June 2001

Review of Transco's price control from 2002

Draft Regulatory Instructions and Guidance for Reporting Outputs

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1. Introduction

1.1 These draft Regulatory Instructions and Guidance (RIGs) have been produced in accordance with the proposals for NTS, LDZ and shipper service output measures and medium-term performance reporting set out in the accompanying June price control draft proposals paper.[1] The final version of the RIGs, due to be published in September, will be applicable for the reporting year commencing 1 April 2002.

1.2 Ofgem proposes to formalise the outputs reporting regime in a new special licence condition. This will set out the high-level requirements for collating and reporting "Specified Information" and refer to the RIGs for more detailed definitions and related instructions and guidance. Specified Information includes:

- NTS entry capacity measures;
- the number and duration of non-contractual supply interruptions;
- the number of shipper queries, the proportion of queries resolved within 10 and 20 Business Days and the mean time taken to resolve outstanding queries;
- reliability of the M-number database CD-ROM service to shippers;
- estimated and forecast 1 in 20 peak demand for each LDZ;
- the safety of Transco's LDZ networks;
- data on the medium-term performance of Transco NTS and LDZ networks and accompanying narrative; and
- supporting information on the number of diversion schemes, the number of new connections completed each year and the number of publicly reported gas escapes.

[1] "Review of Transco's Price Control from 2002 – Draft Proposals", Ofgem, June 2001.

1.3 Please note that the definitions specified in these RIGs are to be used for price control outputs, supporting measures and medium-term performance reporting They may differ from definitions specified elsewhere.

1.4 It is necessary to include a mechanism for changes in the specified information. As regards the LDZ and shipper services outputs and medium-term performance reporting, the change mechanism will be similar to that implemented as part of the Information and Incentives Project for the electricity distribution businesses. Changes to outputs will only be made at price control reviews unless Ofgem has the prior agreement of Transco. Changes to the RIGs, however, may be made to improve definitions of output measures, remove inconsistencies, improve presentation or style or to set out additional supporting information needed to set the incentive scheme.

1.5 NTS output and associated RIGs may need to change to reflect any changes in the exit and balancing regime.

1.6 Ofgem intends to publish a draft special licence condition for outputs reporting as an annex to the September final proposals paper.

1.7 Where the relevant systems and processes are in place for measuring LDZ and shipper service outputs, medium-term performance measures and supporting measures collection of data should commence in April 2002. However, Ofgem recognises that Transco will need to develop new systems and processes to record data on interruptions. Ofgem will allow Transco a lead-time for these to be established and therefore proposes that Transco should start collating information on the interruptions during the 2002/3 formula year and not later than 31 March 2003. Reporting on the number and duration of interruptions should begin by 1 August 2003.

1.8 Separate reporting arrangements will apply for the NTS entry capacity measures and are discussed in section 2.

1.9 The work on developing the outputs regime for Transco's businesses has built on the existing work on capital expenditure outputs which have been used by Ofgem to monitor performance during the current price control period. Appendix 2 illustrates how the existing capital expenditure monitoring outputs

map onto the draft output measures, supporting measures and medium-term performance measures for the new price control period.

Structure of this document

1.10 The RIGs cover the following areas:

- definitions, instructions and guidance for collating information on:
  - NTS entry capacity outputs – (section 2);
  - the number and duration of non-contractual supply interruptions – (section 3);
  - the number of shipper queries, the proportion of queries resolved within 10 and 20 Business Days and the mean time taken to resolve outstanding queries - (section 4);
  - reliability of the M-number database CD-ROM service to shippers – (section 5);
  - estimated and forecast 1 in 20 peak demand in each LDZ – (section 6);
  - the safety of Transco's LDZ networks (section 7);
  - medium-term performance – (section 8); and
  - a number of supporting measures – (section 9)
- an outline of the reporting arrangements for the LDZ and shipper service output measures and medium-term performance reports (section 10);
- an outline of the purpose for which Specified Information will be used – Appendix 1; and
- a table mapping existing capex monitoring outputs to the new price control outputs – Appendix 2;
- tables setting out the categories of operational and invoicing queries – Appendix 3; and

- a tree-diagram illustrating the breakdown of interruptions by cause – Appendix 4.

Responding to this document

1.11 Any comments on the draft RIGs should be received by 3 August 2001. Ofgem will consider the views of respondents in drawing up the final version, which will be published in September – to apply for the reporting year beginning 1 April 2002. Any comments should be sent to:

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1.12 Ofgem would like to publish responses by placing them in its library. Please mark your response as confidential if you do not wish it to be placed in Ofgem's library.

2. NTS entry and exit capacity and linepack measures

Entry capacity

2.1 This section sets out the definitions, instructions and guidance for the reporting of the entry capacity to be offered for sale by Transco through auctions.

Definitions

2.2 Entry capacity that is offered for sale by Transco is measured in terms of Gwh/day.

Instructions

2.3 Transco will offer the agreed NTS entry capacity output measures for sale as firm entry capacity rights through a combination of long-term and short-term price auctions. These auctions are expected to occur in early 2002.

2.4 The exact allocation of capacity offered between the long-term and short-term auctions will be determined through the Transco Network Code modification process.

2.5 Transco will be required to offer for sale 100 per cent of each baseline output measure for all entry terminals for the period from 1 April 2002 to 31 March 2007 through a combination of short and long-term entry capacity auctions.

2.6 Transco will be required to provide Ofgem with evidence that it has offered the correct quantity of capacity for sale. This information will need to be provided on an annual basis for each capacity year[2] following the completion of that capacity year.

2.7 Ofgem does not consider that it has any role in monitoring whether or not Transco has met its NTS entry output measures. Ofgem has proposed that the NTS entry capacity output measures will underpin a new incentive framework for investment in the NTS. Under this framework Transco will be able to respond to the price signals emerging from the auctions and invest where it is efficient to do so. Transco will therefore be permitted to deviate from the

baseline output measure in terms of the physical capacity it makes available. Consequently therefore it is not necessary to monitor Transco's performance against the baseline output measure.

2.8 An example of the NTS entry output measures that Transco could offer for sale in the entry capacity auctions appears in the following matrix. This matrix is an example only and is not intended to represent the output measures that Transco will be required to offer for sale. Ofgem will reach a final determination on these output measures in September 2001.

Table 2.1 Example NTS entry capacity matrix for 2001/2

*January/October/July = a weekday with a seasonal normal temperature equal to that on the 15th of each month, with a wind chill equal to the average for the month		
	2001/2	
	January	***etc***
Entry Points	*Capacity Output*	*Capacity output*
Bacton		
Barrow		
Easington		
St Fergus		
Teesside		
Theddlethorpe		
LNG		
Other Storage		
Total entry flows		

Exit capacity and linepack

2.9 Ofgem would welcome views on whether under the existing regime specific definitions, instructions and guidance for the reporting of exit capacity and linepack are appropriate.

