

SHARED SUPPLY METER POINTS GUIDE AND PROCEDURES

Document Control

Version	Date	Reason for Change
13.5	16 March 2015	Update to bring in line with MOD0523S faster Switching. Also include reference to EU changes applicable from 1 st October 2015.
13.4	09 April 2013	Update to bring in line with UNC documentation following Exit Reform, the introduction on DN Interruption and to update contact details.
13.3	26 November 2012	Update to remove references to Interruption in line with UNC from 01 October 2012.
13.2	23 March 2011	Updated to bring in line with UNC documentation and to update contact details and remove Transco and replace with Transporter or National Grid UKT where appropriate
13.1	01 May 2005	

Development of the Guidelines

The requirement to publish Network Code Shared Supply Meter Points Guide and Procedures is specified in Section G1.7.16 of the Transportation Principal Document (TPD) of the Uniform Network Code (UNC). This section also provides for the document to be revised from time to time (subject to prior approval by Panel Majority of the Uniform Network Code Committee).

1. The procedures contained and specified within the document include; the end to end processes, timings and roles and responsibilities for parties involved
2. The document provides procedures that the Network Operators, Sharing Registered Users and the User Agents shall comply with.
3. The document set out below meets the Transporter's obligation to prepare guidelines, while the Document Control Section records changes, which have been made to the guidelines. The document is published on the Joint Office of Gas Transporters website, www.gasgovernance.co.uk.
4. The Transporters would welcome comments from Users on the published document at any time, which should be sent to enquiries@gasgovernance.co.uk. In accordance with the UNC, the Transporters will put any revisions they propose should be made to the document to the Uniform Network Code Committee for approval.

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Introduction

Shared Supply Meter Points (SSMPs) are sites where there can be more than one Registered User, through one or more meter points and due to the complexities of the processes are managed outside of UK Link but feed into Gemini for daily gas balancing and NTS capacity.

The booklet provides details of the business rules and administrative procedures that govern SSMPs covered under Uniform Network Code (UNC) Transportation Principal Document (TPD) G1.7 but should not be taken as a replacement for UNC rules. For further clarification of the exact provisions, refer to the UNC.

The aim of the document is to set out the processes in terms that Users and Transporters can follow to allow these sites to be managed on a day to day basis to meet UNC obligations.

1. Uniform Network Code Basis and Rules

Conventional UNC supply points, administered on UK Link, can consist of one or more Supply Meter Points but can only have one Registered User at any one time.

In contrast UNC rules for Shared Supply Meter Points (SSMPs), allows for more than one Registered User at any one time.

In order for a supply point to qualify for Shared Supply Meter Point status, it must comply with certain criteria detailed in UNC TPD, section G1.7. In summary, these are:

- I. a supply point which at the 1st March 1996 was comprised in more than one supply point; or

the following conditions are all satisfied:

- II. The supply point aggregate AQ quantity exceeds 58,600,000 kWh (2,000,000 therms);
- III. Every other Supply Meter Point comprised in any relevant Supply point is also a Shared Supply Meter Point subject to the same basis of apportionment;
- IV. There is no NDM Supply Point Component of any relevant Supply Point
- V. The supply point must not contain any sub-deduct arrangements; and
- VI. The supply point must comply with the single premise requirement.

The end-to-end operation of Shared Supply Meter Points shall be described in further detail in the relevant sections of the guide.

2. Setting up of Shared Supply Meter Points (SSMPs)

2.1 Summary

Shared Supply Meter Points are administered outside of UK Link and therefore transactions are not conducted through the Information Exchange (IX) electronic link but via conventional notice.

In practice, this requires the completion of paper Supply Point Nomination and Supply Point Confirmation forms, with notification of daily meter readings issued by the DMSP via fax. Metering Equipment updates are also sent by the User to the Transporter using conventional notification

In respect of the UNC rules concerning Supply Point Administration, Shared Supply Meter Points operate within the same framework with some exceptions:

- [i] A Supply Point Nomination for a newly requested Shared Supply Meter Point requires two months notice before the requested effective date (UNC TPD G1.7.10)
- [ii] If the submission of a Supply Point Nomination pursuant to [i] results in a Transportation Offer which the sharing Users then wish to confirm, this Supply Point Confirmation must allow twenty working days notice until the requested effective date (UNC TPD G1.7.10).

The above extensions to standard time scales allow Transporters to set up the relevant off-line activities in order to be able to operate the Shared Supply Meter Point.

For supply points that currently operate as Shared Supply Meter Points, the notification time scales are as “normal” supply point UNC rules, as covered in UNC TPD Section G.

Shared Supply Meter Points can be connected to the National Transmission System (NTS) or to an LDZ within a Distribution Network (DN).

NTS connected sites and some LDZ sites have telemetry equipment fitted for the capture of daily measurements and are managed for this purpose by National Grid Transmission (UKT).

