

## Stage 01: Modification

# 0479:

## Inclusion of email as a valid UNC communication

At what stage is this document in the process?



*This Modification Proposal would allow email as a valid form of UNC communication in specific circumstances.*



The Proposer recommends that this modification should be:

- assessed by the workgroup



High Impact:



Medium Impact:



Low Impact:  
DNOs, Users

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## About this document:

This modification was presented by the proposer to the panel on 20 February 2014.



Any questions?

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# 1 Summary

## Is this a Self-Governance Modification?

The Modification Panel determined that the criteria for Self-Governance are met as this modification is not expected to have a material impact on competition, consumers the operation of gas networks or the Modification Rules.

## Is this a Fast Track Self-Governance Modification?

The Modification Panel determined that it is not a Fast Track Self-Governance Modification as it could not be described as a housekeeping modification.

## Why Change?

At the time of the implementation of the original Network Code in 1995, fax was a more common form of business communication while email was in its infancy. Since then email has superseded fax as a more efficient and common form of business communication but remains disallowed as an official form of UNC communication in most circumstances, despite all relevant parties using it across other aspects of their business.

A number of Modification Proposals both in the Gas and Electricity markets have allowed limited use of email communications in specific circumstances, specifically UNC Modification Proposal 033, 'Notification to Users of Emergency Incidents – Impacts on Code Communications' and Balancing and Settlement Code Modification Proposal P113, 'Email Communication under the Code'.

Since these proposals there has been little expansion of the use of email as an allowable code communication in either the Gas or Electricity Industry despite its widespread use in daily communication both with internal and external parties.

Given the prevalence of email communication today we see no reason why such communications should not be allowed via email in suitable circumstances.

## Solution

We propose to amend the UNC to allow e-mail as a valid communication notice alongside post and facsimile.

Additional minor changes to the UNC regarding contact details have been identified and amended to include e-mail. These have been included in the legal text. Changes to UK Link and Contingency arrangements are not within the scope of this proposal.

## Relevant Objectives

Implementation of this Modification Proposal would further Special Condition A11.1 (f), the promotion of efficiency in the implementation and administration of the Code as it implements existing best practise regarding ~~the use~~inclusion of email as a communication format~~use~~ across the industry.

## Implementation

As this modification will ~~only allow email communication not force Users to send e-mail and in many places will simply codify existing practice and not force it~~, implementation can take place as soon as possible after a Panel direction.

As self-governance procedures are proposed, implementation could be 16 business days after a Modification Panel decision to implement.

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## 2 Why Change?

Email has superseded fax as a more efficient and common form of business communication but remains disallowed as an official form of UNC communication, despite all relevant parties using it across other aspects of their business.

There can also be issues concerning the reliability of faxes and a follow up phone call to confirm receipt is often required. Emails avoid this scenario with reliable notification systems and a 'bounce back' system if the email fails to send correctly. Emails are also quicker to receive, create and send. Cost effective storage systems exist to efficiently archive emails for quick recovery, which many businesses have in place already, while faxes have to be stored manually at extra cost both in terms of storage space and the time taken to manually recover any necessary documents.

UNC Modification Proposal 033, 'Notification to Users of Emergency Incidents – Impacts on Code Communications', extended allowable forms of communication to include internet and email to aid Transporters in complying with the provisions detailed within the Shipper Incident Communication Procedure (SICP) and was implemented in 2005.

Arguments in favour of allowing internet and email communication included 'improved operational efficiencies', 'real-time updates to Users' and 'improved quality of information'. We believe these arguments could apply to other scenarios where email communication may be of benefit'.

Ofgem's decision letter stated their support for 'the use of internet and email facilities where they bring efficient gains'. They also stated their expectation that appropriate levels of security would be put in place regarding internet and email security and we would expect this to also apply wherever email communications were allowed as a result of this proposal being implemented.

In the Electricity Market, Modification Proposal P113, 'Email Communication under the Code' allowed general communication given by the Balancing and Settlement Code Committee (BSCCo) to all parties simultaneously to be sent by email.

Ofgem's decision letter stated that where it is used for general notices, email had 'demonstrated itself to be as reliable as postal or facsimile distribution methods, while delivering significant gains in administrative efficiency' and the proposal was implemented in 2003.

Over the past couple of years NGN has become aware of several situations that have arisen where the use of email as an allowable code communication would have resulted in better processes.

At the 6 October 2011 Transmission Workgroup, Force Majeure and payment of Exit Charges was discussed as a Workgroup Issue. The use of fax as a code communication was questioned due to its reliability and the potential use of email was raised as an alternative.

We have also identified several sections of the UNC that could be improved by the inclusion of email as an allowable form of communication, specifically UNC TPD S3.4.5 and V3.4.7. These are detailed further below.

## 3 Solution

We propose to amend General Terms B of the UNC to allow e-mail as a valid communication notice alongside post and facsimile. [This includes a 'deeming' rule to determine when an email is deemed received.](#)

Additional minor changes to the UNC regarding contact details have been identified and amended to include e-mail, [including the addition of an e-mail address as part of the requested contact details in UNC TPD V2.1 and V3.4.](#)—These have been included in the legal text.

—Changes to communications made by UK Link and for Contingency arrangements are not within the scope of this proposal.

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We propose making changes to the UK Link Manual Appendix 5B so that the ~~ee~~ following communications outlined below are able to be carried out by email.

It should be noted that a UNC modification is not necessarily required to amend the UK Link Manual and future changes to allow an existing method of code communication can be proposed through the UK Link change process. For clarity, newly identified communications can only be introduced through a UNC Modification.

