



User (Shipper/ Trader) Information Pack Voluntary Discontinuance

May 2017

Voluntary Discontinuance is the controlled process from the Uniform Network Code (UNC) that must be undertaken in order to exit the UK Gas Market. A User cannot cease to be a User until they have completely satisfied all of their obligations under the UNC and any Ancillary Agreements that may be in place.

Introduction

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Commencement

In order to commence the Voluntary Discontinuance process, Xoserve require notification on company headed paper. An example of which can be found at the back of this document.

To discuss the process further then please contact the Xoserve Customer Life Cycle Team.

Telephone: +44 (0) 121 623 2539
Fax: +44 (0) 121 623 2806
Email: customerlifecycle.spa@xoserve.com
Address: Lansdowne Gate
65 New Road
Solihull
B91 3DL

Licence Revocation

Revocation of Licence(s)

A licensee that no longer wants to retain its licence may apply to the Gas and Electricity Markets Authority (Ofgem) for the revocation of its licence. Such requests must be made in writing by a duly authorised person and be addressed to Ofgem, and marked for the attention of their Licensing Team. Written requests for revocation should include the following:

1. Full details of the licence to be revoked;
2. Full details of continuity of supply arrangements (supply licences only); and
3. Confirmation that the licensee is aware that the revocation process is irreversible.

Once a revocation request is received Ofgem after due consideration agrees that the licence should be revoked, Ofgem will issue to the licensee a Notice of Revocation. This notice gives the licensee 30 days notice that the licence will be revoked.

NOTE: Once notice of revocation (giving 30 calendar days notice) has been issued, the process becomes irreversible. After receiving the revocation notice, a licensee cannot then decide to retain that licence. Should it still need a licence it would have to re-apply for a new licence.

Securing Continuity of Supply

A gas supply licensee applying for a revocation is obliged by standard condition 18 of its licence to provide details of its arrangements for securing continuity of supply for all relevant customers. Where there are no customers, the licensee should provide written confirmation to that effect.

For more in depth information, please visit the Ofgem website at:

www.ofgem.gov.uk

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Removal of IX and Arrangements for Decommission

Decommission and Removal of IX Equipment

Under the terms highlighted in section 17.4 (a) of the DSC Terms & Conditions, Withdrawing Parties must pay in cleared funds all outstanding sums payable to Xoserve within its role as the CDSP and any applicable charge in connection with the removal and / or decommissioning of IX kit.

All IX equipment must remain in place until a User has ceased to become a UNC and DSC Party and has completed the Voluntary Discontinuance process. The IX equipment can only be decommissioned once Xoserve confirm that the User no longer needs to receive invoices via that means.

Users will need to submit a Specific Services Request form alongside their Notice of Discontinuance to the Customer Life Cycle Team in order to request for the decommission of the kit. The Customer Life Cycle Team will coordinate activities to decommission and remove the IX equipment at the end of the process.

The request form can be found under the Key DSC Documents heading on Xoserve.com and reference to the CDSP Annual Charging Statement will be required to complete the form.

Both of these documents can be found under the Key DSC Documents heading on Xoserve.com

Uniform Network Code section U2.8 specifies the following:

Upon ceasing to be a UK Link User under the Uniform Network Code for any reason, a former UK Link User shall:

- (a) return all Transporter Available Equipment which has been supplied (other than by way of sale) by the Transporters to the former UK Link User forthwith and in accordance with the terms on which that Equipment was supplied as set out in the UK Link Manual;
- (b) return all copies and documents relating to the Licensed Software or supply the Transporters with certificate signed by an authorised officer of the former UK Link User confirming all related documentation and copies thereof have been destroyed;
- (c) return all copies of the UK Link Manual forthwith to the Transporter or supply a certificate to the Transporters signed by an authorised officer of the former UK Link User confirming that all copies of the UK Link Manual have been destroyed;
- (d) ensure that its Authorised Representatives discontinue access to and use of UK Link.

