

**UNC Workgroup 0429 Minutes**  
**Customer Settlement Error Claims Process**  
**Thursday 23 August 2012**  
**ENA, 52 Horseferry Road, London SW1P 3AF**

**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	(AMa)	British Gas
Anne Jackson	(AJ)	SSE
Brian Durber	(BD)	E.ON UK
Chris Warner	(CW)	National Grid Distribution
Darren Lond*	(DL)	National Grid NTS*
David Addison	(DA)	Xoserve
David Mitchell	(DM)	Scotia Gas Networks
Elaine Carr	(EC)	ScottishPower
Erika Melèn	(EM)	Scotia Gas Networks
Fergus Healy*	(FH)	National Grid NTS
Gareth Evans	(GE)	Waters Wye Associates
Joanna Ferguson	(JF)	Northern Gas Networks
Kathryn Heard*	(KH)	National Grid NTS
Lorna Lewin	(LL)	DONG
Marie Clark	(MC)	ScottishPower
Richard Vernon*	(RV)	RWE npower
Rob Cameron-Higgs	(RCH)	Wales & West Utilities

*\*via teleconference*

Copies of all papers are available at: <http://www.gasgovernance.co.uk/0429/230812>

**1. Introduction and Status Review**

**1.1. Minutes from the previous meeting(s)**

The minutes of the previous meeting were accepted.

**1.2. Review of actions from previous meeting(s)**

No actions outstanding.

**2. Discussion**

GE reported that questions had been received from Xoserve, which were being addressed.

AMa said that examples or scenarios of when/when not using the claims process would be welcomed. GE responded that he saw Xoserve's role as basically validating data that had already been provided.

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**New Action 0429/001: Provide scenarios of when/when not using the claims process.**

Reference was made to discussions under Modifications 0395 and 03987, and it was commented that some questions raised in respect of those modifications might also be relevant to this modification.

MC stated that she would like to see some verification that everything had been done to expedite the position and that it had not been 'delayed'; she suggested perhaps putting a claim before a Sub-committee. Scenarios were discussed. EC observed that an error needs to be rectified and suggested an impact assessment on the effect of the error across the market. GE commented that supporting evidence would have to be provided. MC questioned what would happen in the event that the customer owned its own meter, is the process clear. GE advised that thought would need to be given to whether this was a likely scenario.

BD asked if Xoserve could give a view on the debits/credits and how they balanced off? Do parties ask for invoicing rather than claiming back money? Is more traffic seen in one direction rather than another? Is there much under-recording? What evidence is there?

DA referred to discussions under Modifications 0395 and 03987, and commented that reconciliation is often in one direction, but some large ones (errors?) went in both directions; some facets could not be demonstrated because it sits within RbD and allocation.

**New Action 0429/001: Xoserve to give a view on the debits/credits, illustrating the position to ascertain if there is any bias/no bias in one direction or the other.**

Responding to the question from MC, GE indicated that the correction to the AQ would flow through reconciliation. MC then asked if it would be an immediate appeal (for a recent error in the Shipper's ownership), and would like the position made explicit in the Business Rules if this was appropriate. GE believed there may be some caveats.

*Next Steps*

Further discussion.

The Workgroup must report to the UNC Modification Panel on 15 November 2012.

**3. Any Other Business**

None raised.

**4. Diary Planning**

*Further details of planned meetings are available at: [www.gasgovernance.co.uk/Diary](http://www.gasgovernance.co.uk/Diary)*

The next Workgroup meeting will take place within the business proceedings of the Distribution Workgroup on:

Thursday 27 September 2012, at 10:30, ENA, 52 Horseferry Road, London SW1P 2AF.

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**Workgroup 0429 – Action Log**

<b>Action Ref</b>	<b>Meeting Date</b>	<b>Minute Ref</b>	<b>Action</b>	<b>Owner</b>	<b>Status Update</b>
0429/001	23/08/12	2.0	Provide scenarios of when/when not using the claims process.	Waters Wye (GE)	Pending
0429/002	23/08/12	2.0	Xoserve to give a view on the debits/credits, illustrating the position to ascertain if there is any bias/no bias in one direction or the other.	Xoserve (DA)	Pending