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NC Ref	Description	Fr	To
B1.3.4(ii)(b)	<del>the Transporters wrongly rejected application for System Capacity</del>	U	F
B2.4.2	<del>Details of aggregate System Entry Capacity</del>	F	U
B5.2.6	<del>the Transporters wrongly rejected the System Capacity Transfer and the Users want to implement System Capacity Transfer so that no Overrun Charge incurred</del>	U	F
E2.3.7	<del>Details of defence of claim iro quantity of gas the subject of an Unclaimed Entry Allocation Statement</del>	F	U
G1.5.4	<del>Notify User that uneconomic to install Daily Read Equipment</del>	F	U
G1.5.7	<del>Request Daily Read Equipment to be installed</del>	U	F
G1.5.9	<del>Daily Read Requirement satisfied</del>	F	U

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G1.13.1	Elect to receive and make all communications as Conventional Notices	U	T
G5.2.6(a)	Notify the Transporters that Prevailing Supply Point Capacity substantially higher than necessary	U	T
G7.2.4	Notice of material change in Siteworks Terms and Procedures	T	U
G7.5.2	Inform Registered User of Siteworks	T	U
H1.6.3 (b)	Notify User that Supply Point selected for installing data recorder	T	U
H1.6.6	Consult whether to change number, identity or location of Sampled NDM Supply Point Components	T	U

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<del>I1.5.2</del>	<del>Designate System Entry Points comprised in Aggregate System Entry Point</del>	<del>⌘</del>	<del>⌘</del>
<del>I2.1.1</del>	<del>Request copy of Network Entry Provisions and Local Operating Procedures</del>	<del>⌘</del>	<del>⌘</del>
<del>I2.1.1</del>	<del>Provide copy of Network Entry Provisions</del>	<del>⌘</del>	<del>⌘</del>
<del>I2.2.2(i)</del>	<del>Consent to modify Network Entry Provisions</del>	<del>⌘</del>	<del>⌘</del>
<del>I2.2.4; I2.2.5; I2.2.6</del>	<del>Notify modification to Network Entry Provisions</del>	<del>⌘</del>	<del>⌘</del>
<del>I3.3.9</del>	<del>Identifying person behind Unclaimed Entry Allocation Statement</del>	<del>⌘</del>	<del>⌘</del>
<del>I3.4.4</del>	<del>Payment due for delivering non-compliant gas</del>	<del>⌘</del>	<del>⌘</del>
<del>I3.4.7*</del>	<del>Venting gas from System</del>	<del>⌘</del>	<del>⌘</del>
<del>I3.4.8</del>	<del>Identify Non-compliant Users at particular System Entry Point</del>	<del>⌘</del>	<del>⌘</del>
<del>J2.1.5(i)(a)</del>	<del>Inform User that Supply Point pressure cannot be maintained</del>	<del>⌘</del>	<del>⌘</del>
<del>J4.65.1(a)</del>	<del>Submit Offtake Profile Notice</del>	<del>⌘</del>	<del>⌘</del>
<del>J5.6.1</del>	<del>Intention to offtake gas from GSEP</del>	<del>⌘</del>	<del>⌘</del>

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L3.1	<del>Publish April Maintenance Programme</del>	<del>Y</del>	<del>U</del>
L3.1	<del>Publish October Maintenance Programme</del>	<del>Y</del>	<del>U</del>
L3.3.1(i)	<del>Publish draft April Maintenance Programme</del>	<del>Y</del>	<del>U</del>
M4.6.1	<del>Request that User or consumer can access Daily Read Equipment</del>	<del>U</del>	<del>Y</del>
N2.2.2(i)	<del>Notify provisional annual forecast of monthly NTS Shrinkage Factor</del>	<del>Y</del>	<del>U</del>
N2.3.2	<del>Notify average assessed NTS Shrinkage for month</del>	<del>Y</del>	<del>U</del>
N3.1.3	<del>Notify Users of increase in frequency of estimating LDZ Shrinkage Factors</del>	<del>Y</del>	<del>U</del>
N3.2.1	<del>Notify Users of LDZ Shrinkage Factor for each LDZ for the Gas Year</del>	<del>Y</del>	<del>U</del>
N3.2.2(ii)(c)	<del>Notify provisional forecast of LDZ Shrinkage Factors for each relevant period in the Gas Year</del>	<del>Y</del>	<del>U</del>
N3.3.34	<del>Report on assessed LDZ Shrinkage</del>	<del>Y</del>	<del>U</del>

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01.1.1	Publish assumptions and information re supply and demand of gas including assumptions as to interruptible demand	⌘	⌘
02.2.2(b)	Request for information as to estimated availability of gas	⌘	⌘
03.1.1 (01.2.1)	Publish Base Plan assumptions	⌘	⌘
03.3.2(b)	Request not to publish information used to make Base Plan Assumptions	⌘	⌘
03.4(i)(a)	Notification of refusal to supply information	⌘	⌘
03.4(ii) & (iii)(b) & (c)	Request discussion as to: alternative forms for supply of information; possible referral to Ofgem	⌘	⌘
04.1.1 (01.2.1)	Publish Ten Year Statement	⌘	⌘
04.2.4	Publish estimates in advance of Ten Year Statement	⌘	⌘
Q2.2.1	Provide names and telephone Nos. of one or more representatives who may be contacted in an Emergency	⌘	⌘

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Q2.2.3	Reconfirm/notify changes in personnel who can be contacted in an Emergency	U	F
Q2.3.3	Reconfirm/notify changes in personnel who can be contacted in an Emergency for a Large Firm Supply Point	U	F
Q2.4.25.3	Inform the Transporters that a Supply Point has ceased to be Priority Supply Point	U	F
Q4.2.5(i)	Claim for higher price for gas delivered during Emergency	U	F
S1.4.2(ii)*	Change in expected timing of submission of Invoice Type	F	U
S1.5.1	Intention to submit more than one Invoice of same type for billing period and reason	F	U
S1.5.2	User request for one Invoice of same type for billing period and reason	U	F

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S1.8.3(a)(i)	Give notice of intent to adjust Invoice	⌘	⌘
S1.9.2	Notify belief that the Transporters — basis for estimating Invoice Amount wrong	⌘	⌘
S2.1.3	To include Invoice Items previously on Ad-hoc in regular Invoices	⌘	⌘
S3.2.2	Notify User of bank account details and changes	⌘	⌘
S3.2.2	Notify the Transporters — of bank account details and changes	⌘	⌘
S3.3.2	Receipt of amount deducted by law of another country	⌘	⌘

