

Modification proposal:	Supply Point Administration Agreement (SPAA) Change Proposal (CP) 07/102 (CP07/102): Publication of Operational & Escalation Contact Information.		
Decision:	The Authority ¹ directs that this proposal be made ²		
Target audience:	SPAA Parties and other interested parties		
Date of publication:	16 November 2007	Implementation Date:	February 2008 scheduled release

Background to the change proposal

Feedback provided as part of the SPAA Website surveys during 2005 and 2006 identified some issues surrounding the industry contact information that is held on the SPAA website. In particular, the survey identified that contact information can be difficult to find and maintain. This information will include, for instance, details on who to contact in order to procure or resolve readings upon change of supplier, contract managers, etc.

The modification proposal

This change proposal seeks to introduce a new mandatory schedule to the SPAA, which will detail operational and escalation contact information in respect of SPAA Schedules and processes. The SPAA will also set out requirements upon the contract managers to maintain this information and procedures for resolving inaccurate data.

The Authority's decision

The Authority has considered the issues raised by the change proposal and has taken into account responses to the SPAA consultation, as set out in the Change Report (CR), and the views of the subsequent SPAA Change Board held 19 September 2007. The Authority has concluded that:

1. implementation of the change proposal will better facilitate the achievement of the relevant objectives of the SPAA³; and,
2. directing that the change proposal be made is consistent with the Authority's principal objective and statutory duties⁴.

Reasons for the Authority's decision

We note that this proposal received unanimous support both at the consultation stage and at the subsequent SPAA Change Board. The weighted voting results show that 100% of those parties able to vote support the implementation of this change proposal. The threshold for acceptance of change proposals is currently set at 65%.

¹ The terms 'the Authority', 'Ofgem' and 'we' are used interchangeably in this document. Ofgem is the Office of the Gas and Electricity Markets Authority.

² This document is notice of the reasons for this decision as required by section 38A of the Gas Act 1986.

³ As set out in Standard Condition 30 of the Gas Suppliers Licence, see: http://epr.ofgem.gov.uk/document_fetch.php?documentid=13010

⁴ The Authority's statutory duties are wider than the relevant objectives and are detailed mainly in the Gas Act 1986.

There were few substantive comments on this change proposal, though the concerns of one respondent relating to the mandatory status of the proposed schedule did prompt an amendment from the proposer, to include a process for rectifying incorrect or missing data, allowing the relevant Party to immediately remedy any inadvertent breach of SPAA.

The SPAA was created to provide effective governance for the gas retail market, in particular by promoting interoperability and robust transference of data when a customer switches supplier. Effective and timely communication between relevant parties is fundamental to this aim, and this proposal should ensure that appropriate contact details are properly disseminated and maintained. We therefore agree with the proposer and those respondents who considered that the implementation of CP07/102 will better facilitate relevant objective c) of the SPAA *'the promotion of efficiency in the implementation and administration of the supply point administration arrangements'*. This will also be consistent with our primary objective to protect the interests of consumers, wherever appropriate by promoting effective competition.

Decision notice

In accordance with Standard Condition 30 of the Gas Suppliers Licence, the Authority, hereby directs that change proposal CP07/102: *'Publication of Operational & Escalation Contact Information'* be made.



Philip Davies
Director, GB Markets

Signed on behalf of the Authority and authorised for that purpose.