

# *Transmission Commercial Shipper Account Management*

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# Shipper Account Management

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## Our Team

- ◆ The new Shipper Account Management team has been set up to improve gas transmission's business relationship with you, our customer.

## Our Aims

- ◆ To be your advocate within our business, by providing a single point of contact for gas transmission escalated commercial issues.
- ◆ To understand your issues and drivers and feed them back into our business to improve our service to you.
- ◆ To adopt a prevention, rather than cure, philosophy.

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## Business Changes

- ◆ We work with the transporters agent, xoserve, to manage the end to end process of facilitating Shipper lifecycle activities, including any business changes you may require through your company's lifetime, for example:
  - ◆ Company Name Changes
  - ◆ Change of Contact Details
  - ◆ Takeovers & Mergers
  - ◆ IX Equipment moves & changes
  - ◆ Novations
  - ◆ Voluntary Discontinuance - the controlled process a User goes through if they wish to cease being a User and exit the market.
  - ◆ Terminations - the process which may be triggered by a Transporter if a User could not meet their contractual or financial obligations.

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## NTS Direct Connection Supply Point & CSEP Administration

- ◆ The primary point of contact for Supply Point Administration concerning NTS Direct Connections is xoserve.
- ◆ The services that xoserve provides include the processing of SPA nominations, load-check requests and the generation of offers.
- ◆ The Shipper Account Management team work closely with xoserve and administer the contracts associated with such sites including accessions to CSEP Ancillary Agreements (inc. Interconnectors).

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## AMP – Annual Maintenance Programme

- ◆ As a general principle, National Grid endeavours to assist wherever possible, each customer group and associated shipper by planning system maintenance around the customer's own planned outages.
- ◆ We will act as the primary contact within National Grid Transmission, Commercial, Customer Services.
- ◆ We will record and circulate information relating to planned outages to support the development of the April Maintenance Programme (AMP).

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## Structure and Contact Information