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S3.4.3	Notify details of payment similar to Remittance Advice	⌘	⌘
S3.4.5	Request User's instructions as to remittance without Invoice Remittance advice	⌘	⌘
S3.4.5	Provide instructions as to remittance without Invoice Remittance advice	⌘	⌘
V2.1.2(a)	Submit application to become a User	⌘	⌘
V2.2.2	Notify the Transporters and User details to User	⌘	⌘
V3.1.1	Keep User informed of Code Credit Limit	⌘	⌘
V3.2.4(ii)	Request Revision of Code Credit Limit	⌘	⌘
V3.2.4(iv)	Request Revision of Code Credit Limit	⌘	⌘
V3.3.1(i)	Notify relevant Code indebtedness exceeds 70% of Code Credit Limit	⌘	⌘
V3.3.1(ii)	Notify relevant Code indebtedness exceeds 85% of Code Credit Limit	⌘	⌘
V3.4.2	Request release of security	⌘	⌘

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<u>UNC Reference</u>	<u>Description</u>	<u>Paragraph (This does not form part of the UK Link Manual)</u>	<u>From</u>	<u>To</u>	<u>Means</u>
<u>B.1.3.3 (b)</u> <u>B.1.3.4 (ii)</u>	<u>The Transporters wrongly rejected application for System Capacity</u>	<u>If:</u> <u>(a) the Transporter rejects an application by a User for System Capacity other than in accordance with the provisions of the Code; and</u> <u>(b) reasonably promptly thereafter the User so notifies the Transporter, stating that it wishes the application to be given effect with effect from the date which was specified in the application</u>	<u>U</u>	<u>T</u>	<u>C</u>
<u>E2.3.7</u>	<u>Details of defence of claim iro quantity of gas the subject of an Unclaimed Entry Allocation Statement</u>	<u>If any person makes any claim against National Grid NTS in respect of any quantity of gas the subject of an Unclaimed Entry Allocation Statement:</u>	<u>T</u>	<u>U</u>	<u>C</u>
<u>G1.5.4</u>	<u>Notify User that uneconomic to install Daily Read Equipment</u>	<u>1.5.4 If the Transporter determines and notifies the Registered User that it would not be practicable or economic for Supply Meters at a particular Supply Point to be Daily Read, <del>unless upon application (made within 10 Business Days after such notification by the User) the Authority shall give Condition 9(3) Disapproval to the Transporter not installing Daily Read Equipment,</del> the Daily Read Requirement pursuant to paragraph 1.5.3(a) shall not apply, and the Registered User may not make a request under paragraph 1.5.9, in respect of that Supply Point (and for the avoidance of doubt the relevant Supply Meter Points shall be NDM Supply Meter Points).</u>	<u>T</u>	<u>U</u>	<u>C</u>
<u>G.1.5.11 (a)</u>	<u>Daily Read Requirement satisfied</u>	<u>(a) the Transporter will arrange for the satisfaction of such requirement (by installation of Daily Read Equipment at the relevant Supply Meter), as soon as reasonably practicable, and will inform the Registered User when the Daily Read Requirement is satisfied; and the installation for the purposes of this paragraph 1.5.9 of Daily Read Equipment will not be Siteworks; and</u>	<u>T</u>	<u>U</u>	<u>C</u>

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<u>G.1.13.1</u>	<u>Elect to receive and make all communications as Conventional Notices</u>	<u>For a period of 3 months after the User Accession Date, or if sooner until such time as the aggregate Transportation Charges payable by the User in aggregate to all Transporters in respect of any month exceed £20,000, a User may elect to make and receive all Code Communications under paragraphs 1 to 3 of this Section G as Conventional Notices.</u>	<u>U</u>	<u>T</u>	<u>C</u>
<u>G.5.2.6 (a)</u> <u>G 5.2.4 (a)</u>	<u>Notify the Transporters that Prevailing Supply Point Capacity substantially higher than necessary</u>	<u>At any time at which a Supply Point Offer is outstanding in respect of a Proposed Supply Point which includes a DM Supply Point Component: (a) the Proposing User may before submitting a Supply Point Confirmation notify the Transporter that the User considers that the circumstances in paragraph 5.2.7 apply;</u>	<u>U</u>	<u>T</u>	<u>C</u>
<u>G.7.2.4</u>	<u>Notice of Material changes in Siteworks Terms and Procedures</u>	<u>The Transporter agrees to give to Users notice: (a) of not less than 2 months of any change in published prices of Siteworks; and (b) of not less than 3 months of any other change to contract terms contained in Siteworks Terms and Procedures (other than the addition of terms and procedures for a type of Siteworks not previously covered).</u>	<u>T</u>	<u>U</u>	<u>C</u>
<u>G.7.5.2</u>	<u>Inform Registered User of Siteworks</u>	<u>Where the Transporter carries out Siteworks at a Supply Meter Point comprised in a Supply Point whose Annual Quantity exceeds 73,200 kWh (2,500 therms), and the Siteworks Applicant is not the Registered User, the Transporter will, unless the Siteworks Applicant has requested the Transporter not to do so, notify the Registered User of the Siteworks where practicable before and in any event promptly upon completing such Siteworks.</u>	<u>T</u>	<u>U</u>	<u>C</u>
<u>I.1.5.2</u>	<u>Designated System Entry Points comprised in Aggregate System Entry</u>	<u>National Grid NTS will designate the System Entry Point or System Entry Points which are comprised in an Aggregate System Entry Point, and may from time to time after consultation with Users change such designation upon notice to Users of not less than 12 months or a lesser period of notice if the Authority shall upon National Grid NTS's application give Condition A11(18) Approval to its giving notice of such lesser period.</u>	<u>T</u>	<u>U</u>	<u>C</u>

