

SPA & Billing Operational Forum Minutes

Tuesday 23rd February 2010

xoserve, 31 Homer Road, Solihull

Attendees

Shippers			Xoserve	
Samuel Lydgate	SL	Shell Gas Direct	Linda Whitcroft	LW
Adrian Myatt	AM	British Gas	Tricia Moody	TM
Helen Reed	HR	British Gas	Mark Cockayne	MC
Louise Mace	LM	British Gas	Matt Taylor	MT
Tracey Walker	TW	Eon	Brendan Gill	BG
Danielle King	DK	Eon	Alison Jennings	AJ
Sharon Broadley	SB	Scottish Power	Steve Nunnington	SN
Kate Rampersad	KR	Total Gas & Power	Dave Addison	DAD
Fliss Redmond	FR	GDF Suez UK	Dave Ackers	DA
George Donoghue	GD	GDF Suez UK		
Alexander Ilchmann	AI	Wingas		
Anna Sindre	AS	Wingas		
Julian Stolzenberg	JS	Wingas		
Natali Parodowski	NP	Wingas		
Sharon Wilson	SW	Corona Energy		
John Welch	JW	Npower		
Naomi Anderson	NA	EDF Energy		
Kasthury Savun	KS	EDF Energy		
Mark Jones	MJ	Southern Electric Gas		
Network Operators				
Dharam Chamba	DC	National Grid Gas		
Sean McGoldrick	SMC	National Grid Gas		
Steve Marland	SM	National Grid Gas		
Wendy Taylor	WT	Scotia Gas Networks		

1.0 Apologies

1.1 The following shippers confirmed their non attendance prior to the forum:

- Debbie Smith (Eon)
- Deborah Watson (Eon)
- Beverley Harvey (EDF Energy)
- Sharon Cole (Scottish & Southern)
- Claire Blythe (Scottish & Southern)
- Adam Frak (Scottish & Southern)
- Gemma Tennet (EDF Energy)
- Mandip Grewal (Northern Gas Networks)
- Sue Davies (Wales & West)
- Simon Trivella (Wales & West)

2.0 Actions arising from previous minutes

Action Point	Who	Status
LW to provide details to affected shippers of the outstanding Unbilled DM Sites and the action required by the shipper	LW	Completed
New portfolio for CSEPs reconciliation to be issued to shippers to cover up to and including 27 th November 2009 and will confirm which LMNs require D+1 for the next reconciliation period	YM	Completed
CSEP reconciliation breakdown of processed reconciliation's to be provided to each shipper individually via email	YM	Completed
Shippers who require reconciliation's to be invoiced for current Line in Sand (01/04/05) need to ensure xoserve are in receipt of data by early Feb 2010.	SHP	Completed
Notify shippers in advance of the Unique Site Adjustment being processed for Northern Gas Networks & target prior to Line in Sand	TM	Completed
Shippers to request their transportation credit representatives to support MOD 252 relating to Network Operator credit arrangements	SHP	Completed

3.0 Network Matters

- 3.1 TM provided an update on the Unique Sites Measurement Error which produced a credit value of £6.7 million GRE to be issued on 24th February 2010. Debit values will be included with the February 2010 reconciliation invoice to be issued on 24th March 2010.
- 3.2 SM presented details on the Transportation Charging Consultation. As part of exit reform from 01st October 2012 the DNs will pay Exit Capacity Charges for their DNs and their allowed revenues will be adjusted to allow them to recover the cost from the DN shippers. This will require the introduction of the new LDZ Capacity Charges. Only four responses have been received on the questions under consultation (refer to slide 17) therefore any additional responses would be appreciated. Further information on this issue can be found on the Joint Office website under Transportation Consultations, Distribution Charging, Methodology Work Stream or alternatively refer to the National Grid website. SM talked through the Charging Consultations planned for 2010 including the implementation of DNPC05 (Customer/System Split) and Exit Capacity Charges (DNPC06). The greatest impact will see price increases for CSEPs.
- 3.3 Unfortunately the latest position on LDZ Offtake Reconciliation could not be provided on the day of the forum however; please find attached the presentation with supporting documentation.



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4.0 Invoicing Update

- 4.1 An Adjustment update was presented by LW covering adjustments issued since 30th November 2009 and forthcoming adjustments. 13 out of the 124 unbilled DM sites identified have yet to be corrected by the shippers concerned. The Customer Team can provide operational assistance if required in order to correct the sites.

- 4.2 USRV statistics were presented by LW. During the month of October 2009 one shipper created errors through their RGMA flows resulting in the volume of Filter Failures increasing from 9,318 in September to 22,161 in October 2009. The volume has now started to fall as the shipper concerned addresses the issue. LW highlighted that USRV invoices are normally issued on the 18th of the month however; as the 18th falls on a Sunday in April then the USRV incentive invoice for March 2010 will be issued on Friday 16th April 2010.
- 4.3 xoserves and the Transporters resolution of unresolved USRVs was presented by LW including the performance by shipper identifier.
- 4.4 A CSEPS Reconciliation meeting followed the forum however, TM talked through the high level statistics. There are a total of 5120 LMNs (61%) without reconciliation activity.
- 4.5 TM provided notification through the forum of the Guaranteed Standard of Service (GSOS2) payments via shippers to end users as a back-stop where the GTs are unable to obtain the customer names to ensure that payment is made within the prescribed timescales. The payment to the end user via shippers occurs where the GT has failed to reinstate a customer's premise as defined under the GSOS2 & 12 Gas Standards of Performance Regulation. GD suggested capturing the customer details at the time the work is carried out however, TM stated that this is not always possible and therefore payment is made to the shippers who should have the customer details for billing purposes. WT questioned if this process is related to Failure to Supply however, TM confirmed that it is a separate process. TW asked whether the file format would be the same as failure to supply. TM responded by advising that an email would be issued on 24th February communicating details of the new charge type (825) which would include details of the file format. Update – xoserve Communication XCE170 issued in relation to this issue.
- 4.6 TM presented slide 45 and 46 relating to GCM12. It is proposed to amend the K25 and K27 records within the .ECO file format removing references to GCM11 and replacing with Generic names. Credits may need to be issued in April 2010 however, an email reminder will be issued prior to issue. TM to provide briefing note to attendees.
- 4.7 LW advised attendees of incorrect SAP prices for September 2009 due to an upload issue. All MPRNs affected are being re-processed and the differences will be invoiced as soon as possible. TW asked whether differences would be issued on a normal reconciliation invoice to which LW confirmed that they would.