The majority of LDZ sites are non-telemetered and have datalogger equipment

installed by the Daily Metered Service Provider (DMSP). The remaining daily processes are managed by Xoserve, the Transporters' Agency, who also deal with invoicing, reconciliation and metering activities for all sites. This includes the calculation of metering equipment and data logger Provision, Installation and Maintenance (PIM) charges.

Each registered User at a SSMP is given a Logical Meter Number (LMN) in place of a confirmation number, which is also used in Gemini for daily gas balancing and allocation purposes.

All activities for Daily Metered sites are applicable in Gemini.

There are two processes to manage daily gas allocations; a Transporter Service or User Agent Service, which require different SPA Nomination forms. Further details on these services can be found in Section 3 of this document. If further information is required, see contact details Section 10.

NTS Exit reform changed requirements for capacity booking post 01 October 2012.

NTS Exit Capacity is required to flow gas at an NTS exit point. This can be obtained on a long term or short term basis. Long term capacity can be booked during the Enduring Exit window which is held in July of the year with start dates in Gas Years Y+4, Y+5 and Y+6. An annual product for Gas Year Y+1 is also available. Short term Exit capacity can also be purchased before and during the Gas day. These bookings are all carried out within the Gemini Exit System. Further information on booking NTS Exit Capacity is to be found in UNC TPD Section B.3. If gas is flowed without adequate capacity bookings overrun charges can be incurred as detailed in UNC TPD Section B.3.13. For further information on booking NTS exit capacity please use the contact details in Section 9.

With the introduction of the above process to book exit capacity at an NTS site, there is no longer a requirement when nominating an NTS site to provide an Annual Quantity (AQ), Supply Point Off-take Quantity (SOQ) or Supply Hourly Quantity (SHQ). **This is still a requirement when nominating an LDZ site.**

Optional tariff is also available to eligible sites; further details can be found in UNC TPD Section B1.8(d).

Unless otherwise stated Xoserve, as the Transporter Agency, carries out all the relevant Transporter activities for Shared Supply Meter Points.

All relevant Transportation charges apply, which includes administration charges, Metering and datalogger charges (where applicable). Please refer to each Transporter's and Meter Asset Manager's current Charging Statements for further details.

2.2 Procedures - applies to both Transporter and User Agent Services

Time scales

User(s)/User Agent send SSMP Transporter (T) or User Agent (A) Nomination forms to Transporter.
All Users party to the nomination sign.

2 Months
notice for
new SSMP



Transporter performs validation checks, and, if necessary conducts load/supply type referrals, including reference to NExA/ ARCA obligations if applicable.



Transporter sends transportation offer or nomination rejection to User(s) by letter and fax and an acknowledgment/rejection fax to the User Agent if applicable.



User(s)/User Agent submit confirmation notice
(SSMPCI form).

not less than 14 calendar days commencing on the Day after the Supply Point Confirmation is submitted
(20 if a change in the shared Users) until requested effective date.

2.2 Procedures - applies to both Transporter and User Agent Services (continued)

Time scales

Withdrawal notice is sent by letter & fax to incumbent User(s) by Transporter (if necessary). The Incumbent User(s) may object up to but not after:

- (i) the 7th Supply Point Systems Business Day after the date of notification to the Existing Registered User of the submission of the Supply Point Confirmation; or
 - (ii) if earlier, the 3rd Supply Point Systems Business Day before the Proposed Supply Point Registration Date, (in either case the “Objection Deadline”).
- Incoming User/s will be advised of this and the confirmation will lapse if this objection is not cancelled by the incumbent by the Objection Deadline.

not less than 14 calendar days commencing on the Day after the Supply Point Confirmation is submitted

D-2 at latest.



Transporter informs User(s)/agent of Logical Meter Numbers (LMN) if no objection or objection withdrawn from incumbent User.

3. Daily Operations: Nominations, Measurements and Allocations

3.1 Summary

The SSMP gas allocation processes operates following receipt of meter readings/measurements on D+1, which are aggregated at site level to an energy value then allocated to each Registered User, which is based on an agreed allocation methodology for Transporter managed sites, or by a Users Agent.

The energy allocation is aligned to the User's Logical Meter Number (LMN), which is a "unique" identifier in Gemini that represents a pseudo confirmation number for a SSMP.

The LMN is also used by Users for the daily Gas Nomination purposes.

National Grid UKT operates the telemetered allocation process and Xoserve the Transporters datalogger allocation process.

The daily allocation process can be carried out through the Transporter Service or User Agent Service:

Transporter Service:

The User will define an allocation methodology at the point of Confirmation which is then applied daily between the LMNs of the Sharing Registered Users.

This is provided on a percentage basis.

