

Consultation Report on the refresh of the Joint Office of Gas Transporters Website

1. Background

The current version of the Joint Office of Gas Transporters website www.gasgovernance.co.uk was implemented in 2010 and, except for a number of in-version and other associated security upgrades, has remained largely unchanged.

The main software used to build the website remains functional but has been superseded by a number of newer versions. It is proposed to refresh the website by incremental upgrade to maintain or improve accessibility, security and the viewers' experience.

In tandem with this, we are proposing to revamp the navigation menus to more closely align with the UNC processes and meetings we support, with the intention of making it easier to find information and materials without losing the logical presentation of the existing menus.

2. Refresh Process – Core system replacement

The Joint Office website uses a standard software program at its core and it is proposed to upgrade the version currently deployed with the following aims:

- Review of the website fonts and style to ensure they are functional;
- Ensure the platform is more stable and future-proofed;
- Removal of the potential security risks associated with continuing to use the older version of the platform;
- Introduction of Mobile-friendly responsive templates which adjust the page layouts to suit mobiles/tablets;
- In its simplest form, the redevelopment would take the form of simply recreating the existing website content, structure and functionality into a new platform. This task would include:
 - Setup and configuration of a new platform suitable for the new site;
 - Migration of all existing content and files from the current to new website;
 - Implementation of administration tools to mirror current functionality, with improvements where simple to make;
 - Simple, modernised design which is clean and easy to read
 - Responsive layouts to make pages easier to read/navigate on mobile and tablet devices;
 - Creation of navigational structure based on the current site with improvements based on viewers comments and experiences;
 - Simple redesign of the site homepage to make better use of the available space;
 - Continued use from current site of the Events Calendar service for meetings/events.

It is proposed to undertake the development work during April with implementation by the end of May. As it is proposed to undertake development and testing offline, system downtime is expected to be minimal and is anticipated to be less than 1 day.

3. Views Invited

The Joint Office invites you to provide views on the proposed website upgrade and functionality refresh.

We are mindful that previous comments have asked for the navigation to be simplified and so we have proposed a modified menu structure that makes the things that we believe most people visit the site for easier to navigate to.

Please note, that this phase of the website upgrade is to replace the core functions, structure and security provisions. However, this should then allow the adoption of other more enhanced modules in future to allow other functions and service to be offered as required.

Your thoughts on any part of this proposal are welcome, however your views on the following questions would be appreciated:

1. Do you have any views on the timing of the website refresh and implementation timescales?
2. Do you have any views on the attached menu structure?
3. Do you have any other views on the website that you feel should be considered?

Please provide your responses by email to enquiries@gasgovernance.co.uk by 5pm on Friday 31 March 2017.

9. Consultation Responses

Organisation	Question	Comments
British Gas	Q1	<ul style="list-style-type: none"> • To avoid disruption to users, suggests any changes are implemented over a weekend (Friday post 8pm to Sunday 12 noon). <p><i>JO: As system development is to be undertaken offline, system down time should be minimal. Industry participants will be notified in advance of the go live.</i></p>
	Q2	<ul style="list-style-type: none"> • For anyone using the website for the first time, the acronyms TPD, OAD & EID can be un-informative, as they don't explain what's behind these 3 letter codes. It can also be confusing which documents should be under UNC Document and UNC Related Documents. <p><i>JO: We will review the titles and descriptions to see if they can be made clearer to website users.</i></p>

		<ul style="list-style-type: none"> • In addition a user may often want a ‘consolidated code’ PDF. This is not easy to find, as there are separate versions for TPD, OAD etc. Therefore it is suggested this section be reviewed and simplified, plus for there to be a single, easy to find consolidated code PDF.
		<p><i>JO: Although not a direct website structure comment, we will review what is currently published and if a consolidated version of Code is appropriate for publication – please note that a consolidated version of each Code binder is published in relevant binder e.g. TPD.</i></p>
	Q3	<ul style="list-style-type: none"> • Often under the workgroup section, documents are provided to support the development of a modification. These documents are useful to refer to at a later date. As they are stored under the workgroup meeting papers, they often get missed or can’t be found. It is requested, where required a ‘silo supporting documents folder’ be created under each modification page. Any workgroup papers will be stored here.
		<p><i>JO: The website upgrade is to replace the core functions, structure and security provisions. However, this should then allow the adoption of other more enhanced modules in future and we will consider this suggestion further for subsequent phases of development.</i></p>
E.ON UK	Q1	<ul style="list-style-type: none"> • Is not sure making the change on the day before Nexus goes live is the best timing – people may be needing to look up Nexus changes and moving anything may make this harder.
		<p><i>JO: The proposed end of May implementation date is not fixed and we will consider if the implementation date should be delayed should it conflict with Project Nexus implementation.</i></p>
	Q2	<ul style="list-style-type: none"> • Can’t immediately see where all the Nexus documents would be, and suspects these may be required heavily around the implementation time.
		<p><i>JO: Project Nexus documents will be accessible by using the same urls as used on the current website. We understand that Xoserve intend to publish a library of Nexus related documents on their website and it has been suggested that a link be</i></p>