[2] Ofgem is considering whether capacity years should be defined as formula years (April to March) or gas years (October to September).

3. Definitions, instructions and guidance for reporting the number and duration of interruptions to supply in LDZs

Introduction

3.1 This section sets out definitions and related instructions and guidance for the reporting of:

- the number of non-contractual LDZ supply interruptions; and
- the duration of non-contractual LDZ supply interruptions.

Information sources

3.2 Transco currently records data on unplanned interruptions in its Failure to Supply Database. This data is limited to unplanned interruptions lasting longer than 24 hours for which Transco is required to make compensation payments to customers. Interruptions due to third-party damage and water ingress are not included.

3.3 Ofgem requires Transco to develop appropriate systems and processes to accurately record both the number and duration of non-contractual interruptions both at an overall and a disaggregated level.

3.4 For the purposes of reporting interruption measures, Transco must use the definitions contained in this document.

Definitions

3.5 Key definitions to be applied for reporting on the number and duration of non-contractual supply interruptions are set out below. Further instructions and guidance are provided in paragraphs 3.6 to 3.14.

Key definitions

- **The number of non-contractual supply interruptions** is measured by the number of non-contractual supply interruptions to LDZ customers per 100 customers per year. It is calculated as:

$$\frac{\text{The number of customers interrupted per year} * 100}{\text{The total number of LDZ customers}}$$

- **The duration of interruptions to supply per year** is measured by the average number of customer minutes lost per customer connected to Transco's LDZ networks per year, resulting from non-contractual supply interruptions. This is calculated as:

$$\frac{\text{The total number of customer minutes lost per year}}{\text{The total number of LDZ customers}}$$

Other definitions

- **An LDZ customer** is any premises or independent networks supplied from Transco's LDZ networks. Customers should be identified from their unique Meter Point Reference Number (MPRN) or connected system exit point (CSEP).

- **The total number of LDZ customers** is given by the following equation:

$$\frac{\text{The number of LDZ customers at the start of the reporting year} + \text{the number of LDZ customers at the end of the reporting year}}{2}$$

- **A non-contractual interruption** is a non-contractual loss of gas supply upstream of the meter to an LDZ customer. This includes planned and unplanned non-contractual interruptions. Contractual interruptions are excluded.

  The breakdown of non-contractual interruptions by cause is illustrated in Appendix 4.

- **A planned non-contractual interruption** is a non-contractual interruption that results from a planned activity. This includes all non-contractual

interruptions resulting from the planned activities shown in Table 2.1 below.

- **An unplanned non-contractual interruption** is a non-contractual interruption that results from an unplanned activity. This includes all non-contractual interruptions resulting from the unplanned activities shown in table 2.2 below.

Table 2.1: Non-contractual interruptions resulting from planned activities

Activity	Definition	Example	Required notice
Customer/shipper initiated service alterations	Any change to a service pipe or associated Transco plant at the request of a consumer or shipper.	Alteration to route or size of service pipe for a housing extension.	By appointment
Customer initiated mains diversions	Diversion of pipelines and mains at the request of a Local Authority, highway authorities, developer, agent of a developer, landowner, or any other agency.	A new development will encroach on the location of the pipeline or main and will be diverted for safety reasons.	By appointment
Transco initiated Service Replacement	Bulk service replacement and mains replacement driven service transfer or replacement in association with planned programmes of work. A relay and subsequent transfer will count as two non-contractual interruptions.	Safety and asset maintenance related replacement.	5 working days for customers due to be interrupted.

Table 2.2: Non-contractual interruptions resulting from unplanned activities

Activity	Definition	Example
Inadequate Network Capacity	An occurrence of insufficient system capability to provide the required quantity of gas to a supply point or Connected System Exit Point (CSEP) as a result of the design of the network. This includes failure to construct adequate network capability in accordance with standard condition 16 of Transco's GT Licence conditions.	Additional capacity not planned and/ or completed in time. System pressures not increased sufficiently.
1 in 20 conditions exceeded	An occurrence of insufficient system capability to provide the required quantity of gas to a supply point or Connected System Exit Point (CSEP) as a result of 1 in 20 conditions being exceeded.	Severe weather conditions greater than 1:20
Leaking services	Interruptions of supply arising from repair or replacement due to corrosion, deterioration or joint failure resulting in leakage from service pipes and / or associated plant. This excludes causes resulting from 3rd party action.	Temporary disconnection due to metal service corroding resulting in leaking gas.
Mechanical Pipe / Plant Failure	Interruptions of supply arising from repair or replacement due to mechanical pipe /plant failure. This includes failures of mains, pipelines, and pressure control systems. This excludes causes resulting from 3rd party action.	Component failure Governor/PRS failure Pipe fracture
Non-mechanical Pipe / Plant Failure	An occurrence of insufficient system capability to provide the required quantity of gas to a supply point and /or Connected System Exit Point (CSEPs) as a result of non-mechanical plant/pipe failure. This includes errors and operational procedures and inadequate asset records. This excludes causes resulting from 3rd party action.	Maintenance procedures not followed.
NTS (upstream) failure	An occurrence of insufficient system capability to provide the required quantity of gas to a supply point and /or Connected System Exit Point (CSEP) as a result of (upstream) failures of NTS pipelines, pressure control systems, operational procedures and non-availability of beach gas irrespective of cause.	Gas not available at LDZ boundary point.
Third Party action	An occurrence of isolation of a supply point resulting from third party action which reduces the capability of: - Transco's LDZ pipeline, mains and associated control equipment - Transco's service pipes and associated control equipment - Transco's meters and associated control equipment Additionally it includes interruptions necessitated by release of gases from plant and pipe-work not owned by Transco, and as necessitated by requests from other authorities.	Contractor cutting through a Transco pipeline or main. A consumer piercing a service pipe while gardening. Fire or Police service request to cease gas supplies.

- **major incident –** any unplanned activity on Transco's LDZ network that results in a non-contractual supply interruption to 250 or more LDZcustomers.

- **domestic customer –** any premises supplied by Transco's LDZ networks where gas is taken off wholly or mainly for domestic purposes. (Further instructions and guidance are given below.)

- **non-domestic customer** – any premises supplied by Transco's LDZ networks where gas is taken off wholly or mainly for non-domestic purposes. (Further instructions and guidance are given below.)

- **priority customer** – any premises supplied by Transco's LDZ networks where gas is taken off wholly or mainly for domestic purposes and where the occupier

  (a) is a disabled or chronically sick person or is of pensionable age;

  (b) does not share the occupancy of the premises with any person who is not a disabled or chronically sick person, not of pensionable age and not a minor; and

  (c) is included in the information provided to Transco by the relevant suppliers in pursuance of Standard Condition 37 (3)(d) of the Gas Suppliers' Licence.

  Shippers are required to supply information to Transco to enable meter point information to be tagged against the above definition.

- **CSEP customer –** any independent network supplied from Transco's LDZ networks. These customers should be identified from the connected system exit point (CSEP).