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I.2.1.1	<u>Request copy of Network Entry Provisions and Local Operating Procedures</u>	<u>Subject to paragraph 2.1.3, the Transporter will make available to any User on request a copy of the Network Entry Provisions and Local Operating Procedures applicable to any System Entry Point.</u>	<u>U</u>	<u>T</u>	<u>C</u>
I.2.1.1	<u>Provide Copy of Network Entry provisions</u>	<u>The DNO will procure that the Delivery Facility Operator will make available to any LDZ System Entry Point User wishing to deliver gas at an LDZ System Entry Point.</u> <u>The DNO shall not be required to provide to any User any other details of a Network Entry Agreement.</u>	<u>T</u>	<u>U</u>	<u>C</u>
I.2.2.6	<u>Notify modifications to Network Entry Provisions</u>	<u>The Transporter will notify to all Users:</u> <u>(a) any modification to the Network Entry Provisions (other than any such provisions to which paragraph 2.1.3 applies) applicable to any System Entry Point, not later than the date upon which such modification becomes effective; and</u>	<u>T</u>	<u>U</u>	<u>C</u>
I.3.3.9	<u>Identify person behind Unclaimed Entry Allocation Statement</u>	<u>Where on any Day on which non-compliant gas was delivered to the Total System at a System Entry Point an Unclaimed Entry Allocation Statement is submitted to the Transporter in accordance with Section E2.3, Delivering Users agree to cooperate with the Transporter in identifying any person who may be liable to the Transporter in respect of the delivery of non-compliant gas the subject of such statement; provided that no User shall be required to incur significant cost nor to breach any obligation of confidence in so doing, and that nothing so done shall be a breach of Section E2.3.6.</u>	<u>U</u>	<u>T</u>	<u>C</u>
I.3.4.4	<u>Payment due for delivering non-compliant gas</u>	<u>Where any amount has become payable to the Transporter pursuant to paragraph 3.3.5:</u> <u>(a) the Transporter shall as soon as reasonably practicable after the Entry Close-out Date so notify each Delivering User specifying;</u>	<u>T</u>	<u>U</u>	<u>C</u>

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<u>I.3.4.7</u>	<u>Venting gas from System</u>	<u>Where for the purposes of clearing non-compliant gas from a System it is necessary for the Transporter to vent gas from the System, each Delivering User's Delivery Proportion of the quantity of gas so vented shall for the purposes of Sections E5 and F2 (but not otherwise) be treated as having been offtaken from the Total System by and accordingly deemed to be an UDQO of the Delivering User; and in such circumstances National Grid NTS will inform all Users (or those who made Nominations for the relevant System Entry Point) as soon as reasonably practicable after such venting.</u>	<u>T</u>	<u>U</u>	<u>C</u>
<u>I.3.4.8</u>	<u>Identify non-compliant Users at particular System Entry Points</u>	<u>In the case of a System Entry Point designated by National Grid on or before 1 March 1996 for the purposes of this paragraph 3.4.8, where (in respect of a Day or Days on which non-compliant gas was delivered to the Total System at a System Entry Point) not later than the Entry Close-out Date all Delivering Users jointly submit to a notice signed by or on behalf of all of them</u>	<u>U</u>	<u>T</u>	<u>C</u>
<u>J2.1.5 (a)</u>	<u>Inform User that Supply Point pressure cannot be maintained</u>	<u>(a) the Transporter will, as soon as reasonably practicable after becoming aware that (by reason of such circumstances) such pressure cannot be maintained, so inform the Relevant User(s) specifying the date with effect from which it will be necessary to reduce such pressure and the reduced pressure which can (after such date) be so maintained; and</u>	<u>T</u>	<u>U</u>	<u>C</u>
<u>J.4.5.1</u>	<u>Submit Offtake Profile Notice</u>	<u>In relation to a relevant System Exit Point or NTS/LDZ Offtake: (a) a notification ("Offtake Profile Notice") shall be provided to the Transporter, not later than the time on the Preceding Day specified in the Network Exit Provisions, setting out rates of offtake throughout the Gas Flow Day, and</u>	<u>U</u>	<u>T</u>	<u>T/F</u>
<u><del>J.5.6.1</del> J.6.3.1</u>	<u>Intention to offtake gas from CSEP</u>	<u>No User may apply for or hold System Capacity at or offtake gas at a Connected System Exit Point unless the User has given notice (but subject to paragraphs 6.3.4 and 6.6.1) to the Transporter of its intention to do so.</u>	<u>U</u>	<u>T</u>	<u>C</u>

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<u>K.2.2.3</u>	<u>Transporter to provide an Operating Margins Statement Notify details of assumptions and estimates relating to Operating Margins requirements</u>	<u>National Grid NTS will, not later than 1 March in each Operating Margins Year, provide to Users and the Authority a statement (an "Operating Margins Statement") containing details of: (a) the assumptions made pursuant to paragraph 2.2.2; and (b) the amounts estimated under paragraph 2.2.1 and (on the basis of the assumptions referred to in paragraph (a)) the calculation of such estimated amounts.</u>	<u>T</u>	<u>U</u>	<u>C</u>
<u>L.3.1 (a)</u>	<u>Publish April Maintenance Programme</u>	<u>(a) National Grid NTS will each year, not later than the respective dates determined under paragraph 1.5, prepare and publish a Maintenance Programme for the Planning Period commencing 1 April and an updated Maintenance Programme for the Planning Period commencing 1 October.</u>	<u>T</u>	<u>U</u>	<u>C</u>
-	<u>Publish October Maintenance Programme</u>	-	<u>T</u>	<u>U</u>	<u>C</u>
<u>L.3.3.1(a)</u>	<u>Publish draft April Maintenance Programme</u>	<u>Before publishing an April Maintenance Programme National Grid NTS will (in accordance with paragraph 1.5): (a) publish a draft Maintenance Programme; and</u>	<u>T</u>	<u>U</u>	<u>C</u>
<u>M 4.6.1</u>	<u>Request that User or consumer can access readings received from Daily Read Equipment</u>	<u>4.6.1 Where Daily Read Equipment is furnished and installed by the Transporter in accordance with paragraph 4.1.4 the Transporter will, upon request by the Registered User and provided it is operationally feasible to do so make available to the Registered User, readings received from the Daily Read Equipment in respect of each hour of a Day, and provide such readings to the User at four hourly intervals.</u>	<u>T</u>	<u>U</u>	<u>C</u>
<u>N.2.2.2 (a)</u>	<u>Notify provisional annual forecast of monthly NTS Shrinkage Factor</u>	<u>National Grid NTS will provide to Users: (a) not later than 1 September in the Preceding Year, for each month in the Gas Year, a provisional forecast of the NTS Shrinkage Factor to apply in such month;</u>	<u>T</u>	<u>U</u>	<u>C</u>

