

UNC Workgroup 0472 Minutes
Restricting the number of registration attempts by a supplier
Tuesday 08 April 2014
31 Homer Road, Solihull, B91 3LT

Attendees

Bob Fletcher (Chair)	(BF)	Joint Office
Helen Cuin (Secretary)	(HC)	Joint Office
Alan Raper	(AR)	National Grid Distribution
Andrew Margan*	(AM)	British Gas
Chris Warner	(CW)	National Grid Distribution
Colette Baldwin	(CB)	E.ON UK
David Addison	(DA)	Xoserve
Dave Mitchell	(DM)	Scotia Gas Networks
Ed Hunter	(EH)	RWE npower
Erika Melén	(EM)	Scotia Gas Networks
Hilary Chapman	(HCh)	Xoserve
Kirsten Elliott-Smith	(KES)	Cornwall Energy
Lorna Lewin	(LL)	DONG Energy
Marie Clark	(MC)	Scottish Power
Mark Jones	(MJ)	SSE
Steve Mulinganie	(SM)	Gazprom

* *via teleconference*

Copies of all papers are available at: www.gasgovernance.co.uk/0472/080414

The Workgroup Report is due to be presented at the UNC Modification Panel by 19 June 2014.

1.0 Review of Minutes and Actions

1.1 Minutes

The minutes of the previous meeting were accepted.

1.2 Actions

None outstanding.

2.0 Business Rules

EH confirmed a set of business rules had been incorporated into the modification.

3.0 Legal Text

EH explained there had been some difficulty with producing the legal text around monitoring the number of confirmation transaction attempts. The Workgroup considered how the industry could log each registration attempt that has been objected to. EH was conscious of the potential file format developmental costs.

The Workgroup considered the possibility of releasing the identity of the applying Shipper/Supplier to the existing incumbent Shipper. DA believed that there would be a need for a file/record change for Xoserve to pass such information.

MJ suggested the Workgroup are trying to develop a Shipper solution for a Supplier issue.

The Workgroup briefly considered the intershipper dispute process. CB suggested that ultimately if a customer is trying to switch supplier and the incumbent supplier is objecting to the transfer, the applying supplier would be communicating this to the customer to try and establish why the objections may be occurring.

The Workgroup discussed if Xoserve would be able to provide the information on an adhoc request basis where a transfer has been objected to more than e.g. 5 times within a reasonable period i.e. 20/30 days. This would allow a bilateral discussion between the suppliers and assist if in providing evidence if the decision is made to report certain behaviours to the authority.

Xoserve agreed to consider extracting information from sites and meters on the number of confirmation requests made for the same site with the same Shipper short code 5 or more times.

DA wished to understand the likelihood of such requests. The Workgroup requested if Xoserve/Shippers would be able to provide some statistics on current objection rates and the typical periods associated with repeated attempts to measure the likelihood of requests. It was agreed Xoserve and Shippers would review what information could be obtained.

EH agreed to consider amending the modification to reflect the reporting of the number of multiple registration attempts by a Gas Shipper to allow Shippers to review and consider further any required actions.

Action 0401: Xoserve to provide a high level cost estimate of creating a report to provide to Shippers upon request the identity of the incumbent Shipper – where a confirmation attempt has been objected to more than 5 times.

Action 0402: Xoserve to provide current objection rate statistics and the period associated with repeated attempts.

4.0 Workgroup Report

It was agreed to review the Workgroup Report on 07 May 2014.

5.0 Any Other Business

None.

6.0 Diary Planning

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

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

Wednesday 07 May 2014 at 10:30, 31 Homer Road, Solihull B91 3LT

Action Table

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0401	09/04/14	3.0	Xoserve to provide a high level cost estimate of creating a report to provide to Shippers upon request the identity of the incumbent Shipper – where a confirmation attempt has been	Xoserve (DA)	Pending

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
			objected to more than 5 times.		
0401	09/04/14	3.0	Xoserve to provide current objection rate statistics and the period associated with repeated attempts.	Xoserve (DA)	Pending