- **start of interruption** – the start date and time of the interruption is the earlier of:

  - the date and time of closure of the meter control valve by Transco personnel (or in some emergency situations the consumer);

- the date and time of plant isolation by Transco personnel; and
- the time initially logged by call centres for major loss of supply incidents.

- **end of interruption** – the end date and time of the interruption should be logged as the earlier of:
  - re-commissioning of consumer appliances (where it is safe to do so);
  - notification to the consumer's address that gas can be restored to the premises when access can be arranged. (This applies to properties which are unoccupied for a period of days or where Transco cannot gain access for other reasons);
  - notification to the consumer that although gas is available to the meter control valve there are considerations outside Transco's control which prevent restoration of supply.
- Where the start and end date and time for an interruption spans two reporting years, it should be allocated to the year in which the interruption started.
- **Meter Point Reference Number (MPRN)** – a unique ten-digit number for identifying a particular metering point.

Instructions and guidance

Customers

3.6 Only one (individual) customer should be identified at each premise or connected system exit point. This means aggregating multiple MPRNs, which are associated with single premises. The method adopted by Transco to identify customers from MPRNs or CSEPs shall be agreed in advance with Ofgem.

Domestic customers

3.7 Designation to this category will be based on information supplied to Transco by shippers based on the tagging of supply points against the definition. Until this tagging process is in place supply points with annual offtake quantities up to the relevant Network Code threshold, namely 73,200 kWh per year, will be designated as domestic.

Non-domestic customers

3.8 Designation to this category will be based on information supplied to Transco by shippers based on the tagging of supply points against the definition. Until this tagging process is in place supply points with an annual offtake above the relevant Network Code threshold, namely 73,200 kWh per year, will be designated as domestic.

Tagging for major incidents

3.9 Any entry for a customer that has been interrupted in a major incident shall be tagged with the name of the incident.

Disaggregation of the number and duration of non-contractual interruptions

3.10 It is necessary for Transco to collect and report information on the number and duration of interruptions to supply at a disaggregated level. This will help in comparing performance between LDZs and could be used in setting the incentive regime.

3.11 The interruption measures should be collated and reported:

- by LDZ;
- by the cause of interruption;
- by the type of customer; and
- by major incident.

Disaggregation by LDZ and cause of interruption

3.12 Transco should report the number and duration of interruptions at several levels of disaggregation:

- the overall number and duration of non-contractual interruptions;
- the number and duration of non-contractual interruptions in each LDZ;
- the number and duration of planned non-contractual interruptions in each LDZ;
- the number and duration of unplanned non-contractual interruptions in each LDZ;
- the number and duration of non-contractual interruptions in each LDZ resulting from each planned activity listed in Table 2.1; and
- the number and duration of non-contractual interruptions in each LDZ resulting from for each unplanned activity listed in Table 2.2.

Disaggregation by customer type

3.13 The number and duration on non-contractual interruptions to the following categories of customer should be separately reported.

- domestic customers;
- non-domestic customers;
- priority customers; and
- CSEP customers.

Disaggregation by major incident

3.14 The number and duration of non-contractual interruptions related to each major incident shall be separately reported. The cause of the incident shall also be noted.

4. Resolution of shipper queries

Introduction

4.1 This section sets out definitions and related instructions and guidance for the reporting of:

- the number of shipper queries;
- the percentage of shipper queries resolved within 10 business days;
- the percentage of shipper queries resolved within 20 business days; and
- the mean time taken to resolve outstanding queries.

4.2 This covers queries relating to the transportation of gas on the NTS or the LDZs and meter work and meter reading.

Information sources

4.3 A number of shippers have been working with Transco to improve the process for resolving shipper queries. The Network Code Review Group 0122 and the Bosworth Customer Services Summit led to the development of revised business rules and service standards for the handling of shipper queries.

4.4 Transco has now introduced the ConQuest system to automate the query process. Query submission, enquiry and reconciliation information is available to shippers online. The outputs measures for the resolution of shipper queries reflect these developments.

4.5 For the purposes of reporting on shipper query resolution, Transco must use the definitions contained in this document.

Definitions

4.6 Set out below are key definitions to be applied for reporting on shipper query resolution. Further instructions and guidance are provided in paragraphs 4.6 to 4.11.

Key definitions

- **the number of shipper queries** is measured by the number of shipper queries per 100 customers connected to Transco's NTS and LDZ networks per year. It is calculated as:

$$\frac{\text{total number of shipper queries per annum} * 100}{\text{the total number of Transco customers}}$$

- **the percentage of shipper queries resolved within 10 business days** is calculated as:

$$\frac{\text{number of queries resolved within 10 Business Days} * 100}{\text{total number of queries}}$$

- **the percentage of shipper queries resolved within 20 business days** is calculated as:

$$\frac{\text{number of queries resolved within 20 Business Days} * 100}{\text{total number of queries}}$$

- **the mean time taken to resolve outstanding queries** is measured by the mean time taken to investigate and resolve shipper queries that are outstanding after 20 business days. It is calculated as:

$$\frac{\text{sum of time taken to resolve each query outstanding after 20 Business Days}}{\text{total number of queries outstanding after 20 Business Days}}$$

Other definitions

- **Transco customer** - any premise or independent network supplied from Transco's NTS or LDZ networks. Customers should be identified from their unique Meter Point Reference Number (MPRN) or connected system exit point (CSEP).

- **The total number of Transco customers** is given by the following equation:

$$\frac{\text{The number of Transco customers at the start of the reporting year} + \text{the number of Transco customers at the end of the reporting year}}{2}$$

- **shipper –** a person who is licensed under section 7A(2) of the Gas Act 1986 to arrange with gas transporters for gas to be introduced into, conveyed by means of or taken out of a pipe-line system operated by that transporter.

- **shipper query -** a reasoned opposition to the validity of data held or issued by Transco which is related to a specific shipper and which is intended to require action from Transco to correct invalid or missing data and if necessary, correct any related information which is derived from that data. This includes invoice queries and operational queries.

- **invoice query -** any question or dispute as to the proper calculation of any such amount that is or was properly payable. (Defined as per section S 4.1.1 of Transco's Network Code.) This includes all the query types identified in Table A.3 in Appendix 3.

- **operational query –** any shipper query not directly related to invoicing. This includes all the query types identified in Table A.4 in Appendix 3.

- **start date and time** are, respectively, the date and time at which Transco receives the query and the appropriate mandatory information, which Transco requires to properly resolve the query.

- **stop date and time** are, respectively, the date and time at which the resolution of the query is communicated to the shipper.

- **business day –** a day other than a Saturday or Sunday or a Bank Holiday in England and Wales. For the purposes of the output measures only business days applicable to Transco (as measured by Start/Stop clock functionality) will apply.

Instructions and guidance

Transco customers

4.7 Only one (individual) customer should be identified at each premise or connected system exit point. This means aggregating multiple MPRNs, which are associated with single premises. The method adopted by companies to identify customers from MPRNs or CSEPs shall be agreed in advance with Ofgem.

