UNC Workgroup 0429 Minutes
Customer Settlement Error Claims Process
Thursday 22 November 2012
ENA, Dean Bradley House, 52 Horseferry Road, London SW1P 2AF

Attendees

Bob Fletcher (Chair)	(BF)	Joint Office of Gas Transporters
Lorna Dupont (Secretary)	(LD)	Joint Office of Gas Transporters
Alan Raper	(AR)	National Grid Distribution
Alex Ross	(ARo)	Northern Gas Networks
Andrew Margan	(AM)	British Gas
Andrew Wallace	(AW)	Ofgem
Anne Jackson	(AJ)	SSE
Brendan Murphy	(BM)	Waters Wye Associates (for Total and Corona)
Chris Warner	(CW)	National Grid Distribution
Collette Baldwin	(CB)	E.ON UK
David Addison	(DA)	Xoserve
David Corby*	(DC)	National Grid NTS
David Mitchell	(DM)	Scotia Gas Networks
Erika Melén	(EM)	Scotia Gas Networks
Lorna Lewin	(LL)	DONG
Marie Clark	(MC)	Scottish Power
Tom Breckwoldt	(TB)	Gazprom

via teleconference

Copies of all papers are available at: www.gasgovernance.co.uk/0429/221112

The Workgroup Report is due to the UNC Modification Panel on 21 February 2013.

1.0   Review of Minutes and Actions from previous meeting

1.1. Minutes

The minutes of the previous meeting were accepted.

1.2. Actions

003: Provide cost estimate for review.

Update: DA confirmed that work was continuing on the ROM response; a high level view on costs was likely to be ready in a month's time. **Carried Forward**

004: Provide draft legal text for review.

Update: AR reported that certain issues are being resolved with a view to having the text finalised and available within the next couple of weeks. **Carried Forward**

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2.0   Discussion

AW read out some questions/observations in respect of the modification that had been raised internally by his Ofgem colleagues.

- Is there any link between Modification 0429 and Modifications 0395 and 0398? Ofgem has assumed not, but sought further clarity from the Proposer.

- Why was the figure £50k chosen? When giving consideration to the potentially significant financial impacts on small parties Ofgem would like to understand the reasons behind this figure.

- The Business Rules refer to a 28 day service level agreement for resolution. Was this realistic? What would be the consequences should this not be met? Should it be included within the Standards of performance for Xoserve? DA commented that Xoserve believes it should be nearer 3 months, and had queried this with the Proposer.

- Final determination of disputes and external input – how would arbitration be undertaken? Is 'dispute resolution' a better term to use than 'arbitration'? Should Xoserve be the final party for resolution?

- What link(s) is being made to the AUG process? Further clarity is required.

- Proposed implementation dates - These do not look possible now – review and amendment required.

BM noted these points for consideration and discussion with the Proposer (Gareth Evans/Corona Energy), and will liaise with/respond to Jon Dixon (Ofgem).

Action 0429/005: Consider the questions/observations raised by Ofgem and provide a response to Ofgem and Workgroup 0429.

Referring to User Pays aspects, DA confirmed that the text for development costs had been sent to GE for review.

Referring to a recent electricity industry modification, BSC Modification P274, AW suggested that the Proposer (Gareth Evans/Corona Energy) might like to look at this also, as there may be relevance to this UNC Modification 0429.

3.0   Any Other Business

None raised.

4.0   Diary Planning

Further details of planned meetings are available at: www.gasgovernance.co.uk/Diary

The next Workgroup meeting will take place within the business proceedings of the Distribution Workgroup on Tuesday 18 December 2012, at 31 Homer Road, Solihull B91 3LT.

Joint Office of Gas Transporters

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Action Table

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0429/003	27/09/12	2.0	Provide cost estimate for review.	Xoserve (DA)	Carried Forward
0429/004	27/09/12	2.0	Provide draft legal text for review.	National Grid Distribution (CW)	Carried Forward
0429/005	22/11/12	2.0	Consider the questions/ observations raised by Ofgem and provide a response to Ofgem and Workgroup 0429.	Waters Wye (BM/GE for Corona Energy)	Pending