

Representation received by Email

0410A: Responsibility for gas off-taken at Unregistered Sites following New Network Connections

Date: 07 June 2013

Organisation: Peter Thompson, Customer Representative

Abstract:

Modification 0410 – not in support

Modification 0410A - supports

I support the alternate modification on the basis that the further thought and change seeks to place the cost on the responsible person. In a perfect world the request for a meter to be installed would not be made without a contract with a supplier. In the absence of this process alternative processes have to be in place to deal with the exceptions. As a customer I consider any cost should be born by the relevant party however this may be difficult to trace and as a consequence all customers pay. In this modification I see real attempt to provide mitigation where energy has flowed and responsibility is unclear.

Further to my response, which referred directly to my support of the modification, these further thoughts are pointed toward Ofgem and the rest of the industry who are outside the UNC contractual relationship but from where many of the causes of the reason for this modification are generated.

The process for ensuring energy is always taken from the system through a meter identified to an address location, which has a correct and identifiable MPRN, which is registered to a Supplier and Shipper, for the most part works satisfactorily.

The exceptions are the minority and it is Modifications such as the above, which seeks to deal with the energy and cost associated with them.

It seems to me that a couple of principles / additions to the process would assist in reducing further any increase in the number of these exceptions in the future.

- 1) Only a Transporter may authorise a meter being installed, exchanged or removed at an MPRN on its system by the provision of a unique to site and shipper authorisation code.
- 2) Only a supplier with such authorisation received via the shipper may instruct a meter installer to carry out such meter work.
- 3) A meter installer must clearly identify the Supplier and his Metering organisation, including the authorisation code, at the meter installation at the time work is carried out,

The practices which would support the introduction of these principles can be arranged to be obtained electronically,

automatically and with minimum cost. The present cost to the industry of not having such an end to end auditable arrangement would provide a business case for the introduction of the processes. The failure of any party to the process can quickly be identified so allowing the actual allocation of any cost plus fines to be directed and so bring about the reduction of unallocated energy.

The consideration by Ofgem of these points would be appreciated by customers and I am sure those involved in dealing with the present situation with an interest in seeing it being resolved in the longer term.

Peter Thompson

Customer Representative