Queries where Transco requires additional information

4.8 For queries requiring additional information above and beyond that provided, Transco will request the information, and will reflect the appropriate start and stop time accordingly.

4.9 Transco will provide adequate information to enable efficient query identification by the shipper. As a minimum (where originally provided by the shipper) this shall include:

- Transco's Query Reference Number;
- Shipper's Query / Reference Number (supplied by Shipper);
- Meter Point Reference;
- Originator of query; and
- Confirmation Reference Number (Invoice Queries).

4.10 If Transco fails to satisfy the minimum criteria, the shipper will be entitled to reject the request, and the start and stop time shall revert to Transco from the date of Transco's failure to satisfy such minimum criteria.

Disaggregation of the shipper query measures

4.11 Transco should collect and report information on the shipper query measures at a disaggregated level. This will help Ofgem to ensure that all shippers receive a similar level of service and that different types of query are treated appropriately.

4.12 The shipper query measures should be collated and reported

- by shipper; and
- by query type (i.e. operational and invoicing queries).

5. Reliability of CD-ROM data service

Introduction

5.1 In the February draft proposals document, Ofgem suggested that the reliability of the internet data service for shippers might be an appropriate output measure for data accessibility. However, the present system is a prototype, which is being used to inform future developments in the service. Ofgem considers that it would be inappropriate to introduce an output measure based on this service until a more permanent solution has been adopted.

5.2 Ofgem therefore proposes that in the interim an alternative output measure on the provision of M-number database information to shippers in CD-ROM format is used.

Definitions

5.3 Key definitions to be applied for reporting on the reliability of the M-Number CD-ROM service are set out below:

The provision of the CD-ROM service is measured by the number of instances during the reporting year where Transco does and does not issue an updated version of the "M Number Database" CD-ROM to a shipper according to the agreed timetable.

The agreed timetable is that an updated CD-ROM will be issued in April, June, September and January of the reporting year.

Reports of invalid or out of date information – the number of instances of shippers reporting incorrect or invalid information on the CD-ROM since it was issued.

Data corrected or updated – number of MPRNs on the CD-ROM for which data has been corrected or updated.

5.4 Transco should provide information on reports of invalid or out of date information relating to the previous version of the CD-ROM and the data that has been corrected or updated on the new CD-ROM each time the CD-ROM is issued.

6. Safety

6.1 Transco currently reports information on mains replacement to both Ofgem and the Health and Safety Executive (HSE) and mains replacement for safety forms a significant element of Transco's expenditure. The HSE is currently undertaking a review of Transco's mains replacement policy. Ofgem will monitor Transco's performance against the mains replacement policy accepted by the HSE. Any data on mains replacement reported to Ofgem by Transco will be shared with the HSE.

6.2 Ofgem will include an outline of Transco's agreed replacement policy, and instructions and guidance on reporting information on mains replacement to Ofgem, in the final version of the RIGs in September 2001. This may need to be amended if the HSE requires a change in this programme after 2001, which is reflected by Ofgem in amendments to the LDZ price control.

Definitions

6.3 The information that Ofgem will require Transco to report on safety will include the following:

- The total risk arising from the existing system (mains); the current risk threshold for replacement; the length of mains above the threshold and the highest risk main currently in service;
- the length of main abandoned or taken off risk (by diameter band) and the length of replacement main installed in the reporting period; and
- the number of services replaced in the reporting period, disaggregated by cause: the number of services replaced as a result of mains replacement; the number of services replaced following leakage in the service pipe and the number of services replaced for reason of condition, where no associated mains replacement takes place.

Instructions and guidance

6.4 Transco should report information on mains replacement on an LDZ basis. Possible diameter bandings are shown in Table 6.1 below.

Table 6.1 Diameter bandings for mains replacement

Mains Abandoned*	Replacement Mains Installed
< 2"	< / = 90mm
2-3"	125mm
4-5"	180mm
6-7"	250/315mm
8-10"	355mm
11"	400/500mm
12"	630mm
13-14"	Others (please specify)
15-18"	
19-20"	
21-24"	
25-29"	
30-36"	
37-47"	
48" +	

*Imperial sizes have been selected to reflect the target population for replacement.

7. LDZ capacity

Introduction

7.1 Transco currently reports the estimated 1 in 20 peak LDZ demand for the current formula year and the forecast 1 in 20 peak LDZ demand for the next 10 formula years as part of its Ten Year Statement.[3] (A formula year lasts from 1 April to 31 March of the following year.) Forecast peak demand is also reported as part of the capital expenditure monitoring framework.

7.2 Ofgem considers it important for this reporting to be formalised as part of the outputs reporting framework for the 2002-7 price control period.

Definition

1 in 20 peak demand[4] – the level of demand that, in a long series of winters, with connected load held at the levels appropriate for the winter in question, would be likely to be exceeded in one out of 20 winters, with each winter counted only once.

Connected load – the sum of demand for gas from all types of gas consumer other than those covered by Transco's interruptible transportation contracts.

Instructions and guidance

7.3 At the end of the reporting year Transco should submit the estimated peak LDZ demand for that year and the forecast peak LDZ demand for the next ten reporting years. Transco should also provide confirmation that it has made sufficient capacity available to meet 1 in 20 demand in the reporting year. This information should be submitted both at an overall level and by LDZ.

7.4 Transco should explain the variance in forecasts for particular reporting years.

[3] "Transportation Ten Year Statement 2000", Transco, 2000.
[4] A more detailed definition is set out in paragraph 2 of Standard Condition 13 of the gas transporters' licences.

8. Monitoring medium-term performance

Introduction

8.1 This section describes the work carried out to date with Transco to define the information that Ofgem requires for monitoring the medium-term performance of Transco's NTS and LDZ networks.

8.2 Ofgem intends to collect information in four main areas, namely:

- an analysis of fault rates and causes on gas transmission and distribution systems including plant and equipment;
- activity based information on the number of "units" replaced of an asset that has been identified as poorly performing and is subject of a replacement programme;
- environmental measures including estimated CO_2, methane and NOx emissions; and
- the accuracy of demand forecasts for non-daily metered (NDM) customers and quality of data capture.

8.3 In addition to the reporting of medium-term performance measures, Transco will also be required to provide a supporting narrative, the requirements for which are set out below. It is not Ofgem's intention to constrain Transco's monitoring and reporting of medium-term performance. The framework for monitoring medium-term performance will develop over time and as such Transco could report at a more disaggregated level, and is encouraged to report additional indicators and/or the narrative that it considers relevant.

8.4 In proposing measures of medium-term performance Ofgem has generally followed the methodology previously proposed for the electricity distribution companies. Whilst there are many similarities in the determination of measures for gas and electricity systems (for example fault rates are very low on both gas and electricity transmission systems) there are also significant differences. There is no gas industry equivalent to the electricity industry's National Fault and

Interruption Reporting Scheme (NaFIRS). Ofgem has therefore chosen to identify, with Transco, appropriate measures indicative of system condition.