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<u>N.3.3.2</u>	<u>Notify average assessed NTS Shrinkage for month</u>	<u>National Grid NTS will assess NTS shrinkage for each Day in each month, and provide to Users details of the average assessed NTS shrinkage for Days in that month, not later than the 15th Day of the following month.</u>	<u>T</u>	<u>U</u>	<u>C</u>
<u>N.3.1.3</u>	<u>Notify users of increase in frequency of estimating LDZ Shrinkage Factors</u>	<u>When the Transporter determines that the basis on which it estimates LDZ unaccounted for gas is sufficiently robust to permit its valid estimation more frequently than annually, the Transporter will increase (after giving Users not less than 30 Days' notice) the frequency with which it estimates LDZ unaccounted for gas, and accordingly reduce the period by reference to which adjustments are made for differences between estimated and assessed LDZ unaccounted for gas.</u>	<u>T</u>	<u>U</u>	<u>C</u>
<u>N.3.2.1</u>	<u>Notify users of LDZ Shrinkage Factor for each LDZ for the Gas Year</u>	<u>Subject to paragraph 3.2.2, the LDZ Shrinkage Quantity for each relevant LDZ for the Formula Year will be notified to Users by the Transporter not later than 1 March in the Preceding Formula Year.</u>	<u>T</u>	<u>U</u>	<u>C</u>
<u>N.3.2.2 (c)</u>	<u>Notify provisional forecast of LDZ Shrinkage Factors for each relevant period in the Gas Year</u>	<u>(c) the Transporter will provide to Users, not later than 1 March in the Preceding Formula Year, a provisional forecast of the LDZ Shrinkage Quantity to apply in each relevant period in the Formula Year.</u>	<u>T</u>	<u>U</u>	<u>C</u>
<u>N.3.3.3</u> <u>N.3.3.4</u>	<u>Report on assessed LDZ Shrinkage</u>	<u>Not later than 31 July in each Formula Year, the Transporter will provide to Users a report setting out in respect of the Preceding Formula Year: (a) values (for the whole year and/or on an average daily basis) of assessed LDZ shrinkage for each relevant LDZ together with a summary of the statistics and information from which (as described in paragraph 3.3.1) such values were derived; and (b) a comparison of such assessed values with the values of LDZ shrinkage estimated before the Preceding Formula Year in accordance with paragraph 3.1</u>	<u>T</u>	<u>U</u>	<u>C</u>

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<u>O.1.1.1</u>	<u>Publish assumptions and information iro supply and demand of gas including assumptions as to interruptible demand</u>	<p><u>Each year:</u></p> <p><u>(a) National Grid NTS will publish assumptions and information in respect of supply and demand for gas, and in respect of the Total System and its use, in accordance with the requirements of National Grid NTS's Transporter's Licence; and</u></p> <p><u>(b) each Transporter will publish information in respect of supply and demand for gas, and in respect of relevant System(s) and its use, in accordance with the requirements of its Transporter's Licence.</u></p>	<u>T</u>	<u>U</u>	<u>C</u>
<u>O.2.2.2 (b)</u>	<u>Request for information as to estimated availability of gas</u>	<u>(b) where the Transporter publishes or requests information as to estimated availability of gas for supply it may specify the assumptions (or alternative assumptions) on which such estimates are made or to be made.</u>	<u>T</u>	<u>U</u>	<u>C</u>
<u>O.3.1</u>	<u>Publish base Plan assumptions</u>	<u>In January of each year (year O), National Grid NTS will conduct the Transporting Britain's Energy consultation process and request information from Users and others in accordance with paragraph 3.2.</u>	<u>T</u>	<u>U</u>	<u>C</u>
<u>O.3.3.2 (b)</u>	<u>Request not to publish information used to make Base Plan Assumptions</u>	<p><u>Where National Grid NTS specifies, pursuant to the Transporting Britain's Energy consultation process, the form in which information provided to National Grid NTS pursuant thereto is to be published, a person providing information to the Transporter for the purposes of this Section O will be deemed to have consented to:</u></p> <p><u>(b) the publication by the Transporter of such information in such form unless such person expressly notifies the Transporter otherwise.</u></p>	<u>U</u>	<u>T</u>	<u>C</u>
<u>O.3.4 (a)</u>	<u>Notification of refusal to supply information</u>	<p><u>If a User intends, pursuant to Standard Condition 8(2) of the Shipper's Licence, to refuse to provide any item of information requested by the Transporter, the User undertakes promptly:</u></p> <p><u>(a) to inform the Transporter of such intention;</u></p>	<u>U</u>	<u>T</u>	<u>C</u>

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<u>O.3.4 (b) &amp; (c)</u>	<u>Request discussion as to : alternative forms for supply of information; possible referral to Ofgem</u>	<u>(b) if requested by the Transporter, to discuss with the Transporter whether there is a form in which the information can be provided or alternative information which can be provided; and (c) if requested by the Transporter, to refer or cooperate with the Transporter in referring its refusal to the Authority for determination under that condition.</u>	<u>T</u>	<u>U</u>	<u>C</u>
<u>O.4.1.1</u>	<u>Publish Ten Year Statement</u>	<u>On the basis of the information provided: (a) to National Grid NTS by Users, other responses to the Transporting Britain's Energy consultation process and other information available to it, National Grid NTS will; (b) to the Transporter by Users and other information available to it, the Transporter will prepare by such date as may be required pursuant to its Transporter's Licence in year 0, and publish a Ten Year Statement.</u>	<u>T</u>	<u>U</u>	<u>C</u>
<u>O.4.2.4</u>	<u>Publish estimates in advance of Ten Year Statement</u>	<u>National Grid NTS may (but shall not be obliged to) revise estimates under paragraph 4.2.1, on any date from 1 May up to and including 1 October in year 1, for the purposes of Section Q.</u>	<u>T</u>	<u>U</u>	<u>C</u>
<u>Q.2.2.1</u>	<u>Provide names and telephone numbers of one or more representatives who may be contacted in an Emergency</u>	<u>Each User shall provide to the Transporter: (a) a single telephone number and a single facsimile number by means of each of which the Transporter may contact, 24 hours a Day, a representative of the User in a Gas Supply Emergency for any purpose pursuant to this Section Q; (b) the name(s) or title(s) of the User's representatives who may be contacted at such numbers.</u>	<u>U</u>	<u>T</u>	<u>C</u>
<u>Q.2.2.3</u>	<u>Reconfirm/notify changes in personnel who can be contacted in an Emergency</u>	<u>The details required under paragraph 2.2.1 shall be provided by an Applicant User before becoming a User and shall at all times be maintained up to date; and for these purposes the User shall notify to the Transporter any change in such details promptly and where possible in advance.</u>	<u>U</u>	<u>T</u>	<u>C</u>

