Energy charging event	GT
4.13 Commodity and energy reconciliation event	Same process regardless of transporter type
4.14 Failure to Supply Gas incidents charges	
5. Query process	
Duplicate CSEP	iGT only
Duplicate MPRN	iGT and GT
Found MPRN	iGT and GT but different process
M Number creation	iGT and GT but different process
Consumption adjustment	iGT and GT but different process
Isolation query	iGT and GT but different process
Meter asset query	iGT only
Found CSEP	iGT only
Crossed meter	iGT only

6. Non-Code User Pays services	To be provided on behalf of GT and iGT
7. Services on behalf of GT and iGT e.g. Ofgem request under LC 24	Provided on behalf of both
8. Services to GTs and iGTs	E.g. portfolio reports etc
9. iGT support to services	E.g. assistance with query resolution, meter reading provider, transportation charges etc
10. Maintain iGT transportation charges	iGT only – optional service

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