8.5 Ofgem recognises that Transco may adopt ISO certified asset management systems. Ofgem considers these may be complimentary to, rather than a substitute for, performance measures. As such, management systems may be a useful inclusion in the narrative.

8.6 Gas transmission and distribution systems are different, in the pressure regimes, the materials in use, and the frequency and consequences of failure. Medium-term measures must take account of this and therefore the measures of asset reliability are set out below by pressure tier.

Medium-Term Performance Measures

8.7 Tables 8.1 to 8.8 below set out the draft proposals for medium-term performance measures for Transco's NTS and LDZ networks.

Table 8.1 NTS Transmission Asset Owner (TO) measures

Asset Group	Proposed Measure	Comments
Terminals	Unscheduled Repairs	Total number disaggregated by terminal and those relating to pipework integrity and computer hardware.
Pipelines	Unscheduled Repairs	• Total number of features requiring repair action resulting from OLI1 survey/1000km of pipeline • Number of repairs resulting from third party damage/1000 km of pipeline • Number of repairs resulting from other reasons/1000 km of pipeline Commentary to include any instances of down-rating.
Compressors	Mean time between failure (MTBF)	Total fleet MTBF. Commentary to include significant elements and/or trends in MTBF and time to repair faults.
Offtakes	Unscheduled Repairs	Total number relating to pipework integrity. Number of stream failures (i.e. where standby plant takes over).
Other Above Ground Installations	Unscheduled Repairs	Total number relating to pipework integrity. Number of stream failures (i.e. where standby plant takes over).

Table 8.2 NTS System Operation (SO) measures

Asset Group	Proposed Measure	Comments
System Operation Control System	% availability of System Operation Control System	Proportion of time that the primary control system is unavailable for any particular asset grouping. Number of incidents where the primary control system is unavailable for any particular asset grouping.

Table 8.3 Local Transmission System measures

Asset Group	Proposed Measure	Comments
Pipelines	Unscheduled Repairs	Disaggregate by LDZ • Total number of features requiring repair action resulting from OLI1 survey/1000 km pipeline • Number of repairs resulting from third party damage/1000 km of pipeline • Number of repairs resulting from other reasons/1000 km of pipeline Commentary to include any instances of down-rating.
	Gas in Buildings	Disaggregate by LDZ
Above Ground Installations (AGI) and Pressure Reduction Stations (PRS)	Unscheduled Repairs	Disaggregate by LDZ and plant type. Include failures where standby plant (stream) takes over. Commentary will include details of performance by plant type and any proposed action.
Service Connections	Unscheduled Repairs (Number of actioned PREs)	Disaggregate by LDZ and material. • Number relating to pipework integrity/1000 services • Number of stream failures/1000 services

Table 8.4 Intermediate Pressure System measures

Asset Group	Proposed Measure	Comments
Mains	Unscheduled Repairs	Disaggregate by LDZ and normalise to repairs/1000km main. Commentary to include any instances of down-rating.
	Gas in Buildings	Disaggregate by LDZ and material. Normalise to instances/1000km main.
District Governors	Unscheduled Repairs	Disaggregate by LDZ. Include failures where standby plant (stream) takes over.
Service Connections	Unscheduled Repairs (Number of actioned PREs)	Disaggregate by LDZ and material. Normalise to instances/1000 services.
	Gas in Buildings	Disaggregate by LDZ and material. Normalise to instances/1000 services.

Table 8.5 Medium Pressure System measures

Asset Group	Proposed Measure	Comments
Mains	Unscheduled Repairs (Number of actioned PREs)	Disaggregate by LDZ. Normalise to repairs/1000km main. Commentary to include any instances of down-rating.
	Cast Iron fractures	Disaggregate by LDZ Normalise to instances/1000km main
	Ductile Iron barrel corrosion	Disaggregate by LDZ Normalise to instances/1000km main
	Gas in Buildings	Disaggregate by LDZ and material. Normalise to instances/1000km main
District Governors	Unscheduled Repairs	Disaggregate by LDZ. Include failures where standby plant (stream) takes over. Normalise to instances/1000 streams in service. Commentary to include details of performance by plant type and any proposed action.
Service Connections	Unscheduled Repairs (Number of actioned PREs)	Disaggregate by LDZ and material. Normalise to repairs/1000 services
	Gas in Buildings	Disaggregate by LDZ and material. Normalise to instances/1000 services

Table 8.6 Low Pressure System measures

Asset Group	Proposed Measure	Definition
Mains	Unscheduled Repairs (Number of actioned PREs)	Disaggregate by LDZ. Normalise to repairs/1000km main Commentary to include any instances of down-rating.
	Cast Iron fractures	Disaggregate by LDZ. Normalise to repairs/1000km main
	Ductile Iron barrel corrosion	Disaggregate by LDZ. Normalise to repairs/1000km main
	Gas in Buildings	Disaggregate by LDZ and material. Normalise to instances/1000km main
Service Connections	Unscheduled Repairs (Number of actioned PREs)	Disaggregate by LDZ and material. Normalise to repairs/1000 services
	Gas in Buildings	Disaggregate by LDZ and material. Normalise to instances/1000 services

Table 8.7 General measures

Category	Proposed Measure	Definition
Data capture	Quality of invoice critical data capture	Disaggregated by domestic and I&C data
NDM Forecasts	Accuracy of NDM forecasting	(Possible measure being discussed with Transco)
Controlled and uncontrolled Escapes	Median time to response.	Graphical representation of performance showing the number of reports, response time and median time to response. Disaggregate by NTS and each LDZ.
Time to Repair	The number of public reported escapes which are confirmed but where repairs are deferred and outstanding for more than 28 days.	Graphical representation of performance showing the number of reports outstanding for > 28 days, and the median time to repair. Disaggregate by NTS and each LDZ.

Table 8.8 Environmental measures

Asset Group	Proposed Measure	Definition
NTS	Methane leakage CO_2 emissions NOx emissions	Estimated tonnes per annum Normalise to unit of annual throughput. Normalise to unit of annual throughput
LDZ (all pressure tiers)	Methane emissions	Disaggregate by LDZ. Estimated tonnes/annum
LDZ Storage	Loss of containment	As reported to HSE and normalised to incidents/100 holders in service.

Instructions and guidance

8.8 In each category Transco may disaggregate instances of third party damage.

8.9 Volumes of equipment, length of pipeline, mains, services and other measures of asset in place should be based on a count at 30 September in the relevant reporting year.