		<i>provide from the JO website to the Xoserve library.</i>
	Q3	<ul style="list-style-type: none"> • In favour of making the website easier to use on smart phone as that would be a benefit when you need to access documents during industry meetings and don't have a laptop with you.
National Grid Gas Distribution	Q1	<ul style="list-style-type: none"> • No comments provided.
	Q2	<ul style="list-style-type: none"> • No comments provided.
	Q3	<ul style="list-style-type: none"> • Struggled to download old versions of reports (particularly MOD0186 earlier than current year) will the new site will have more power to resolve this? <p><i>JO: This is unlikely to be an issue with the website software and therefore the refresh is unlikely to resolve this problem as it is probably due to a user network capacity or security issue.</i></p> <ul style="list-style-type: none"> • Supports the Industry Information structure, as this will provide greater clarity – it will also fix the path to the DNCFM folder. • Recently it was agreed that DCMF is effectively defunct with everything under the banner of DNCFM, are future references to DCMF needed, apart from maybe legacy / archive folders. • Propose sub structure under DN Charges to include: 'Indicative Price Notifications', 'Final Price Notifications' and 'Charging Statements'. A link to Section Y of UNC might also be useful here? • Previously it was not possible to published our MOD0186 summary slides next to the reports themselves (published instead to DNCFM), it's unfortunate that the GDNs go to great lengths to produce supporting commentary for timely release with the main report for them to (probably) stagnate until the DNCFM meeting some weeks later. Would having the DN Revenue Reports folder sitting underneath DNCFM might solve this? <p><i>JO: It is noted that the DNCFM participants were in favour of consolidating the publishing structure for these meetings. We will review and simplify the structure so that reports and summary updates are more closely linked.</i></p>

		<ul style="list-style-type: none"> Where would the charge calculator tool be published? This covers NTS and GDNs. <p><i>JO: We are reviewing the publication of documents that may need to be referenced in separate locations and we understand the later version of the website software is easier to configure for this approach. Therefore, the same copy of the calculator tool could be referenced/published on both the NTS and GDN pages.</i></p> <ul style="list-style-type: none"> Some descriptors are a bit amorphous (e.g. publications...what would go in here that is not published elsewhere?) <p><i>JO: Currently, both GDN and NTS information pages contain this publication page. We will review the information listed on both for its relevance and will seek views from the document providers as to whether these pages should be maintained.</i></p>
Northern Gas Networks	Q1	<ul style="list-style-type: none"> Agrees that an update to the website and menu structure would be beneficial to all who access it. As the time the refresh is expected to take is minimal and be less than one day, does not have a specific preference for a date when this occurs. However, if a weekend day is an option then that would be ideal as it would not affect users as much as it could during the working week.
	Q2	<ul style="list-style-type: none"> Supports the new menu, which will be more concise and easier to navigate. Are keen to retain the Events Diary, in the large view format. References this calendar often to plan diaries.
	Q3	<ul style="list-style-type: none"> Are keen to ensure that the existing direct access to UNC Modifications using their numbers in the URL (www.gasgovernance.co.uk/xxxx) is maintained for ease of access. <p><i>JO: It is anticipated that the above features will be maintained 'as is' following the website refresh.</i></p>
ScottishPower	Q1	<ul style="list-style-type: none"> Have no views on the timing of the website refresh and believe that it is up to the Joint Office to consider when they

		<p>can accommodate this development.</p> <ul style="list-style-type: none"> • This juncture is a good time to look at the website, as the new CDSP arrangements go-live and the material is accessed via the Joint Office.
	Q2	<ul style="list-style-type: none"> • The structure outlined is appropriate for the material that has to be presented, however it is difficult to determine ease of use for new users to the site. Proposes that it would be beneficial to take some time at the Transmission and Distribution Workgroups to have a high level overview of the changes prior to implementation. • In addition, it may also be beneficial to undertake a similar session with the Modification Panel. Notes that there is a general feeling in ScottishPower that the Joint Office website is one of the more user friendly instances, when compared with other energy market websites trying to convey similar information. <p><i>JO: Notes the comments raised and would consider discussing a structure review and if available a view of the development version at an appropriate meeting once the initial development has been undertaken.</i></p>
	Q3	<ul style="list-style-type: none"> • Have a number of suggestions in relation to the website and the way/timing of how information is conveyed by the Joint Office, which may be helpful at this time: <ul style="list-style-type: none"> ○ Headline reports - are provided for the Modification Panel and the Performance Assurance Committee. Considers this is good practice and would encourage the Joint Office to consider a similar approach for the Transmission and Distribution Workgroups. This could prove informative for parties who are unable to make the meeting and would mean that they are not waiting for up to a week for the minutes to be produced to understand progress made and next steps. ○ Events – considers it would be beneficial to show Xoserve events and other events that potentially have a link to the commercial arrangements, for example the recent “Future Billing Methodology” event that National Grid Gas Distribution held. ○ Calendar – it would be useful if the calendar had links to the meeting webpage, rather than just a summary of the meeting time and location.

		<p><i>JO:</i></p> <p>Headline Reports – <i>Although this suggestion is outside the scope to the website refresh, it has been noted for further consideration.</i></p> <p>Events – <i>The JO provides nominated industry participants with direct access to the events calendar so that they can list their events and that these are colour coded by type. For one off events the JO will add them to the events calendar if requested to do so.</i></p> <p>Calendar – <i>The JO is considering calendar functionality for subsequent phases of website development and may be able to offer direct linking to the meeting webpage.</i></p>
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Next Steps

The Joint Office will review responses to this Consultation with its website developers and consider how the structure and layout should be changed from the existing to the proposed website. In addition, a progress update may be provided to industry participants at relevant meetings as progress is made.

Implementation will be considered to ensure the timing and date cause the least disruption to industry participants where possible.

Industry participants will be kept informed of progress at appropriate points in the system replacement process.