Example of percentage split:

User X 65% of allocation

User Y 35% of allocation

Total overall split to add upto 100%

[ii] User Agent Service

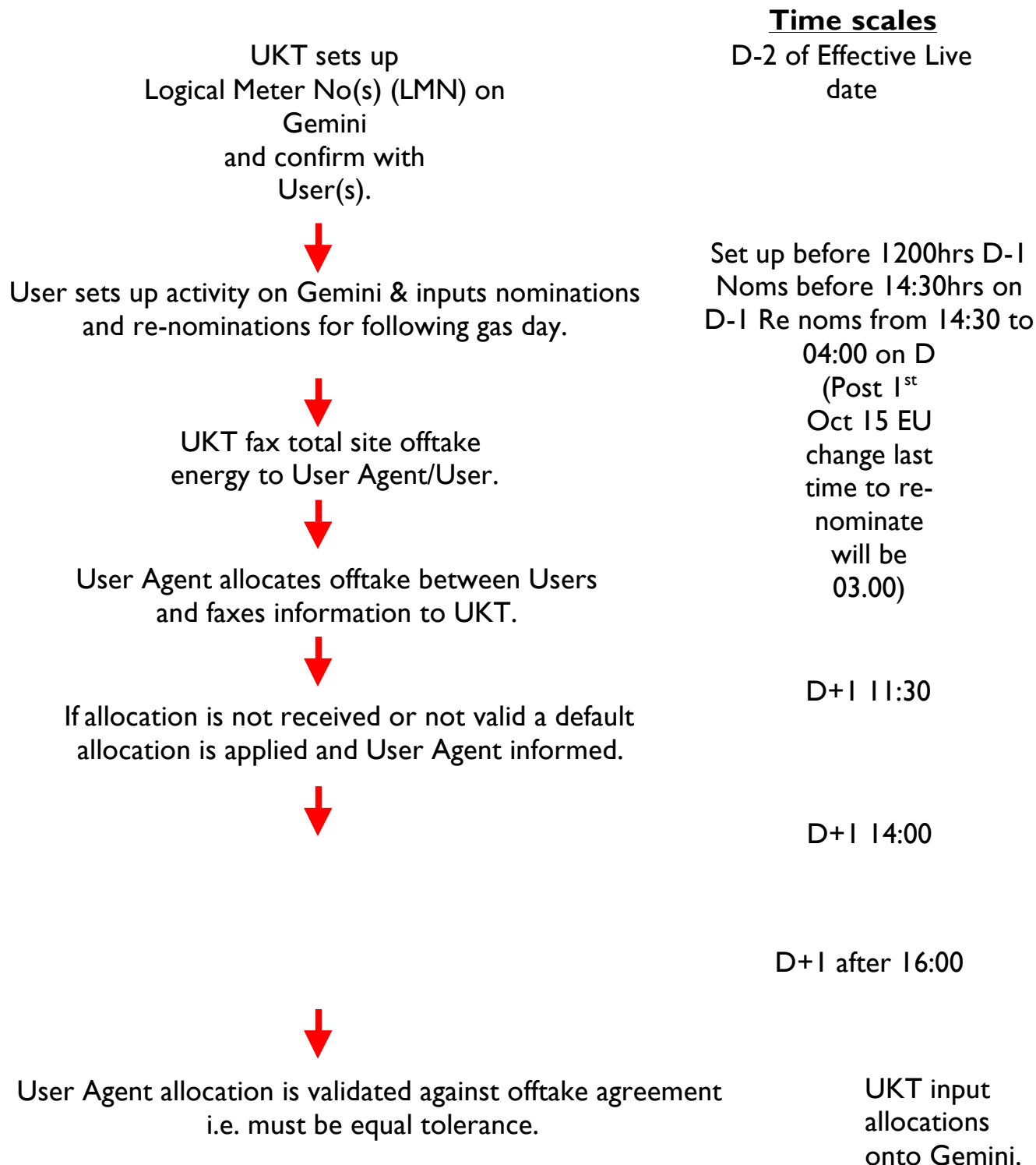
This service allows the appointment, by the Sharing Users, of a User Agent whose role is to receive notification on a daily basis from the Transporter of the aggregate offtake quantity of the Shared Supply Meter Point for the previous Gas Day.

The User Agent must then return notice to the Transporter of the allocation between the Sharing Users (by LMN) of that aggregate offtake by 16:00 on D+1

The User Agent Service allows the Sharing Users to change their allocation methodology on a daily basis.

The Transporter Service allows restricted amendments (see Section 6 below)