Narrative

8.10 In addition to the reporting of reliability, Transco is also required to provide a supporting narrative. Ofgem would like to publish the narrative in some form. This may help spread best practice throughout the industry. If Transco requires that any section of the narrative should remain confidential it should be clearly marked and an explanation provided as to why this is the case. The narrative should clearly explain the performance of the NTS and each LDZ network by pressure tier. Particular issues that the narrative should cover, include:

- a statement detailing the asset management, to include a commentary on the broad philosophy and overall approach that is adopted with respect to asset management. This should include a statement on the methodology for monitoring condition and performance of assets and for predicting the future condition and performance of assets and therefore replacement and improvement programmes. It should also include a more detailed report on problem assets or groups of assets;

- an explanation of the trends observable from the reliability information – to include actions taken to improve the reliability of, or identify and replace or improve, deteriorating assets, together with a prediction of future performance;

- any additional condition monitoring and post fault investigation carried out to identify the condition of assets, and the prognosis for future condition and performance. This should include any indicators that have been developed for predicting future performance of assets;

- an explanation of any adverse trends in the reliability of sub-asset groups not covered by the RIGs but collected by the Transco's NTS or LDZ networks as part of their asset management strategies;

- confirmation that Transco is complying with the Pressure Systems regulations and other relevant legislation and standards; and

- an environmental report for Transco's NTS and LDZ networks.

8.11 The environmental report will need to take into account guidance from the Government, the Environment Agency and other relevant bodies. It should explain levels of methane, carbon dioxide and nitrous oxide emissions (where appropriate) for the NTS and each of Transco's LDZ networks and performance against any other relevant environmental targets.

8.12 As part of the medium-term performance report Transco's directors should provide confirmation that appropriate work is being carried out to maintain the medium-term performance of its NTS and LDZ networks.

Activity based information

8.13 Where Transco is required to provide activity based information such as on the number of different asset types replaced or repaired during the year. This should focus on assets, which it has identified as a poorly performing asset type and where it has put in place a replacement or refurbishment programme. Transco should provide the number and proportions of the poorly performing assets replaced or repaired each year and compare this with the envisaged programme. Any differences to the envisaged programme should be explained.

8.14 Ofgem will want to understand the impact of future expenditure (both capital and operating) on medium-term performance, including on replacement or refurbishment programmes across a range of assets, and not solely those that are poorly performing.

Initial report

8.15 Ofgem proposes that Transco should publish the first report in 2002 incorporating data on historic performance and future projections. It is

recognised that data collection in some areas may not be fully implemented at that stage, but the report should set out progress and delivery timescales in these areas.

9. Supporting information

Introduction

9.1 This section sets out definitions and related instructions and guidance for reporting of supporting measures. These measures are required to facilitate the development of an expenditure monitoring framework and are supplemental to the customer focused outputs and medium-term performance reporting discussed in previous sections. It is important that there is a comprehensive set of measures that fully encompass Transco's capital and operating expenditure.

Definitions

9.2 The definitions of the supporting measures for the NTS and Transco's LDZ networks are set out in Tables 9.1 and 9.2 respectively.

Table 9.1 NTS supporting measures

Supporting measure	Definition
New Connections	Number of new connections completed in reporting year.
Diversions	Number of diversion schemes completed in year

Table 9.2 LDZ supporting measures

Supporting measure	Definition
New Connections	Number of new connections completed in reporting year. Total and disaggregated by MP and LP systems.
Diversions	Number of diversion schemes completed in year. Total and disaggregated by MP and LP systems.
Publicly reported escapes	Number of escapes attributable to MP systems. Number of escapes attributable to LP systems. Number and percentage of cases where no escape is found.

Instructions and guidance

9.3 Transco should provide a narrative explaining the historic trends and forecasts for the number of new connections provided in each formula year and the number of diversion schemes completed. Transco should also provide a commentary on trends in the number of publicly reported gas escapes.

10. Reporting arrangements

Introduction

10.1 It is important that robust arrangements are put in place for the reporting of outputs information under the price control. This section sets out the reporting arrangements that Ofgem expects to apply in each reporting year in relation to LDZ and shipper service output measures, supporting measures and medium-term performance reports.

10.2 As discussed in section 2, separate arrangements apply for the NTS entry/exit capacity and linepack measures where Transco will provide relevant supporting information.

Ofgem's role in reporting and the requirements on Transco

10.3 The normal reporting year for the provision of outputs information required under the price control will be from 1 April to 31 March of the following year. The RIGs for the 2001/2 reporting year will be published in September 2001 with the price control final proposals document. Thereafter Ofgem expect to publish the RIGs at least one month in advance of the relevant reporting year, and normally in January. Any changes to the RIGs will have been consulted on for a period of time in accordance with the outputs licence condition. (A draft of the outputs licence condition will be published in September.) Where these changes do not relate to information included in the interruptions incentive scheme or the required level of accuracy the consultation period will not be less than 28 days.

10.4 Table 10.1 sets out the frequency with which output and medium-term performance information should be reported.

Table 10.1 Frequency of reporting outputs information

Category	Frequency of reporting
Number and duration of non-contractual supply interruptions	Quarterly + annual data
Number of shipper queries, percentage resolved within 10 and 20 Business Days and Mean Time to resolve outstanding queries	Quarterly + annual data
Reliability of M-number database CD-ROM service	Quarterly + annual data
LDZ safety	Quarterly + annual data
LDZ capacity measures	Annual data
Medium-term performance measures and narrative	Annual data and supporting narrative
Supporting measures	Annual data

10.5 Transco will be required to provide quarterly outputs information one month in arrears and annual information at the end of the reporting year and by no later than 30 April. This is the earliest that information can be requested for submission. A later date could be specified by Ofgem if it considers that it is appropriate. Ofgem would expect its appointed auditors to undertake an audit of the systems and processes for recording outputs information during the first year of outputs reporting. An audit of interruption data and other outputs information will take place during the second and each subsequent reporting year.

10.6 Table 10.2 below sets out the key dates for a normal output-reporting year.

Table 10.2: Key dates for outputs reporting

Date	Output
November	Ofgem publishes draft version of RIGs for consultation.
January	Ofgem publishes final version of RIGs to apply for next reporting year.
1 April	Reporting year begins.
1 August	1st quarter information submitted to Ofgem
1 November	2nd quarter information submitted to Ofgem
1 February	3rd quarter information submitted to Ofgem
1 May	4th quarter and annual information submitted to Ofgem.
	Ofgem will undertake an audit of outputs information during the reporting year

Collection and reporting of interruptions data

10.7 Ofgem recognises that Transco will need to develop new systems and processes to record data on interruptions. Ofgem will allow Transco a lead-time for these

to be established and therefore proposes that Transco should start collating information on interruptions during the 2002/3 formula year but not later than 31 March 2003. Reporting should start no later than 1 August 2003.

Required level of accuracy for reporting interruptions

10.8 Ofgem is concerned that information used to implement the incentive scheme for interruptions should be sufficiently accurate to enable comparisons to be made over time and between LDZs. Given that data on the number and duration of interruptions is currently limited it is not possible to specify levels of accuracy for the beginning of the price control period. However, Ofgem intends to conduct an audit of Transco's processes and initial data on interruptions to enable accuracy targets to be set for the beginning of the incentive scheme in April 2004.

