

**UNC Modification Proposal 0273**  
**Session 2 – February 2010**

**Action: “Examine and record problems with the current arrangements from a Shipper’s perspective”**

Problems with current arrangements:

*(Non-exhaustive and to be added to / discussed further)*

**Timing**

- Open-ended process – no established time limits.
- Unable to initially gauge how long Transporter will take to deal with request(s).
- No obligation on Transporter to respond by any set date(s).

**Costs:**

- Unknown at outset.
- True costs often not known until well into the application process and can differ substantially from initial estimate (where provided).
- No idea whether costs are currently “cost-reflective” and Shippers in a poor position to challenge them.
- Breakdown of costs – not always clear what we are actually paying for.

**Communication:**

- Relies on individuals within Transporter to progress request, rather than established process.
- May require Shippers to do lots of chasing to obtain updates on progress.

**Process:**

- No standardisation across Transporters.
- No standard documentation / T&Cs / application process.
- Number and nature of studies required unknown until well into the process and can change as project develops within Transporter.
- Lack of process transparency.
- No guarantee of non-discrimination in treatment by Transporter – e.g. how can we be certain that Transporter not prioritising all the “easier” requests?
- Unclear definitions of types of study – e.g. what is the difference between “feasibility study” and “pre-feasibility study”?
- Transporters not always clear what information they want from Shippers and is what they ask for always relevant / necessary?