3.2 Procedure for Telemetered Sites (NTS) – User Agent Service

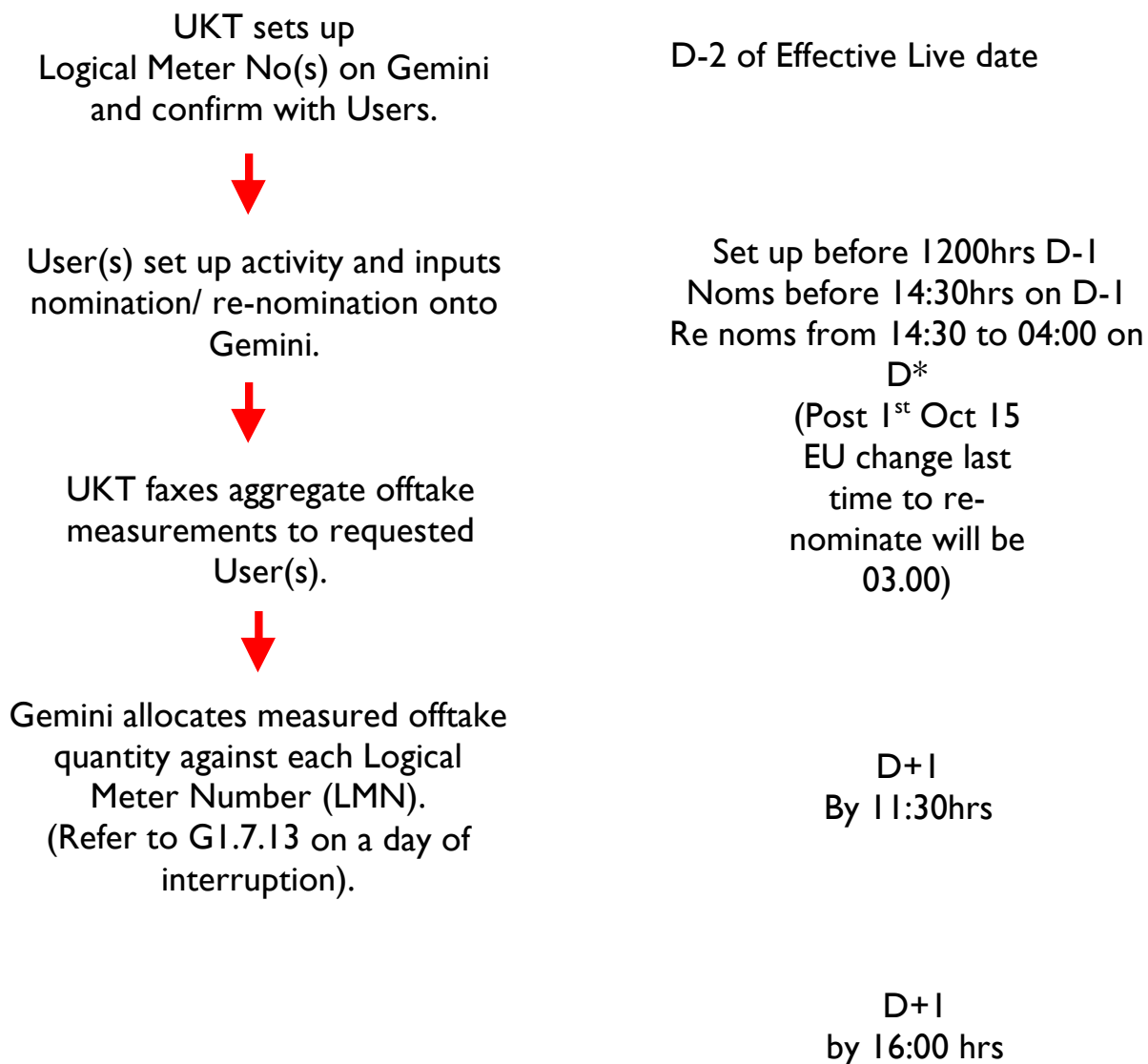


D+1 before 16:00

**D+1 by 16:00 to D+5 No
Later than 16:00**

3.3 Procedure for Telemetered Sites (NTS) - Transporter Service

Time scales



* Nominations can be input on Gemini on a daily basis from D-35 to 14:30 on D-1

3.3 Procedure for Telemetered Sites - Transporter Service (continued)

Time scales

UKT faxes any offtake
measurement changes to
User(s).

D+1 to D+5



Gemini auto re-allocates as per new
measured offtake quantity,

D+5
No Later
than 1600hrs

3.4 Procedure for Non - Telemetered DN SSMP sites – User Agent Service

Time scales

Transporter set-up LMNs within
Gemini and confirms LMN details to
User Agent and User(s)

D-2 of Effective Live date



User(s) sets up activity
and inputs nominations/
re-nominations on Gemini.

Set up before 1200hrs on D-1
Noms before 14:30hrs on D-1
Re noms from 14:30 to 04:00 on
D



UKT faxes total site meter reading to User Agent

D+1
1130 hrs

3.4 Procedure for Non - Telemetered DN SSMP sites- User Agent Service (continued)

Time scales

User Agent allocates Offtake energy between User(s) and faxes information to National Grid (UKT).

D+1

1400 Hrs



If User Agent allocation is not received, Gemini allocates measured quantity using default and advises User Agent by fax that default has been applied

D+1

after 1400 hrs



UKT validates User Agent allocation against measured offtake quantity.



UKT input allocations on Gemini.

D+1

by 1600 Hrs

3.4 Procedure for Non - Telemetered DN SSMP Sites – User Agent Service (continued)

Time scales

D+1

Where changes to meter readings occur within D+5, the Transporter will advise the User(s).



