

## Gas Customer Forum Minutes

**Monday 25 July 2011**

via teleconference

### Attendees

Tim Davis (Chair)	(TD)	Joint Office
Bob Fletcher (Secretary)	(LD)	Joint Office
Alex Spreadbury	(AS)	B&Q
Joanna Ferguson	(JF)	Northern Gas Networks
Peter Thompson	(PT)	LAGUR & UIA
Simon Trivella	(ST)	Wales & West Utilities

### Apologies

Chris Lewis CIPS

## 1. Introduction

### 1.1 Minutes of the last meeting

The minutes of the last meeting were approved.

### 1.2 Actions

GCF079: Provide a copy of the Corona Energy correction factor letter for the Joint Office to pass on to the DNs for a response. UPDATE carried forward.

GCF080: To investigate the possible reinstatement of daily NSL interruption information on the National Grid web site. UPDATE: carried forward.

GCF081: To provide a summary of how the 504mcm figure is obtained and what is, or is not included. UPDATE: carried forward.

GCF082: To provide a revised set of graphs showing DMs on the bottom (i.e. reversed). UPDATE: carried forward.

## 2. Discussions

### 2.1 Future of the Gas Customer Forum

TD invited views on the future of the GCF, noting there is an issue in terms of attendance from customer representatives. PT was concerned that the topics and style of meeting is difficult to sustain as a teleconference. Both JF and ST were happy to continue supporting the meeting, though were concerned about the dwindling attendance. PT asked if Xoserve might have a list of potential GCF members based on customer lists they hold - perhaps they could circulate a message inviting parties to a meeting. ST confirmed that Xoserve do have a number of IAD customers but in a lot of cases customers get their information from energy management companies and do not have any contacts with Xoserve.

TD had issued an email inviting indications of possible discussion items. Most of the issues raised by customers relate to SMART metering or RIIO and hence are potentially out of scope of the GCF – and certainly beyond the scope of the UNC. Perhaps a meeting sponsored by Ofgem would be more suitable? AS was concerned that Ofgem may not be able to move the process forward, and noted that they are very busy with RIIO and SMART metering projects. In addition, Ofgem already run some consumer groups and may feel nothing further is justified. PT would like to see the GCF continue but suggested a widened scope including electricity and other industry issues.

TD indicated that he planned to commence pre-Panel teleconferences to see if there is support from the industry to attend, with customer representatives and smaller shippers being the target audience. Face-to-face meetings could also be arranged where the issues mean that would be beneficial.

PT explained the approach he took as GCF chair in the previous regime and how he had attempted to get subjects that parties wished to discuss on the agenda. However, he recognised the industry has moved on and is more disparate.

**New Action GCF083:** TD to seek attendance from DECC and/or Ofgem for a SMART metering update (21 September pm if possible)

ST advised that there have been a significant amount of meetings on SMART metering, running daily at present. It is difficult to get time in the diary to get updates from Ofgem.

### 3. Customer Issues

#### 3.1 Transporter Update

TD pointed out a number of upcoming changes to UNC and in particular the change from interruptible to firm status for supply points in October following the introduction of interruption reform.

ST explained the issues being discussed in Project Nexus and DNMCFC concerning the potential introduction of more frequent AQ updates and the discussion around the benefits of a fixed or variable SOQ. He also mentioned recent modifications that change the credit rules, though he was not sure if these would have an impact on customers directly.

TD advised that an AUGE has been appointed and an AUG statement would be published soon and that this may have an impact of customers, in particular if there is a pass through clause in their gas supply contract.

ST advised that Transporters are intending to discuss the definition and use of a Supply Point in Project Nexus. This would have an impact on aggregation, as one meter point would become one supply point. AS was concerned that there may be a cost for customers who have aggregated supply points. ST thought that there might be a case of winners and losers, though the impact should be small and it should make charging more transparent. PT supported the idea in principle and thought that Suppliers could already offer to aggregate if they wanted too.

AS asked if there are any major works, which might affect customers, he was concerned that most topics tend to discuss governance or charging when engineering works were often of interest to customers. ST agreed that it would be a useful subject for discussion. JF confirmed that operational staff engage local businesses when

planning replacement or major project work. However, she doubts these works were of significant size to interest the GCF.

**4. Any other business**

None raised.

**5. Date of next meeting**

The next meeting is planned for the afternoon of Wednesday 21 September 2011 (if Ofgem/DECC agree to present on Smart metering).

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**Action Log – Gas Customer Forum – 25 July 2011**

Action Ref	Meeting Date(s)	Minute Ref	Action	Owner*	Status Update
GCF079	07/02/11	2.1	Provide a copy of the Corona Energy correction factor letter for the Joint Office to pass on to the DNs for a response.	MEUC (EP)	Update due at next meeting.
GCF080	07/02/11	2.2	To investigate the possible reinstatement of daily NSL interruption information on the National Grid web site.	National Grid Ops (NB)	Update due at next meeting.
GCF081	07/02/11	2.2	To provide a summary of how the 504mcm figure is obtained and what is, or is not included.	National Grid Ops (NB)	Update due at next meeting.
GCF082	07/02/11	2.2	To provide a revised set of graphs showing DMs on the bottom (i.e. reversed).	National Grid Ops (NB)	Update due at next meeting.
GCF083	25/07/11	2.1	Seek attendance from DECC and/or Ofgem for a SMART metering update (21 September pm if possible)	Joint Office (TD)	Pending

**\* Key to action owners**

EP Eddie Proffitt, MEUC

TD Tim Davis, Joint Office

NB Nigel Bradbury, National Grid Operations