














UNC Modification	At what stage is this document in the process?
<h1>UNC 0XXX:</h1> <h2>Improving the information given to Shippers when there is a requested disconnection</h2>	<div style="display: flex; flex-direction: column; gap: 5px;"> <div style="border: 1px solid green; background-color: #00a651; color: white; padding: 5px; display: flex; align-items: center; justify-content: center;"> 01 Modification </div> <div style="border: 1px solid #00a651; padding: 5px; display: flex; align-items: center; justify-content: center;"> 02 Workgroup Report </div> <div style="border: 1px solid #00a651; padding: 5px; display: flex; align-items: center; justify-content: center;"> 03 Draft Modification Report </div> <div style="border: 1px solid #00a651; padding: 5px; display: flex; align-items: center; justify-content: center;"> 04 Final Modification Report </div> </div>
<p>Purpose of Modification:</p> <p>This modification seeks to improve the information provided to Shippers where Transporters have been requested to undertake a paid for disconnection/isolation of gas. This is to enable Shippers/Suppliers the ability to collect meter assets and aid faster investigation by Shippers to confirm a Supply Point withdrawal which in turn will improve the accuracy of customer billing and settlements.</p>	
	<p>The Proposer recommends that this modification should be:</p> <ul style="list-style-type: none"> assessed by a Workgroup <p>This modification will be presented by the Proposer to the Panel on dd mmm yyyy The Panel will consider the Proposer's recommendation and determine the appropriate route.</p>
	<p>High Impact: Here</p>
	<p>Medium Impact: Transporter, Shippers</p>
	<p>Low Impact: Here</p>

Contents		?	Any questions?
1	Summary	3	Contact: Joint Office of Gas Transporters
2	Governance	Error! Bookmark not defined.	 enquiries@gasgovernance.co.uk
3	Why Change?	5	 0121 288 2107
4	Code Specific Matters	5	Proposer: Rachael Mottram
5	Solution	5	 email address rachaelmottram@utilita.co.uk
6	Impacts & Other Considerations	5	 telephone 07387090866
7	Relevant Objectives	6	Transporter: Insert name
8	Implementation	7	 email address
9	Legal Text	7	 telephone
10	Recommendations	7	Systems Provider: Xoserve
Timetable			 UKLink@xoserve.com
The Proposer recommends the following timetable:			
Initial consideration by Workgroup	dd month year		Other: Insert name
Amended Modification considered by Workgroup	dd month year		 email address
Workgroup Report presented to Panel	dd month year		 telephone
Draft Modification Report issued for consultation	dd month year		
Consultation Close-out for representations	dd month year		
Variation Request presented to Panel	dd month year		
Final Modification Report available for Panel	dd month year		
Modification Panel decision	dd month year		

1 Summary

What

Although the UNC contains some governance around how isolations of gas supplies should be conducted, as a Shipper we are finding that in the majority of cases where a customer/developer has requested a disconnection from a Transporter, the first time we are made aware a site has been disconnected is when we receive an NMS file from a Transporter indicating there has been a change of status from live to dead.

Over the last 12 months, we were only notified by customers of a planned disconnection in 24% of cases of received change of status notifications within NMS from Transporters. We were also only able to arrange the collection of assets in a total of 13% of cases where a change of status had been made by Transporter. This means third parties had removed our assets without our knowing which is hitting us financially and hindering our ability to keep settlements and customer accounts updated accurately. As a result, we are looking to improve the communication between Transporters and Shippers so when a Transporter is first made aware of a request for a disconnection this is passed on to the Shipper instead of Transporters advising customers to contact their Supplier to arrange collection of assets. We expect the costs of lost assets to only continue to rise as the smart meter roll out continues so we are looking to put something in place as soon as reasonably practical. In 2014 a new [MRA Agreed Procedure](#) was introduced to govern a process for Distribution Business and Suppliers to work together in the instance where a customer requests a single or bulk site disconnection. We believe similar efforts should therefore be introduced under gas in the case of customer requested disconnections.

