RETAIL ENERGY CODE

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REFERENCE	RECCHIG_25_1106_06
STATUS	FOR DISCUSSION

I0172 – END-TO-END NEW CONNECTIONS PROCESS REVIEW

NON-DOMESTIC NEW SUPPLY CONNECTIONS GAS – INDEPENDENT GAS TRANSPORTERS (IGT)

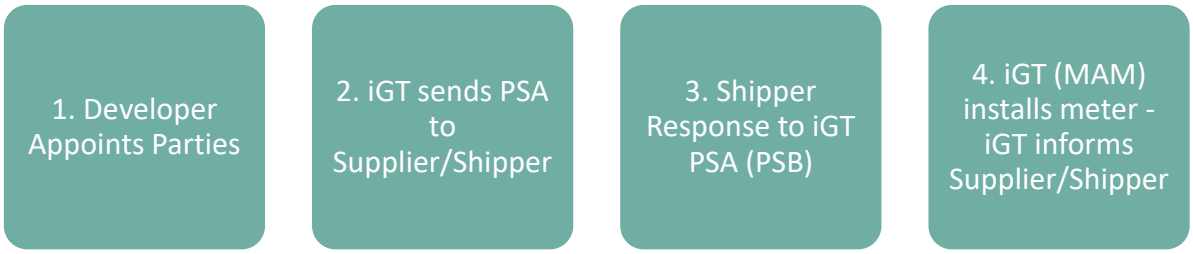
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1 PURPOSE

This paper provides an overview and analysis of the process by which housing developers, Independent Gas Transporters (iGTs), and Energy Suppliers/Shippers achieve a New Supply connection at a new build, Non-Domestic Premise.

Daily metered sites and infrastructure (pipes) only projects are not covered by this process.

2 HIGH LEVEL OVERVIEW



Step 1 – Developer Appoints Parties

- This may be early in the stage of the housing development, but contracts may be agreed between site developer and pipeline contractor, iGT and Energy Supplier before building commences.

Step 2 – iGT Creates Project Summary Report and Sends to Supplier/Shipper (PSA)

- The iGT creates and sends the Project Summary Report file (PSA) containing site specific information relating to the plots within a non-domestic or industrial development. This should be sent 30 Working Days before the first meter installation.
- A non-domestic PSA must not contain details of any domestic premises.
- The PSA file contains details of the proposed development and as minimum should always include the project reference number. Other details expected to be included are, plot number, postal address (if known, this should be in standard post address format), phase number of development, and meter owner. Where a Third Party acts as meter owner, this should be populated with “S”.

Step 3 – Supplier/Shipper Returns Project Summary (PSB)

- The Supplier/Shipper may accept / reject the PSA file within 15 Working Days. The Supplier/Shipper should accept or rejects the entirety of the PSA file.
- The response to the PSA file is the sending of a PSB, by the Supplier/Shipper. If rejecting the PSA, the Supplier/Shipper must provide a rejection code. Details of rejection codes are included in Annex 1 of this paper.
- If rejected, the IGT should investigate and resolve the issues within 15 Working Days.
- Once the Energy Supplier/Shipper accepts the PSA the Energy Supplier/Shipper and iGT have established a contract for the Supply Meter Points within the Project Summary Report.
- If the developer changes requirements of the build impacting the site, e.g. amendments to plot numbers, (increase / decrease) or change of build type, the iGT should provide notice to the Supplier/Shipper via a revised Project Summary Report. In updating the Project Summary report, the iGT should ensure the Project Summary Report number, reason code and details are provided. This enables tracking of the report between parties.

Step 4 – Meter Installation

- The iGT MAM installs the meter. IGT RGMA flows containing the meter details are sent to the Supplier/Shipper.
- When the first tenant, or landlord, takes responsibility/occupancy of the premise, a Change of Occupier should be triggered, by either the tenant or landlord notifying the Energy Supplier.

3 ISSUES ARISING

The following issues and impacts may arise during this process.

No.	Trigger	Impact
1	The developer may change Energy Supplier before the Consumer/tenant moves into the premise.	The developer may inform the incoming tenant/landlord but not the iGT.
2	The plot and postal address details may change before the meter is installed.	Developer may not inform iGT.
3	The plot and postal address may change after the meter is installed and the premise is occupied.	Developer may not inform industry parties. It will be left to the tenant or landlord to resolve.

4 ACTIONS FOR THE CHANGE ISSUES GROUP

To assist with the discussion, the Code Manager asks that Change Issue Group attendees:

- Note the content of this paper and consider if the process set out is an accurate reflection of their experiences; considering any additional actions that may be undertaken;
- review the issues arising in the process and consider any additional or issues or impacts their organisation experiences; and
- review and familiarise themselves with the Project Summary Report rejection code list in Annex 1 of this paper.

If you have any additional areas, or points of consideration, you would like the Code Manager to include in the discussion, please share these through contacting the Lead Analyst or via the REC Service Desk ahead of the meeting where possible.

ANNEX 1 – PROJECT SUMMARY REPORT REJECTION CODE LIST

- REJ01 (No Contract) REJ02 (Missing Data)
- REJ03 (Configuration Mismatch)
- REJ04 (Duplicate PSR)
- REJ05 (Issue number out of sequence)
- REJ06 (Issue number been superseded)
- REJ07 (MAM ID Incorrect)
- REJ08 (Meter Mechanism)
- REJ09 (Other, use the free text field and populate with the reason)