This includes the server and router, XP1 tokens and also any contingency IX kit installed.

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User Agents

Appointing a User Agent

If the office of the User has to close, or the company wish to wind down before all invoices have been issued and Supply Points transferred, Xoserve will advise that a **User Agent** is appointed in order to maintain the link with Xoserve and the Transporter[s].

Section V 6.3 of Uniform Network Code states that:

- 6.3.1 "A User wishing to appoint a User Agent shall give notice to the Transporters and the CDSP:
- (a) specifying the identity of the appointing User and the proposed User Agent;
 - (b) specifying the categories of Code Communication (in the case of UK Link Communications, in accordance with paragraph 6.2.2) for which the User Agent is to be appointed, or specifying that the User Agent is appointed for all such categories; and
 - (c) specifying the Day in accordance with paragraph 6.3.4 with effect from which the appointment is to take effect.

If the IXN Equipment is to be relocated to the User Agent's premise, then Xoserve Customer Lifecycle Team will facilitate the relocation of the equipment which is subject to charge. Xoserve Customer Lifecycle Team would also facilitate the drawing up of an IXN Sharing Agreement between the User and the User Agent to support the relocation of the equipment.

The User Agent would also need to complete and submit a Security Access Request Form (available on Xoserve.com under User Administration/Publications) in order for them to nominate themselves as the Local Security Officer (LSO) for the User and continue the required activities on the User's behalf (more details of the activities that a User Agent could undertake can be found in Appendix 5b of the UK Link Manual).

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Final Steps

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Uniform Network Code Section V 4.2.4 states that,

“Where a User has given notice under paragraph 4.2.1, after the satisfaction of the last of the requirements of paragraph 4.2.2 to be satisfied:

- (a) with effect from the 5th Business Day following such satisfaction, the User will cease to be a User;
- (b) without prejudice to paragraph 4.2.5, the Transporter will as soon as reasonably practicable (and where possible before such date) inform the User of the date on which it ceases to be a User under paragraph (a)

Notices

In accordance with section 22 of the DSC Terms & Conditions, Xoserve, within its role as the CDSP shall issue notices by email and a confirmatory copy of the notice shall be signed and delivered personally or by courier to the customer address provided.

Finally, Xoserve Customer Life Cycle Team will notify the relevant Transporter[s] via email that the User has discontinued.

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Discontinuance Notice Template

FAO Customer Life Cycle Team
Lansdowne Gate
65 New Road
Solihull
West Midlands
B91 3DL
UK

[Insert User registered address and letter head]

Date:

Dear Customer Life Cycle Team,

RE: Notice of Discontinuance

In accordance with Uniform Network Code (UNC) Section V Paragraph 4.2, [insert User registered company name] wishes to give notice for Voluntary Discontinuance ("Discontinuance Notice") to cease to be a User for the following reason [insert reason for voluntary discontinuance].

We understand that we will receive an acknowledgement letter from Xoserve Limited in receipt of this Discontinuance Notice which will detail the actions that [insert User registered company name] will need to undertake before a discontinuance date can be provided.

The representative of [insert User registered company name] who will be responsible for liaising with Xoserve Limited for the duration of the Voluntary Discontinuance process is outlined below and we will inform Xoserve in the event that this should change:

Contact Name:

Contact Telephone Number:

Contact Email Address:

Contact Correspondence Address:

Under the terms highlighted in section 17.4 (a) of the DSC Terms & Conditions, I agree to submit a Specific Services request form as advised within the Voluntary Discontinuance Information Pack in order to request for the decommission of the IK equipment that we may have installed.

We also confirm that we do/do not* intend to revoke our Gas Shipper Licence.

Yours truly,

Authorised Representative on behalf of [insert User registered company name]

*If the intention is to revoke the Gas Shipper Licence, please provide the anticipated date of applying for revocation to OFGEM.

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