We raised the issue at the SPAA Expert Group on 11th July 2018 to understand if other Suppliers were losing track of assets in these instances and a number of Suppliers in attendance agreed similar issues were being experienced in their organisations and they would welcome a solution be developed under the UNC.

We are also having difficulty in verifying Transporter notifications of a supply points change of status due to the absence of information we are provided when such an event occurs. By having early sight of requested/paid for disconnections we would be able to verify details to ensure settlements is updated at the point of the site being no longer in use and a customer account can be closed accordingly. Upon further investigation of received NMS files we found that the notifications we receive have been sent in error in 10% of cases meaning we need to re-establish the status of the site. For this reason, learning from the introduction of MRA MAP21 and the benefits this has achieved in providing a uniform process and provision of data between Distribution Business and Suppliers we are seeking to improve the timely exchange of data between Transporters and Shippers where a customer/developer has requested a supply point to be disconnected/isolated.

Why

We understand from speaking to a number of Transporters through Xoserve and at the SPAA Expert Group (SEG) that when a customer/developer contacts them requesting a paid for disconnection, they advise a requestor to contact the registered Supplier at the site to arrange the collection of the meter and that they inform a customer that they are unable to perform a disconnection until a meter has been removed. We believe a more efficient process would be for the Transporter to notify a Shipper of this request and any relevant supporting information, to enable Shippers to verify the request and arrange the collection of assets. This is similar to the arrangements introduced into electricity where when a distribution business is contacted by a customer, the distribution business passes on the notification and planned disconnection date to a Supplier to enable the prior collection of assets and take any final meter reading.

Having early sight of planned/paid disconnection work from Transporters would provide a number of benefits. For example, this would remove the hassle of a customer needing to contact their Supplier as well as the

Transporter for work to be carried out whilst enabling Shippers/Suppliers to arrange the collection of meter assets. Shippers could also easily verify NMS files to ensure the swift withdrawal of a supply points registration and the closing/billing of a customer's account. Shippers would also not have to go to extreme lengths to verify a change of status notification which we do currently due to not knowing any work was planned at a supply point.

How

Currently, Shippers receive a monthly notification from Transporters of any Supply Points that have had their status changed from live to dead, this is however too late for arranging the collection of assets due to paid for disconnection work already having been taken place.

We would like to see a communication of some sort be sent from Transporters to Shippers upon a customer/developer requesting a disconnection. To prevent costs for Transporters and Shippers we would be supportive of solutions outside of requiring central system changes however any solution must ensure we received the following information from Transporters to enable us to verify a request and arrange the timely collection of assets:

- Transporter work reference number
- Reason for disconnection e.g. demolished, refurbished, made to electric only site
- Requestor contact name
- Requestor contact telephone number
- Requestor address
- MPRN
- Earliest Planned Disconnection Date

We would also like consideration whether there would ever be circumstances where a Transporter is informed by a customer that a meter asset has already been removed when requesting a disconnection and whether Transporters could also pass on this information to Shippers alongside when the asset was removed to help ensure settlements and customers accounts can be updated in a timely fashion.

Justification for [Fast Track] Self-Governance, Authority Direction or Urgency

We believe the modification should be treated as a Self-Governance modification when the modification:

(i) is unlikely to have a material effect on:

- (aa) existing or future gas consumers; and
- (bb) competition in the shipping, transportation or supply of gas conveyed through pipes or any commercial activities connected with the shipping, transportation or supply of gas conveyed through pipes; and
- (cc) the operation of one or more pipe-line system(s); and
- (dd) matters relating to sustainable development, safety or security of supply, or the management of market or network emergencies; and
- (ee) the uniform network code governance procedures or the network code modification procedures; and

(ii) is unlikely to discriminate between different classes of parties to the uniform network code/relevant gas transporters, gas shippers or DN operators.

Requested Next Steps

This modification should:

- be considered a non-material change and subject to self-governance
- be assessed by a Workgroup

We would appreciate development of this modification under a Working Group to ensure that all Shippers issues and Transporter procedures around this process are considered and an appropriate solution be developed.

2 Why Change?

Transporters and Shippers are impacted by this Modification. Dependant on the solution developed, the CDSP may also be impacted i.e. if there are changes to sent and received files. We believe mandating requirements for sharing data is a code matter and are following similar arrangements been introduced under the MRA for electricity.