5.0 SPA Updates

- 5.1 AJ presented slides 49 and 50 in relation to Shipper less and Unregistered Sites. Workgroups are held bi-monthly and AJ encouraged further representation from shippers who currently do not attend. Little response has been received from Shippers to the Shipper Activity and Orphaned sites reports which are issued frequently. DC questioned whether the sites are held in the Shipper Withdrawal account to which AJ confirmed that these MPRNs currently do not reside on any portfolio. NA enquired as to whether LSPs were included in the statistics. AJ advised that the statistics cover all MPRNs.
- 5.2 MC talked through slide 51 in relation to changes to the MBR file format to allow decimal places in the meter pulse value field. The change will become effective from 27th February 2010.
- 5.3 MC advised attendees of the AQ Operational work review group which is scheduled for 18th March 2010 in Solihull. A reminder was also provided that AQ enquiries that have been calculated using old WAALP values will not be valid when used in conjunction with an AQ Appeal or amendment after 18th March 2010.

6.0 Project Updates

- 6.1 SN talked through slides 53 – 58 in relation to Project Nexus. SN advised that xoserve will be feeding into DECC and Ofgem in discussions relating to smart metering. The scope and role

of Central Communications Provider has yet to be defined with workshops taking place over the coming months to establish principles for areas such as Allocation, AQ, Reconciliation and AMR Requirements.

- 6.2 LW highlighted a meeting on 15th March 2010 in Solihull relating to DM Elective and the Transfer read scenarios. Attendance is recommended by all shippers regardless of whether they are participating in DM Elective or not.
- 6.3 DAD provided an overview on the Query and Workflow Management Project (known as project Q). DAD indicated that the milestones quoted for the Pilot in April 10 and implementation in September 2010 may slip into the following month. DAD agreed to provide a sample of the new system screen shots with the minutes of the meeting. In relation to security the approach is likely to be an exchange of 'old for new' accounts. FR questioned whether archive contacts from ConQuest would be visible to view in the new system. DA advised that this would be the case however; this may not be available on day one as the main priority will be the successful implementation of the system. GD challenged why at query closure an IX file and email could not be issued to the shipper. DA responded by advising that the user group had discussed this option however, to prevent users email accounts from being clogged up then the IX file was the preferred option. FR questioned why email interim responses could not be provided for queries that had been passed through the system for adjustment as this would prevent the need to keep checking the progress of a query on the system. DAD agreed to discuss this request further with the User Group. GD pointed out that he felt that shipper testing during the month of August seemed an insufficient amount of time however, DAD pointed out that the normal period for similar system implementations was two weeks and that prior to shipper testing the system will have undergone detailed testing however, DAD agreed to raise this issue again with the User Group. GD indicated that the plans detailed no approach for training on the system. DA advised that training will be delivered through 'train the trainers' sessions.

7.0 Modification Updates

- 7.1 LW and AJ highlighted UNC Modifications impacting the SPA and Billing activities. For further information please refer to the Gas Governance website <http://www.gasgovernance.co.uk/livemods>.

8.0 Customer Update

- 8.1 MC detailed changes to the Customer Satisfaction survey with one survey being carried out annually with additional 'temperature check' surveys being conducted at customer operational meetings.

9.0 A.O.B

- 9.1 MC highlighted that xoserve has made changes to its internal validation processes in respect of DM Reconciliation and that they had received a request from a shipper to provide an update at the next operational forum.

10.0 Summary of Outstanding Actions

Date Raised	Action Point	Who	Status
23/02 (01)	Shippers to provide SM with response to Transportation Charging Consultation questions detailed on slide 17 by Friday 27 th February 2010.	SHP	
23/02 (02)	TM to arrange email to be issued in relation to new ad hoc GSOS2 charge type 825.	TM	

23/02 (03)	TM to provide GCM10 and GCM12 briefing note to attendees.	TM	
23/02 (04)	Shippers to highlight Shipper less and Unconfirmed sites within their organisation and encourage attendance at workshops for this issue.	SHP	
23/02 (05)	Shipper to highlight forthcoming workshop on 15 th March within their organisation relating to the Transfer Read process and impact DM Elective will have on this process	SHP	
23/02 (06)	DAD to provide screenshots of the new Q system	DAD	
23/02 (07)	DAD to discuss with Project Q workgroup the issue of interim responses being provided when queries are passed through the system for adjustment	DAD	
23/02 (08)	DAD to discuss with Project Q workgroup the issue of whether one months shipper testing is sufficient	DAD	
23/02 (09)	LW/MC to provide details on validation changes in respect of DM reconciliation at the next Ops Forum	MC/LW	

Next Meeting

Date Tuesday 11th May 2010 – 10:15 for 10:30am start

Chair Mark Cockayne

Location 31 Homer Solihull, B91 3LT