Transporter faxes any changes to energy to User Agent.



User Agent revises allocations and advises UKT by fax, giving reason if revising allocation.

Any Day by 1130 hrs
but not later than 1130 hrs
on D+5

By 1400 hrs each day a change has been notified, but not later than 1400 hrs on D+5.

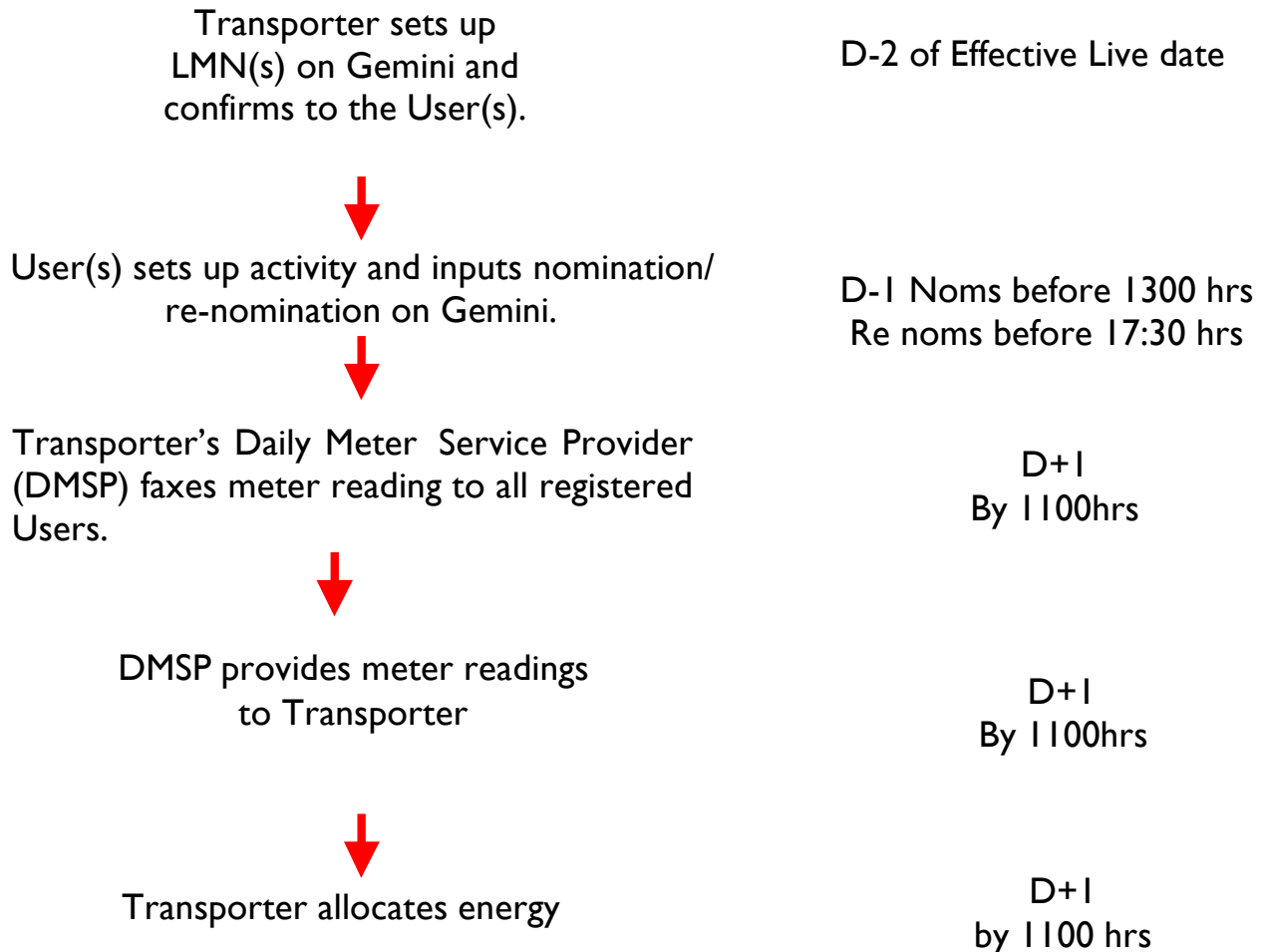


UKT
Inputs revised allocations
on Gemini.

By 1600 hrs each day but
not later than 1600 hrs
on D+5.

3.5 Procedure for Non – Telemetered DN SSMP Sites – Transporter Service

Time scales



3.5 Procedure for Non – Telemetered DN SSMP Sites - Transporter Service (continued)

Time scales

Allocations loaded on Gemini

D+1
Before 1600hrs



Where changes to meter readings are required, The User will advise the DMSP to update the Transporter

D+1



Transporter will update changes to meter reads within D+5 and then amended allocation will load on Gemini.