10.9 Ofgem will specify minimum levels of accuracy for the reporting of:

- the number of non-contractual supply interruptions – at both the overall level and disaggregated by cause, customer type and by LDZ; and
- the duration non-contractual supply interruptions – at both the overall level and disaggregated by cause, customer type and by LDZ.

Appendix 1 Purpose of outputs information

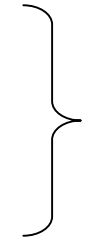
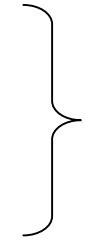
1.1 The table below sets out the purpose of the outputs information, which is described in detail in this document. It does not specify how the information on interruptions will be used in the incentive scheme. (For example, it might be appropriate to incentivise the average duration of particular types of interruptions rather than the number of interruptions per connected customer.) This will form the basis of the detailed work that Ofgem intends to carry out in the period up to April 2004 to develop the incentive regime.

Table A.1 Purpose of outputs information

Information	Purpose		
	NTS form of control	**Incentive scheme on interruptions**	**Monitoring performance between price conrol reviews**
NTS entry capacity measures	Yes		
Number and duration of non-contractual supply interruptions		Yes	Yes
Number and duration of non-contractual supply interruptions by:			
♦ cause;		Yes	Yes
♦ customer; and		Yes	Yes
♦ LDZ.		Yes	Yes
Resolution of shipper queries:			
♦ % of queries resolved in 10 days			Yes
♦ % of queries resolved in 20 days			Yes
♦ Mean time to resolve outstanding queries			Yes
Reliability of M-number database CD-ROM service			Yes
LDZ safety			Yes
Forecast 1 in 20 peak demand			Yes
Medium-term-performance			Yes
Supporting measures			Yes

Appendix 2 Mapping between capex monitoring outputs for transportation and price control outputs

Table A.2 Existing capex outputs and future price control outputs

Capex Monitoring	Definition		Price control outputs
NTS 1	The forecast 1 in 20 peak daily exit flows		NTS entry capacity measures
NTS 2	The forecast peak daily entry flows at individual terminals		
NTS 3	Number of new connections made each year		Supporting Measure
NTS 4	Compliance with Pressure Systems regulations and other relevant legislation and standards		NTS medium-term performance report (commentary item)
NTS 5	Number of diversion schemes completed in year		NTS supporting measure
LTS 1	The forecast 1 in 20 peak daily entry flows which		LDZ capacity measure
LTS 2	The number of new connections which were made available each year.		LDZ supporting measures
LTS 3	Number of diversion schemes completed in year.		
LTS 4	The proportion of days where transportation requirements were not met as a result of non-compliance with plant and pipeline legislation.		Number and duration of non-contractual supply interruptions

Distribution Mains 1a	Forecast 1 in 20 demand at LTS level (see LTS1)		LDZ capacity measure
Distribution Mains 1b	Proportion of customers receiving or expected to receive appropriate supply pressures.		Number and duration of non-contractual supply interruptions
Distribution Mains 2	Possibly, the number of customer-days with supply loss:- unplanned (excluding and including the effect of third parties) and planned.		
Distribution Mains 3	The number of new connections which were supported each year.		LDZ supporting measure
Distribution Mains 4	Meeting the mains replacement policy accepted by the HSE		LDZ safety (Meeting the mains replacement policy accepted by the HSE.)
Distribution Mains 5a	Compliance with Transco Governor Replacement policy (R6).		LDZ medium-term performance reporting
Distribution Mains 5b	Mains replacement for condition		LDZ safety (Meeting the mains replacement policy accepted by the HSE.)
Distribution Mains 6	Number of diversion schemes completed in year.		LDZ supporting measures
Distribution Services 1	The number of new connection requests which were made available each year.		

Distribution Services 2	Following replacement of mains, the percentage of associated services at minimum standard. Bring services up to minimum standard (by replacement) where deficiencies are identified (number). Percentage of services meeting minimum standard following service leakage.		LDZ safety
Distribution Services 3	Number of leaking services made safe each year		LDZ medium-term

Appendix 3 Categories of invoice and operational queries

Table A.3 Invoice query categories

Query Category	Sub-Category	Definition	Contact Code	Invoice Type(s)
Invoice Queries	Meter Assets	Any query disputing the relationship between Prime & Sub deduct meters	PRS	AD* AJI, AMI, CAZ, COM, REC
	Meter Read	DM Datalogger queries of both reads and Assets	DMQ	AD*, AJI, AMI, CAZ, COM, REC
	Meter Assets	NDM Datalogger queries of both reads and Assets	DLQ	AD* AJI, AMI, CAZ, COM, REC
	Meter Assets	Corrector Queries	COR	AD*, AJI, AMI, CAZ, COM, REC
	Meter Assets	Challenge to Meter attributes	MTR	AD*, AJI, AMI, CAZ, COM, REC
	Meter Assets	Unbundled Meter Asset Query	UMA	AD*
	Meter Read	Challenge to the Correction Factor	CFQ	AD*, COM, REC
	Portfolio	Incorrect AQ applied	AQQ	AD*, CAP, CAZ, COM, REC
	Portfolio	Ownership dispute	OWN	AD*, AJI, AMI, CAP CAZ, COM, REC
	Portfolio	Queries challenging End User Category	EUC	AD*, COM, REC, CAP, CAZ
	Portfolio	Multiple MPRNs created for one meter	DUP	AD*, AJI, AMI, CAP CAZ, COM, REC
	Meter Assets	Challenge to the Exit Zone details held on SPA for a site	EXT	AD*, CAP, CAZ, COM
	Meter Assets	Challenge to isolation status of a Supply Point	ISO	AD*, AJI, AMI, CAP CAZ, COM, REC
	Portfolio	Supply type disputed	TYP	AD*, CAP, CAZ, COM, REC
	Meter Assets	Pre-Payment Meter Query	PPM	AD*, AJI, AMI, CAZ
	Portfolio	Challenge to the Supply Off-take Quantity	SOQ	AD*, CAP, CAZ, COM, REC
	Invoice Calculation	Billed Supply Off-take Quantity is incorrect	SQQ	AD*, CAP, CAZ, COM, REC
	Invoice Calculation	Incorrect calculation of charges applied to a unique site	UQS	AD*
	Portfolio	Query challenging the Meter Read Frequency	MRF	CAZ, CAP, AD*
	Invoice Calculation	Meter Read Frequency used to bill against is incorrect	MFF	CAZ, AD*
	Invoice	Query challenging the	RAT	AD*, AJI, AMI, CAP,