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<u>Q2.3.4</u>	<u>Reconfirm/notify changes in personnel who can be contacted in an Emergency</u>	<u>The details required under paragraph 2.3.1 shall at all times be maintained up to date; and for these purposes the User shall notify to the Transporter any change in such details as soon as reasonably practicable and where possible in advance of such change.</u>	<u>U</u>	<u>T</u>	<u>C</u>
<u>Q.2.5.3</u>	<u>Inform the Transporters that a Supply Point has ceased to be Priority Supply Point.</u>	<u>The Registered User shall promptly inform the Transporter if it becomes aware (and shall take reasonable steps to ensure that it does become aware) that the consumer at a Priority Supply Point ceases to satisfy the Priority Criteria.</u>	<u>U</u>	<u>T</u>	<u>C</u>
<u><del>Q 4.2.5 (i)</del> Q4.2.6 (a)</u>	<u>Claim for higher price for gas delivered during Emergency</u>	<u>(a) the claimant may within such time as National Grid NTS shall reasonably require submit to National Grid NTS a claim to be paid at a higher price, together with details of the basis on which it believes it will suffer a financial loss and the amount of such loss;</u>	<u>U</u>	<u>T</u>	<u>C</u>
<u>S1.4.2 (b)</u>	<u>Change in expected timing of submission of Invoice type</u>	<u>(b) upon not less than 6 months notice to Users, of any change in such expected timing;</u>	<u>T</u>	<u>U</u>	<u>M/C/E</u>
<u>S.1.5.1</u>	<u>Intention to submit more than one Invoice of same type for billing period and reason</u>	<u>Without prejudice to paragraph 2.5.2, the Transporter may, in the circumstances in paragraph 1.5.2, after notifying the User and (in the cases in paragraph 1.5.2(b) and (c)) explaining the reason therefor in reasonable detail and providing reasonable evidence thereof, submit to a User more than one Invoice Document of the same Invoice Type in respect of a particular Billing Period.</u>	<u>T</u>	<u>U</u>	<u>M/T/E</u>
<u>S.1.5.2</u>	<u>User request for one Invoice of same type for billing period and reason</u>	<u>(a) where the User has requested that more than one such Invoice Document is submitted, provided it is reasonably practicable for the Transporter to accommodate such request;</u>	<u>U</u>	<u>T</u>	<u>F/E</u>

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S.1.8.3 (a) (i)	Give notice of intent to adjust Invoice	<p>1.8.3 In the absence of fraud, after the expiry of 18 months (or any other period agreed between the Transporter and the User) after the Invoice Due Date (in accordance with paragraph 3.1) in respect of any Invoice Document:</p> <p>(a) no adjustment may be made to an Invoice Amount under that Invoice Document, other than:</p> <p>(i) an adjustment of which the Transporter had given notice to the User; or</p>	<u>T</u>	<u>U</u>	<u>L/E</u>
S.1.9.2	Notify belief that the Transporters basis for estimating Invoice Amount wrong	<p>Where the User believes that the Transporter's estimate or basis of estimation is materially inaccurate, the User shall as soon as reasonably practicable after receiving the Invoice Document (and in any event before the Invoice Due Date) contact the Transporter and discuss the estimate or basis of estimation with a view to agreeing upon a more accurate estimate of the amount which is payable, which amount (if so agreed) shall be the amount payable by the User in respect of the estimated Invoice Document, but without prejudice to paragraph 1.8.1 or 4.3.</p>	<u>U</u>	<u>T</u>	<u>E/F/C</u>
S.2.1.3	To include Invoice Items previously on Ad-hoc in regular Invoices	<p>Upon not less than 3 months notice to Users, the Transporter may include in any Invoice Document of an Invoice Type referred to in paragraph 2.1.1 Invoice Items which previously were or would have been contained in an Ad-hoc Invoice (but for the avoidance of doubt only in respect of Invoice Items in respect of charges payable pursuant to the Code).</p>	<u>T</u>	<u>U</u>	<u>M/E/C</u>
S.3.2.2	Notify User of bank account details and changes	<p>The Transporter will notify each User, and each User shall notify the Transporter, of the account name and number, and the name, address and sort code of the account bank, to which payments to the Transporter by such User or (as the case may be) to such User by the Transporter are to be made, within 5 Business Days after the User Accession Date, and of any change in such details not less than 30 Days before such change occurs.</p>	<u>T</u>	<u>U</u>	<u>C</u>

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-	<u>Notify the Transporter of bank account details and changes</u>	-	<u>U</u>	<u>T</u>	<u>C</u>
S.3.3.2	<u>Receipt of amount deducted by law of another country</u>	<p>If, in respect of a payment to be made to the Transporter by a User, any deduction or withholding is required to be made by the law of any country other than a country of the United Kingdom, the User shall:</p> <p>(a) <u>ensure that the amount of such withholding or deduction does not exceed the minimum so required;</u></p> <p>(b) <u>forthwith pay the Transporter such additional amounts as will ensure that the net amount received by the Transporter will be equal to that which would have been received had no deduction or withholding been made; and</u></p> <p>(c) <u>pay the amount withheld or deducted to the relevant authority in accordance with the relevant requirement of law, and provide to the payee a receipt issued by such authority or (if such a receipt is not available) a certificate in respect of such payment.</u></p>	<u>U</u>	<u>T</u>	<u>C/L</u>
S.3.4.3	<u>Notify details of payment similar to Remittance Advice</u>	<p><u>Where the Transporter makes payment of any amount pursuant to an Invoice Document, the Transporter will not later than the date on which payment is made notify the User of details equivalent to those to be specified in an Invoice Remittance Advice pursuant to paragraph 3.4.2 (but no inability of the Transporter to do so shall affect its obligation to make payment).</u></p>	<u>T</u>	<u>U</u>	<u>C</u>