Up to
D+5

4. Pricing and Invoicing

4.1 Summary

The Transportation Charges for SSMPs are set out in the Transporter's Transportation Charging Statements and Metering Charging Statements.

With the exception of NTS Entry and Exit Capacity, NTS Entry Commodity and Optional Tariff Adjustment (Shorthaul) charges calculated in Gemini; all other charges are issued as part of the Unique Sites invoicing processes through AdHoc Billing; with supporting documentation sent via the IX on the same day.

Rates are calculated using the aggregate of the supply points within the SSMP but charges are **calculated using** each User's nominated SOQ and daily energy quantities.

In addition, SSMP are subject to administration charges comprising a set-up charge and a daily charge, which are applied to each Registered User at the SSMP.

All LDZ charges, NTS Exit Commodity and admin charges are invoiced on the 8th business day of the month,

Metering and Data Logger charges on the 12th business day,

Reconciliation and Adjustment charges on the 18th business day,

Optional Tariff Adjustment (Shorthaul) issued 19th business day.

5. DN Interruptible Contracts

5.1 Summary

In accordance with UNC TPD Section G6, where a Distribution Network Operator (DNO) requires an Interruptible contract to be in place for a Supply Meter Point which is part of a Shared Supply Meter Point (SSMP), the following process will apply:

5.2 New Greenfield site becoming a Shared Supply Meter Point

1. The DNO will notify Users that site requires an Interruptible (UNCG6.7) or Temporary Interruptible Contract (UNC TPDG6.13 and UNC TPDG6.14 under MOD0420).
2. User will liaise with DNO to agree suitable DN Interruptible Contracts.
3. The DNO will notify Xoserve of contractual arrangements.
4. Users will receive a monthly DN Interruption Option invoice for sites that provide the DNO with the option to interrupt as per agreed contract. Where a Temporary Interruptible Contract is in place the rates are set to zero.
5. Users will receive an Adhoc DN Interruption Exercise Invoice where the DNO has exercised the option to interrupt as per agreed contract. Where a Temporary Interruptible Contract is in place the rates are set to zero.
6. Where a Temporary Interruptible Contract is in place the DNO may issue an Interruption Invitation (whether annual Interruption or an Adhoc Interruption Invitation) and the Temporary Interruptible Supply Point is in the Interruption Zone the proposing user shall be entitled to submit an Interruption offer pursuant to that Interruption invitation and where the DNO accepts any such Interruption offer the Temporary Interruptible Supply Point Capacity shall automatically cease to be Temporary Interruptible Supply Point Capacity at the commencement of the earliest Interruptible period to which the relevant Interruption Offer relates.

5.3 Change to current Shared Supply Meter Point User Arrangement

Where the Shared Supply Meter Point arrangements change once Interruptible Contracts are in place the following processes will apply (UNC TPD6.7):

Scenario 1:

Current Set Up:

User A – Current Bid number: 1 Tranche 1

User B – Current Bid number 2 Tranche 2

New Set Up:

User C – Current Bid number: 1 Tranche 1

User B – Current Bid number 2 Tranche 2

Where User A is withdrawing from the site and User C is joining to replace user A then the contract will remain as is and the User and effective start date will be updated for all User A Bids to User C ownership.

Scenario 2:

Current Set Up:

User A – Current Bid number: 1 Tranche 1

User B – Current Bid number 2 Tranche 2

New Set Up:

User B – Remaining on supply point

User C – Joining supply point

User D – Joining supply point

Where User A is withdrawing from the site and two new Users are joining the Shared Supply Meter Point the split of the DN Interruptible contracts needs to be re-negotiated to determine the new tranche splits with the DNO and the following process will need to be followed:

1. Xoserve will notify the DNO of the current set up with current Bid numbers.
2. The DNO will notify Users that site requires a new Interruptible Contract.
3. Users will liaise with the DNO to agree suitable DN Interruptible Contracts.
4. The DNO will notify Xoserve of contractual arrangements.
5. All the existing contracts for all Users will be cancelled and the new contracts will be established with all the registering users with the relevant agreed rates.
6. Users will receive a monthly DN Interruption Option invoice for sites that provide the DNO with the option to interrupt as per agreed contract.

7. Users will receive an Adhoc DN Interruption Exercise Invoice where the DNO has exercised the option to interrupt as per agreed contract.

For further information on the DN Interruptible contract process please contact the relevant DNO. Contact details can be found in Section 10 of this booklet.

6. Contractual Modification

6.1 Summary

Various changes can be made to an existing Shared Supply Meter Point arrangement but may be restricted in the frequency and notice period. Each of the following changes need to be communicated to Transporter by completion of an appropriate set of nomination forms highlighting, where relevant, that the change is a modification to an existing agreement.