	Calculation	rate used		CAZ, COM, NTE, REC
	Invoice Calculation	Reconciliation by Difference	RBD	REC, AD*
	Invoice Calculation	Query challenging an adjustment	ADJ	AD*, AJI, AMI, NTE, REC
	Invoice Calculation	Challenge to the charges levied on the NTE invoice	NTE	NTE
	Invoice Calculation	Challenge to the Meter Work Charges	AMC	AJI, AMI
	Invoice Calculation	Incorrect charges applied to a CSEP	CSE	AD*
	Invoice Calculation	Challenge to the charges levied on the Ad-Hoc (interest charges) invoice	ITR	AD*
	Invoice Calculation	Challenge to the Meter Read Charges	IRC	AD*, CAZ
	Invoice Calculation	Challenge to the charges levied on the Ad-Hoc (liability charges) invoice	LIA	AD*
	Invoice Calculation	Any contact challenging the validity of a ratchet charge	RAC	COM, AD*
	Invoice Calculation	Any contact challenging the validity of an overrun charge	OVR	AD*, NTE
	Invoice Calculation	Any contact challenging the reconciliation charges based upon the validity of an NDM meter read	MRQ	REC, AD*
	Portfolio	Contact challenging the Unique Site configuration	UNQ	AD*

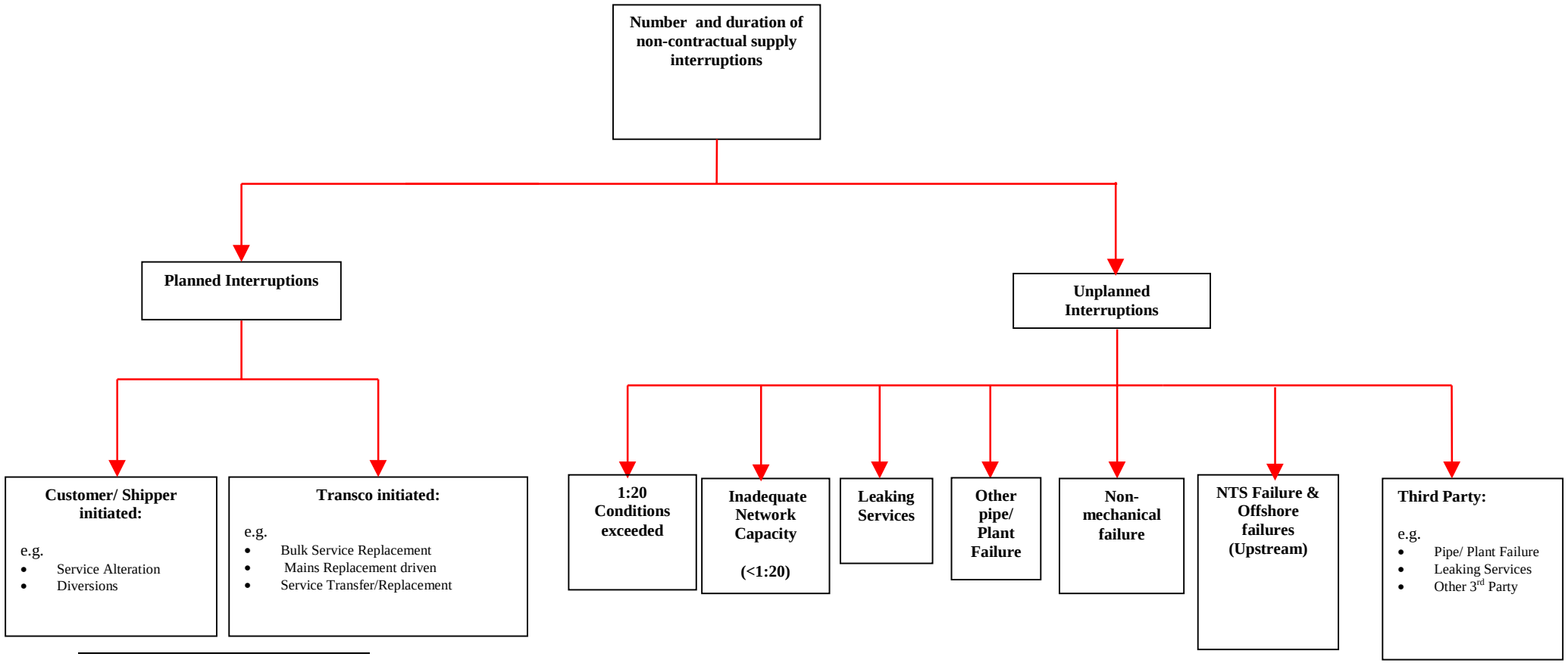
Table A.4: Operational query categories

Query category	Sub-category	Definition	Contact Code
Operational queries	Address Amendment Request	Any query challenging the address of a site held on Transco System (SPA)	- ADD
		Any query challenging the postcode of a site held on Transco System (SPA) which needs amendment	- PAM
		Any query challenging the Exit Zone details held onTransco System SPA for a site	- EXT
	Load Details	A request to amend load details held on Transco Systems	- APP
	Aggregation & Deaggregation Queries	Any query challenging a rejected aggregation requesting a group of meters to be configured under one Supply Point	- AGG
		Any query challenging a rejected de-aggregation requesting one or more meters to be divorced from Supply Point	- DAG
	Duplicate	Any query dealing with multiple MPR's created for one meter	- DUP
		Any query dealing with multiple MPR's created for one meter (full enabling data must be supplied)	- DIP
	Prime & Subs	Any query challenging the Primary, Sub or Free standing relationship between meters held on Transco System (SPA)	- PRS
	M Number Creation	A request to create a Meter Point Reference Number for a meter that is not live on Transco System (SPA)	- MNC
	Missing Meter	A query dealing with a MPR with no Meter Serial Number held on Transco	- MIS
	SPA Rejection Queries	Any queries challenging the reason for Nomination Rejections	- NOM
		Any query challenging the reason for Confirmation Rejections	- CNQ
	Isolation Status	Any query challenging the isolation status of a Supply point	- ISO
	NDM Assets	Any queries disputing the validity of (NDM) Unbundled MeterAsset details held on Transco System (SPA)	- UMA
	Meter Details	Any query challenging the attributes of a meter or its details held on Transco System	- MTR
	Consumption Dispute	Any query challenging the consumption of a site where the reads are confirmed to be correct.	- CDQ
	Datalogger - NDM	Any query challenging the (NDM)Datalogger Read and Assets Data held on Transco System (SPA)	- DLQ
	Faulty Meter	Report of possible faulty meter.	- FMQ
	Corrector - NDM	Any query challenging a NDM Corrector Query	- COR

	Correction Factor	Any query challenging the correction factor on a site of a site held on Transco System (SPA)	- CFQ
	Meter Assets	Any query challenging an Unbundled Meter (Bulk)	- MAQ
	Daily Metered Queries	Any query challenging DM Datalogger Reads or Assets Data held on Transco System (SPA)	- DMQ
	Previously Submitted Queries	A Query previously closed by Transco where the resolution is challenged	- PSQ

Appendix 4 Breakdown of the number and duration of interruptions by cause

Figure A.1 Interruptions diagram[5]



[5] Diagram developed by Ofgem and Transco