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S.3.4.5	Request user's instructions as to remittance without Invoice Remittance advice	Where the Invoice Document number is not quoted (in accordance with paragraph 3.4.4) with any remittance made by or on behalf of a User, and no Invoice Remittance Advice corresponding to the remittance is submitted, the Transporter will endeavour to obtain the User's instructions (by telephone or facsimile) as to the application thereof; but if it has not (by the Business Day following the Day of the remittance) obtained such instructions, the Transporter will apply the amount remitted to or towards Invoice Amount(s) in order of Invoice Due Date (the earliest first) and proportionately as between Invoice Amounts with the same Invoice Due Date, but applying such amount last to any Invoice Amounts which are subject to an Invoice Query.	<u>T</u>	<u>U</u>	<u>T/F</u>
-	Provide instructions as to remittance without Invoice Remittance advice		<u>T</u>	<u>U</u>	<u>T/F</u>
V.2.1.2 (a)	Submit application to become a User	The requirements referred to in paragraph 2.1.1(a) are as follows: (a) the Applicant User shall have applied to the Transporter, in such form as the Transporters may from time to time prescribe, giving the following details:	<u>U</u>	<u>T</u>	<u>C</u>
V.2.2.2 (a)	Notify the Transporters and User details to User	Upon the Applicant User's becoming a User pursuant to paragraph 2.2.1 the Transporter will so notify: (a) the Applicant User, specifying: (i) the Transporter's notice details for the purposes of GT Section B5.2.3; and (ii) the names of all other Users and their prevailing notice details in accordance with GT Section B5.2.3;	<u>T</u>	<u>U</u>	<u>C</u>

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<u>V.3.1.1</u>	<u>keep User informed of Code Credit Limit</u>	<u>The Transporter will determine and assign to each User a Code Credit Limit, which may comprise of an Unsecured Credit Limit calculated in accordance with paragraph 3.1.3 and/or security or surety provided in accordance with paragraph 3.4. The Transporter shall keep each User informed of its Code Credit Limit (as revised in accordance with the Code) for the time being.</u>	<u>T</u>	<u>U</u>	<u>C</u>
<u>V.3.2.4 (ii)</u> <u>V.3.2.4 (a)</u> <u>(ii)</u>	<u>Request Revision of Code Credit Limit</u>	<u>A User's Code Credit Limit may from time to time be reviewed and revised, in accordance with the Code, (b) at the User's request (but subject to paragraph 3.2);</u>	<u>U</u>	<u>T</u>	<u>C</u>
<u>V.3.2.4 (v)</u> <u>V.3.2.4 (a)</u> <u>(v)</u>	<u>Request Revision of Code Credit Limit</u>	<u>A User's Code Credit Limit may from time to time be reviewed and revised, in accordance with the Code, (e) at the Transporter's request where the Transporter has reasonable grounds to believe that the effect of the review will be to reduce the User's Code Credit Limit.</u>	<u>T</u>	<u>U</u>	<u>C</u>
<u>V.3.3.1 (i)</u> <u>V.3.3.1 (a)</u>	<u>Notify relevant Code indebtedness exceeds 80 <del>70</del>% of Code Credit Limit</u>	<u>Where: (a) a User's Value at Risk exceeds 80% of its Code Credit Limit and the Transporter has given notice to the User to that effect; and</u>	<u>T</u>	<u>U</u>	<u>C</u>
<u>V.3.3.1 (ii)</u> <u>V.3.3.1 (b)</u>	<u>Notify relevant Code indebtedness exceeds 100% of Code Credit Limit</u>	<u>(b) at any time following any notice given pursuant to (a) above, the User's Value at Risk exceeds 100% of its Code Credit Limit, the Transporter will notify the User of such event, giving such User 2 Business Days from the date of such notice to provide additional surety or security for the amount specified by the Transporter in the notice in order to reduce its Value at Risk to below 100% of its Code Credit Limit.</u>	<u>T</u>	<u>U</u>	<u>C</u>
<u>V.3.4.2</u>	<u>Request release of security</u>	<u>Where a User has provided surety or security pursuant to paragraph 3.4.6 the User (or the person giving the surety) may request the Transporter to release all or any of such security or agree to a reduction in any maximum amount of such surety.</u>	<u>U</u>	<u>T</u>	<u>C</u>

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~~It should be noted that a UNC modification is not necessarily required to amend the UK Link Manual and future changes to allow an existing method of code communication can be proposed through the UK Link change process. For clarity, newly identified communications can only be introduced through a UNC Modification.~~

<b>User Pays</b>
Classification of the modification as User Pays, or not, and the justification for such classification.
There are no anticipated costs to the implementation or operation of this proposal. No User Pays service would be created or amended by implementation of this modification and it is not, therefore, classified as a User Pays Modification.
Identification of Users of the service, the proposed split of the recovery between Gas Transporters and Users for User Pays costs and the justification for such view.
N/A
Proposed charge(s) for application of User Pays charges to Shippers.
N/A
Proposed charge for inclusion in the Agency Charging Statement (ACS) – to be completed upon receipt of a cost estimate from Xoserve.
N/A

## 4 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.	None
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.	Positive
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

### Impacts to Relevant Objectives

Implementation of this Modification Proposal would further Special Condition A11.1 (f), the promotion of efficiency in the implementation and administration of the Code as it implements existing best practise regarding email use across the industry.

## 5 Implementation

There are no anticipated costs to the implementation of this Modification Proposal.

As this is a Self Governance Modification Proposal, it could be implemented 16 Days after a determination by the Modification Panel.