6.2 Frequency & Notice Periods

<u>Type of Change</u>	<u>Notification Period</u>	<u>Limit of one Change Every 30 days</u>
Change SOQ between Users No change in site	not be less than 4 Supply Point Systems Business Days or not less than 14 calendar days commencing on the Day after the Supply Point Confirmation is submitted	Yes
Change in SOQ between Users -increase in site aggregate	Transportation offer produced within 14 days plus, not be less than 4 Supply Point Systems Business Days or not less than 14 calendar days commencing on the Day after the Supply Point Confirmation is submitted	Yes

Change in User Agent, or
Change Transporter Service to
User Agent
Service, or User Agent Service to
Transporter Service

not be less than 4 Supply Point
Systems Business Days

Yes

Change in contact details

not be less than 4 Supply Point
Systems Business Days

No

Change allocation methodology

not be less than 4 Supply Point
Systems Business Days

Yes



Change allocation methodology
for default on Transporter
Services.

not be less than 4 Supply Point
Systems Business Days

Yes

not

not be

<u>Type of change</u>	<u>Notification Period</u>	<u>Limit of 1 Change Every 30 days?</u>
New User replaces an existing User exactly i.e. no other changes.	2 days to produce  offer, subject to agreement to NExA, if applicable, plus not less than 14 calendar days commencing on the Day after the Supply Point Confirmation is submitted .	Yes
Change to the default allocations.	 30 days	No, 4 changes per year

7. Frequently Asked Questions and Answers

Q. Who can be appointed as a User Agent? Are there any criteria the potential User Agent must fulfill?

A. The User Agent can be a User, an end user or a third party that all Sharing Users at the SSMP deem capable of performing their activities. UNC does not specify any further criteria but failure of the User Agent to perform required functions can result in certain UNC penalties.

Q. What happens if the User Agent does not submit the allocation or the allocations are incorrect?

A. At the time of confirmation the Sharing Users submit a default allocation proforma which is applied if allocations are not provided by 15:30 on D+1. The system will calculate these based on default allocations against nominations or if the nominations are zero default allocations against supply point capacity.

Failure of the User Agent to submit the daily allocations on thirteen occasions within a gas year will result in the Shared Supply Point being reclassified as a Transporter Service and therefore the Transporter service processes and charges will be applied.

Q. Can the time scales for set up of Shared Supply Meter Points and Confirmation be shortened?

A. Not in the case of a confirmation; as the timings are defined within UNC. The two month set up period is a maximum lead time. If circumstances allow, this may be shortened but the Transporter reserves the right to request the full two months notice.

Q. What are the benefits of Transporter and User Agent Service?

A. Shared Supply Meter Point requires the daily gas allocation to take place on D+1.

The Transporter service is based on a fixed allocation agreement as per the methodology notified at the point of nomination. The advantage to this service is, Users do not have to communicate with the Transporter on a daily basis but the allocation methodology can only be changed once every 30 days with not be less than 4 Supply Point Systems Business Days notice.

User Agent service relies on a third party, appointed by the Sharing Registered Users to inform the Transporter of the daily gas allocations on D+1 (or within D+5). This allocation methodology can be altered on a daily basis to meet Users requirements. In addition User Agent service Shared Supply Meter points are subject to lower administration charges.

The disadvantage and risk is that Users are relying on a third party to ensure the correct allocations/measurements are in Gemini before Exit Close Out.

Q. What is a Logical Meter Number?

A. A Logical Meter Number (LMN) is equivalent to a confirmation number and also used in Gemini for daily gas allocations and gas nominations. The physical meter flows, at energy level, are allocated between using each Users LMN:

For NTS Offtakes this will be of the format: ATVLDMCxxx

For LDZ Offtakes, this will be of the format: ATRTSxxxxxx

Q. How can we obtain information about a current Unique Site?

A. A User can submit an enquiry for a Shared Supply Meter Point by contacting the Transporter Agency Xoserve SPA team (contact details in section 9); providing address details of the site in question.

Address details of current Shared Supply Meter Points are detailed on the M number disk.

8. Glossary of Terms

Allocations: The allocation of energy to between Sharing Registered Users, based on the sharing arrangements agreed at the point of confirmation or by the Users Agent, based on the total daily measured gas flows and used for energy balancing and commodity billing purposes.

AQ: Annual Quantity for DM sites is based on the previous 12 months consumption of the Supply Point.

Ad-hoc Invoice: An invoicing process used to produce invoices not covered in UKL or Gemini.

Confirmation Number: a numeric reference assigned to a Supply Point managed on Xoserve's Sites & Meters system, which changes each time a supply is confirmed. The reference is used on Gemini for Daily Metered supplies.

Daily Metered (DM) CSEP: Connected System Exit Point. A Connected System Exit Point is a System Point owned and operated by an Independent Gas Transporter/Connected Systems Operator (iGT/CSO), exiting either the NTS or LDZ.

Daily Gas Balancing: User inputs and outputs are balanced at the end of each "gas flow day" and the appropriate balancing charges are calculated.

Datalogger: A capture device that automatically records, stores and transmits metering equipment readings to the DMSP.

