



Promoting choice and
value to customers

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26 July 2005

UGI Ltd, Shippers and other parties.

Dear Colleague,

Modification Proposal UGI11: To allow the use of an Old Supplier Estimated Read as a Change of Supplier Meter Reading.

Ofgem have considered the issues raised in this modification proposal and have decided to direct Utility Grid Installations Ltd (UGI) to implement the proposal as we believe that it will better facilitate the relevant objectives of UGI's GT Licence.

Background to the Proposal

The Customer Transfer Programme (CTP) has identified a number of ways in which Change of Supplier Meter Readings can be processed as part of the customer transfer process. This modification proposal forms part of the end to end solutions put forward by the Customer Transfer Programme (CTP) and seeks to improve the efficiency, accuracy and robustness of the Change of Supplier Process by adding a new classification of meter read that can be accepted by the GT.

The Modification Proposal

This modification proposal seeks to codify a new category of acceptable meter read for the purposes of the Customer Transfer Process.

The CTP defines a process where the OSER will be sent by the Old Supplier to the New Supplier. The new supplier would then submit this meter read, via the confirming Shipper, to the GT to be used as a Change of Supplier Meter Reading.

Respondents' Views

UGI received two responses in relation to this modification proposal both of which supported its implementation. One respondent expressed the view that the proposal would help to reduce the number of 'shipper agreed reads' that Shippers have to handle and will also bring benefits to customers as the transfer process will be more robust. The same respondent also stated that the proposal was consistent with similar proposals in the electricity market and could contribute to a more uniform experience for customers.

UGI's views

UGI supports the implementation of this modification proposal.

Ofgem's Views

This modification proposal forms part of the solutions suggested by the CTP as a means of improving the customer transfer process. Ofgem is supportive of changes that contribute to a more efficient customer transfer process.

Ofgem's decision

Having considered the issues raised by this modification proposal Ofgem has decided to direct UGI to implement modification proposal 11, as it will contribute to the efficient and economic operation of the pipe-line system and to the fulfilment of the relevant code objectives, particularly Standard Condition 9.1 (c).

In accordance with condition 9 (9) (b) of the standard conditions of Utility Grid Installations Ltd Gas Transporter's Licence, dated 22 January 2001, Utility Grid Installations Ltd is directed to make the above proposal (as contained in Utility Grid Installations Ltd Network Code Modification report 11 dated 29 April 2005) as a modification to the Network Code.

If you have any further queries regarding this decision letter please feel free to contact Samantha McEwen 020 7901 7032.

Yours sincerely



Nick Simpson
Director, Modifications