## 6 Legal Text

GENERAL TERMS

SECTION B - GENERAL

- **5.2 Notices by delivery, post, [e-mail](#) or facsimile**

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- 5.2.1 References in this paragraph 5.2 to "a notice" are to any Communication or other notice or communication to be given by one Party to another under the Code, a Framework Agreement or an Ancillary Agreement or a Supplemental Agreement, other than one which is given as a UK Link Communication or by telephone or (as the case may be) by other means provided for in the Offtake Communications Document.
- 5.2.2 Any notice shall be in writing and shall be addressed to the recipient Party at the recipient Party's address, ~~or~~ facsimile number, or e-mail address referred to in paragraph 5.2.3, and marked for the attention of the representative (identified by name or title) referred to in that paragraph, or to such other address or facsimile number and/or marked for the attention of such other representative as the recipient Party may from time to time specify by notice given in accordance with this paragraph 5.2 to the Party giving the notice.
- 5.2.3 The initial address, ~~or~~ facsimile number, or e-mail address of a Party and representative for whose attention notices are to be marked, shall be as specified by a User pursuant to TPD Section V2.1.2(a)(iii) or by the Transporter pursuant to TPD Section V2.2.2(a)(i).
- 5.2.4 Any notice given by delivery shall be given by letter delivered by hand, and any notice given by post shall be sent by first class prepaid post (airmail if overseas).
- 5.2.5 Any notice shall be deemed to have been received:
  - (a) in the case of delivery by hand, when delivered; or
  - (b) in the case of first class prepaid post, on the second Day following the Day of posting (or, if sent airmail overseas or from overseas, on the fifth Day following the Day of posting); or
  - (c) in the case of facsimile, on acknowledgement by the recipient Party's facsimile receiving equipment; or
  - (d) in the case of e-mail, shall be deemed to have been received one hour after being sent
- 5.2.6 Where a notice is sent by facsimile:
  - (a) the Party giving the notice shall (but without prejudice to paragraph 5.2.5(c)) if requested by the recipient Party, resend as soon as reasonably practicable the notice by facsimile; and
  - (b) in the case of a Termination Notice, the Transporter will in any event, within 2 Days following the sending of such facsimile, send to the recipient Party a copy of the notice by first class prepaid post (airmail if overseas).
- 5.2.7 A Party may specify different addresses or facsimile numbers and representatives pursuant to paragraph 5.2.2 for the purposes of notices of different kinds or relating to different matters.
- 5.2.8 If the time at which any notice or communication sent by e-mail is deemed to have been received falls after 1700 hours on a day, the notice or communication shall be deemed to have been received at the start of the next Business Day.

TRANSPORTATION PRINCIPAL DOCUMENT

SECTION S – INVOICING AND PAYMENT

• **3.4 Invoice and Payment**

- 3.4.5 Where the Invoice Document number is not quoted (in accordance with paragraph 3.4.4) with any remittance made by or on behalf of a User, and no Invoice Remittance Advice corresponding to the remittance is submitted, the Transporter will endeavour to obtain the User's instructions (by telephone ~~or~~, facsimile or e-mail) as to the application thereof; but if it has not (by the Business Day following the Day of the remittance) obtained such instructions, the Transporter will apply the amount remitted to or towards Invoice Amount(s) in order of Invoice Due Date (the earliest first) and proportionately as between Invoice Amounts with the same Invoice Due Date, but applying such amount last to any Invoice Amounts

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which are subject to an Invoice Query.

## SECTION U – UK LINK

### • 1.2 Code Communications

- 1.2.1 A UK Link Communication given in accordance with this Section U shall be treated as an effective and valid Code Communication, and the Transporter and each User confirms that it intends and agrees that UK Link Communications shall have legal effect for the purposes of the Code.
- 1.2.2 The UK Link Manual specifies in respect of each Code Communication therein listed whether it is to be given as a UK Link Communication, by Conventional Notice, **by e-mail**, by facsimile or by telephone, and in some cases alternative such means by which it may be given; and (subject to paragraph 1.2.4 and GT Section B5.1.2) a Code Communication may only be given by the means so specified or (where alternative such means are specified) by one of such alternative means.
- 1.2.3 Where the Code or the UK Link Manual specifies the form and/or format of UK Link Communication by which a particular Code Communication is required to be given, that Code Communication may be given only in that form and/or that format.
- 1.2.4 In the event of certain failures (referred to in paragraph 6) of UK Link, Code Communications shall be (and are permitted to be) given in accordance with paragraph 6.
- 1.2.5 Where a Code Communication which is required to be given as a UK Link Communication (and is not permitted to be given by another means except pursuant to paragraph 1.2.4) is not given in accordance with the requirements of this Section U and the UK Link Manual, and as a result is not properly received by the intended recipient, it shall be deemed not to have been given and shall be of no effect.
- 1.2.6 The failure of a UK Link User or the Transporter to comply with a requirement that a Code Communication be given as a UK Link Communication, or as to the form or format in which such UK Link Communication is to be given, shall not of itself be a breach of the Code (but without prejudice to paragraph 1.2.5 or to any breach which may result from the failure to give the Code Communication).

## SECTION V – GENERAL

### • 2.1 Admission Requirements

- 2.1.2 The requirements referred to in paragraph 2.1.1(a) are as follows:
  - (a) the Applicant User shall have applied to the Transporter, in such form as the Transporters may from time to time prescribe, giving the following details:
    - (i) the name of the Applicant User;
    - (ii) the legal nature of the Applicant User, and where the Applicant User is not a company incorporated under the Companies Act 1985 (as amended), such further information concerning the constitution of the Applicant User as the Transporter may reasonably require;
    - (iii) the **postal and e-mail** address and telephone and facsimile numbers of the Applicant User, and the individual for whose attention notice is to be marked, for the purposes of notice under GT Section B5.2.3 and B5.3.1;
    - (iv) where the Applicant User is not a company incorporated under the Companies Act 1985 (as amended), an address for service in accordance with paragraph GT Section B6.6.3;

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### • 3.4 Surety or Security under Code

- 3.4.7 Each User shall provide to the Transporter:

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- (a) a single telephone number, a single address, a single e-mail address and a single facsimile number by means of which the Transporter may contact a representative of the User for any purpose pursuant to Transportation Charges in connection with Section V3 and/or V4; and
- (b) the name(s) or title(s) of the User's representatives who may be contacted at such numbers and address; and
- (c) such User shall inform the Transporter where there are any amendments to the details provided pursuant to this section V3.4.7.

## 7 Recommendation

The Proposer invites the Workgroup to:

- Determine that this modification should issued to consultation.

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