If this change was not to be made, there is a continued issue of Suppliers losing assets and risks to the accuracy of settlements data with Final reads not being known by Shippers where a site has been isolated, similarly delays to customer final bills will continue.

Code Specific Matters

Reference Documents

N/A

Knowledge/Skills

Understanding of the gas isolation/ disconnections processes is necessary.

3 Solution

Insert subheading here (if required)

The Working Group is invited to consider the following options (and any other valid option to support the intentions of the Modification):

- A new regular report sent from each Transporter to each Shipper where a change in status of a Supply Point has occurred
- Introduction of a new Transporter to Shipper file to be sent each time a paid for disconnection has been arranged with a customer

4 Impacts & Other Considerations

Does this modification impact a Significant Code Review (SCR) or other significant industry change projects, if so, how?

N/A

Consumer Impacts

Consumers will be positively impacted by this Modification if implemented as accounts will be able to be kept up to date in a more timely manner. We also believe consumers will benefit by not having to contact both a Transporter or Supplier to coordinate a paid for disconnection which aligns to the customer experience under electricity.

Cross Code Impacts

N/A

EU Code Impacts

N/A

Central Systems Impacts

Subject to the solution developed by the Working Group, changes may be required to CDSP files.

5 Relevant Objectives

Impact of the modification on the Relevant Objectives:

Relevant Objective	Identified impact
a) Efficient and economic operation of the pipe-line system.	None
b) Coordinated, efficient and economic operation of (i) the combined pipe-line system, and/ or (ii) the pipe-line system of one or more other relevant gas transporters.	Positive
c) Efficient discharge of the licensee's obligations.	None
d) Securing of effective competition: (i) between relevant shippers; (ii) between relevant suppliers; and/or (iii) between DN operators (who have entered into transportation arrangements with other relevant gas transporters) and relevant shippers.	None
e) Provision of reasonable economic incentives for relevant suppliers to secure that the domestic customer supply security standards... are satisfied as respects the availability of gas to their domestic customers.	None
f) Promotion of efficiency in the implementation and administration of the Code.	Positive

g) Compliance with the Regulation and any relevant legally binding decisions of the European Commission and/or the Agency for the Co-operation of Energy Regulators.	None
----------------------------------------------------------------------------------------------------------------------------------------------------------------------	------

OR, for Section Y (Charging Methodology) Modifications

Impact of the modification on the Relevant Charging Methodology Objectives:	
Relevant Objective	Identified impact
a) Save in so far as paragraphs (aa) or (d) apply, that compliance with the charging methodology results in charges which reflect the costs incurred by the licensee in its transportation business;	Positive/Negative/None
aa) That, in so far as prices in respect of transportation arrangements are established by auction, either: (i) no reserve price is applied, or (ii) that reserve price is set at a level - (I) best calculated to promote efficiency and avoid undue preference in the supply of transportation services; and (II) best calculated to promote competition between gas suppliers and between gas shippers;	Positive/Negative/None
b) That, so far as is consistent with sub-paragraph (a), the charging methodology properly takes account of developments in the transportation business;	Positive/Negative/None
c) That, so far as is consistent with sub-paragraphs (a) and (b), compliance with the charging methodology facilitates effective competition between gas shippers and between gas suppliers; and	Positive/Negative/None
d) That the charging methodology reflects any alternative arrangements put in place in accordance with a determination made by the Secretary of State under paragraph 2A(a) of Standard Special Condition A27 (Disposal of Assets).	Positive/Negative/None
e) Compliance with the Regulation and any relevant legally binding decisions of the European Commission and/or the Agency for the Co-operation of Energy Regulators.	Positive/Negative/None

Demonstration of how the Relevant Objectives are furthered inserted here

6 Implementation

We believe his should be determined by the Workgroup based on the solution developed.

7 Legal Text

Text Commentary

Insert text here

Text

Insert text here

8 Recommendations

Proposer's Recommendation to Panel

Panel is asked to:

- Refer this proposal to a Workgroup for assessment.