DM: Daily Metered supply point whose consumption is measured and used each day for energy balancing and commodity billing purposes.

DMSP: Daily Metered Service Provider

DN: Distribution Network

DNO: Distribution Network Operator

Firm Supply: A supply type whereby gas can be offtaken every day of the year up to the maximum daily offtake registered.

Gas Nomination: A pre gas day notification of intended gas consumption for

a gas day. Nominations can be completed in Gemini from D-35 to 14:30 on D-1.

Gemini: The system used for energy balancing, Entry and Exit Capacity and other NTS processes.

Kilowatt Hour (kWh): The unit of energy; approximately 0.0341 therms.

LDZ: Local Distribution Zones are pipelines (other than the NTS) owned and operated by the relevant Distribution Network Operator (DNO)

Meter Point Reference Number (MPRN): A point of connection from the end of the Transporter pipe line to meter connection.

Non-telemetered: A site which has data logger equipment fitted rather than telemetry equipment to measure usage.

NTS: National Transmission System owned by National Grid is a High pressure system consisting of, terminal input points, compressor stations, pipeline systems, directly connected sites (including Storage) and LDZ Offtakes. The NTS is designed to operate at pressures up to 95 barg.

SHQ: Supply Hourly Quantity. The maximum hourly allowed off-take rate at a supply point.

SOQ: Supply Point Offtake Quantity. The maximum daily allowed off-take at a supply point. For NTS Offtakes, this must equal 24 times the SHQ.

SPA: Supply Point Administration is the process managed through UKLink suite of systems by which Transporters maintain the records of every Supply Point within the UK and also hold User contractual details.

SSMP: Shared Supply Meter Point

Supply Point Nomination: a request made by a User to gain ownership of a site

Supply Point: A group of one or more Meter Points at a site.

Telemetry: A capture device to record instantaneous flow.

Transporter Agent/Agency – refers to Xoserve who have an Agency Service Agreement with each Transporter to carry out certain UNC obligations (Transporter Agency Activities) on their behalf (see UNC TPD V6.5).

National Grid Transmission (UKT): operate the National Transmission System (NTS).

National Grid UK Distribution (UKD): operate LDZs of WM, EA, EM, NT and NW.

Wales & West Utilities: operate LDZs of WN, WS and SW.

Northern Gas Networks: operate LDZs of NO and NE

Scotland Gas Networks: operate LDZs of SC, LO, LS, LC, LT, LW

Southern Gas Networks: operate LDZs of SE and SO.

User Agent: party appointed by the Sharing Registered Users to inform The Transporter on a daily basis of the allocation of the gas for the previous gas day.

User: A signatory to UNC who could be a Shipper User (UNC TPD B2.2.1(a)) or a Trader User (UNC TPD B2.2.1(b)).

UKLink: A suite of computer systems that supports UNC operations and includes Gemini, Supply Point Administration services, Sites and Meters and Invoicing.

UNC: Uniform Network Code - Contract between the Transporters and Users.

VLDMC: Very Large Daily Metered Customer. Supply point classification indicating AQ in excess of 1,465,000,000 kWh.

Xoserve: Transporters Agent/Agency.

9. Xoserve and National Grid Transmission Contacts

Xoserve Supply Point Administration – Unique Sites

Xoserve Customer Operations SPA Offline Services
31 Homer Road
Solihull
West Midlands
B91 3LT

Team mail: uniquesites.spa@xoserve.com

Fax Number: 0121 623 2785

Xoserve Billing – Unique Sites

Xoserve Customer Operations Offline Invoicing
31 Homer Road
Solihull
West Midlands
B91 3LT

Team mail: uniquesites.billing@xoserve.com

Fax number: 0121 623 2785

Energy Balancing & Tracking Team

National Grid UK Transmission
Network Operations
NGT House
Warwick Technology Park
Warwick
CV34 6DA

Team mail: unique.sites.energy.performance@uk.ngrid.com

Fax Number: 01926 656615

NTS Exit Capacity:

Contact: Melissa Albray (Tel: 01926 65 3608)

Email: Gasoperations.shipperliaison@uk.ngrid.com

NTS Enduring Capacity:

NTS Capacity Auctions Team
National Grid UK Transmission
Network Operations
NGT House
Warwick Technology Park
Warwick
CV34 6DA

Email – nts.exitcapacity@nationalgrid.com

Telephone – 01926 654058

National Grid Transmission

Warwick Technology Park
Warwick
CV34 6DA

Melissa Albray 01926 653608
melissa.albray@uk.ngrid.com
Fax 01926 498506

10. Distribution Network Operator (DNO) Contacts

National Grid UK Distribution

System Operation
Brick Kiln Street
Coventry Road
Hinckley
Leicestershire
LE10 0NA

Fax Number: 01455 232856
Diane Bentick 01455 893137
diane.m.bentick@uk.ngrid.com

Wales & West Utilities

Wales & West House
Spooner Close
Celtic Springs
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