

**UNC Workgroup 0429 Minutes**  
**Customer Settlement Error Claims Process**  
**Thursday 24 January 2013**  
**at 31 Homer Road, Solihull, B91 3LT**

**Attendees**

Bob Fletcher (Chair)	(BF)	Joint Office of Gas Transporters
Helen Cuin (Secretary)	(HC)	Joint Office of Gas Transporters
Alan Raper	(AR)	National Grid Distribution
Alison Chamberlain	(AC)	National Grid Distribution
Alex Ross-Shaw	(ARS)	Northern Gas Networks
Andrew Margan	(AM)	British Gas
Anne Jackson*	(AJ)	SSE
Beverley Viney	(BV)	National Grid NTS
Chris Warner	(CW)	National Grid Distribution
Collette Baldwin*	(CB)	E.ON UK
Dave Mitchell	(DM)	Scotia Gas Networks
David Addison	(DA)	Xoserve
Ed Hunter	(EH)	RWE npower
Erika Melén	(EM)	Scotia Gas Networks
Gareth Evans	(GE)	Waters Wye Associates
Jon Dixon*	(JD)	Ofgem
Lorna Lewin	(LL)	DONG
Marie Clark	(MC)	Scottish Power
Naomi Anderson	(NA)	EDF Energy
Rob Cameron-Higgs*	(RCH)	Wales & West Utilities
Steve Mulliganie	(SM)	Gazprom
Tom Breckwoldt	(TB)	Gazprom

\* via teleconference

Copies of all papers are available at: [www.gasgovernance.co.uk/0429/240113](http://www.gasgovernance.co.uk/0429/240113)

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

**1. 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 provided a presentation and the anticipated validation for Shipper claims

**Carried Forward**

**2. Discussion**Xoserve Validation

DA provided a presentation on the anticipated validation process and data provision. DA explained the additional information required by Xoserve to undertake the validation of claims and provided flow diagrams to illustrate the process.

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MC enquired about the possibility of an audit or assessment of the process to ensure the accuracy of claims. SM compared the process to the Measurement Errors operated by the Distribution Networks.

#### Costs

GE explained that the modification had been changed to be a User Pays process funded entirely by Shippers.

DA suggested an operational cost would be incurred for each claim, which should be considered.

#### Amended Modification

GE briefly explained some changes he wished to make to the modification, providing a marked up version.

DA enquired about Manifest errors and the likely data that would be provided. He was concerned about the complexity and ability to understand the data. SM envisaged that where Xoserve were not able to interpret the data provided the submitter could clarify it.

AC commented that in some instances where the nature of the error is complex, Xoserve may not have the expertise to verify the base data and the assumptions made in the calculation of the error. It was expected that the base data provided to Xoserve would have to be accepted on face value.

BV expressed concern about the use of the neutrality pot, NTS believed this was not a suitable mechanism for this type of adjustment. BV believed that the use of the neutrality pot is simply shifting the problem and not resolving it.

#### Legal Text

GE clarified the modification could result in a credit or a debit. AC explained that an assumption had been made that the modification would only result in credits and would need to amend the text.

GE explained some further amendments were required to the modification in addition to those highlighted earlier. AC confirmed that National Grid would consider the amendments and review the changes required to the legal text.

### **3. Workgroup Report**

The Workgroup considered the Workgroup Report. It was noted that the Workgroup was due to report in February. The Workgroup recommended that more time should be requested to consider the modification.

### **4. Any Other Business**

None raised.

### **5. Diary Planning**

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

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

Thursday 28 February 2013, at 10:30 ENA, 52 Horseferry Road, London SW1P 2AF

Thursday 28 March 2013, at 10:30 ENA, 52 Horseferry Road, London SW1P 2AF

### **Action Table**

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<b>Action Ref</b>	<b>Meeting Date</b>	<b>Minute Ref</b>	<b>Action</b>	<b>Owner</b>	<b>Status Update</b>
0429/003	27/09/12	2.0	Provide cost estimate for review.	Xoserve (DA)	Carried Forward