

Welcome to the third edition of the “Shipper News” newsletter from the National Grid Distribution Industry Engagement team. We hope that you find the newsletter interesting and would welcome any feedback.

**INDUSTRY ENGAGEMENT TEAM**

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For updates regarding recent changes that have been implemented to the **Fuel Poor Voucher** system please visit the Shipper Information page at [www.Nationalgrid.com/uk/gas/operationalinfo](http://www.Nationalgrid.com/uk/gas/operationalinfo)

Look under ‘Shipper Information’

**EMERGENCY EXERCISE AND VALIDATION DATA - UPDATE**

**Exercise Quartz**

Exercise Quartz took place 14th and 15th October 2009.

The Firm Load Shedding exercise which utilised shipper provided contact information took place on 15th Oct.

The full report is now available on the HSE website at the following url.

<http://www.hse.gov.uk/gas/supply/exercise-quartz-report.pdf>

**National Grid data validation exercise**

National Grid undertook an exercise in June 2009, contacting the top 200 sites per LDZ either via phone or as part of a site visit. This information was collated and a sample was tested on 16th Oct following the main Quartz exercise; results showed an improvement in contactability of end users. This validated contact information has now been passed to Shippers with a request for it to be verified and input back into Sites & Meters.

**Emergency Exercises 2010**

Distribution Network Control Centre (DNCC) will be running a firm load shedding (FLS) exercise on **11 May 2010**. The exercise is likely to be run by all DN's on this date and will include current interruptible loads; a briefing pack providing the scope and details of the exercise will be issued shortly.

DECC are also planning an industry wide exercise over **29/30 June 2010**. The exercise is intended to test the broader industry and is likely to include interaction between Government departments.

DECC are still in the planning stage but are expected to issue a briefing paper outlining the scope of the exercise once it becomes available.

**GREEN CREDENTIALS FOR NATIONAL GRID**

National Grid has been officially certified with the UK's Carbon Trust Standard, a seal of recognition that verifies the company has taken real action on climate change by reducing its carbon footprint. The Carbon Trust Standard shows which organisations have genuinely acted on climate change and are committed to ongoing emission reductions.



## SHIPPER SATISFACTION SURVEY

The Shipper Customer Satisfaction Survey is conducted annually and provides our customers with an opportunity for direct feedback on their experiences with our business. Services included in the survey include New Connections, Disconnections, GT1's and the DNCC to name a few.

Over the coming months, we will be contacting you regarding your participation in the survey and we would once again ask for your support.

The feedback we receive helps us to focus our attention on the areas that are important to our customers so your continued support is important to us to improve the services we provide to you.

## INDUSTRY ENGAGEMENT TEAM - WHAT DO WE DO?

As we mentioned in the previous edition of the newsletter the Industry Engagement team was formed from the Strategic Relationship team and the UNC team.

What we do -

- Develop relationships with business customers and stakeholders
- Hold strategic and overview meetings with our customers
- Work with the business and publish contact information for you to gain access to the departments you need
- Act as a point of contact for your escalated queries
- Provide updates for customers and stakeholders on key topics via our external website
- Represent National Grid Gas Distribution at UNC and SPAA meetings, forums and workshops

## MEETING THE NEED: REDUCTION OF CAPACITY

In light of the unique challenges presented by the current economic conditions, a transitional change to the Uniform Network Code (UNC), proposed by National Grid Gas Distribution (NGGD), has been implemented to enable reduction of Registered Capacity at Daily Metered Supply Point below the current 'Bottom Stop' Capacity.

The 'Bottom Stop' Capacity is equivalent to the peak day consumption within the previous winter period and the existing rules prevented reduction of Registered Capacity below this value. This effectively prevented registration of capacity to a value which reflected significant reduction in consumption due to, for example, partial plant closure.

Registered Capacity is a critical data item that typically determines 95% of the Transportation Charge incurred by a Shipper in respect of a DM Supply Point. Therefore, the lack of flexibility in the existing capacity regime did not allow transportation charges to proportionally reflect significant reduction in consumption.

NGGD recognised the contribution the commercial arrangements could make to ensure that Transportation Charges better reflected the capacity utilised by a number of individual large consumers which have been severely affected by the economic climate. Following consultation with other industry representatives, NGGD raised a change proposal.

The new provisions enable reduction of Registered Capacity to a value below the prevailing Bottom Stop Capacity within the existing capacity reduction window (October to January inclusive) and will be in force for the current and forthcoming (2010/2011) winter periods. Feedback received from the Gas Customer Forum and Distribution Workstream confirmed that efforts to enhance the flexibility of the regime were appreciated.

A long term solution to address the restrictive impact of the Bottom Stop Capacity, whilst maintaining the protection this mechanism provides to the wider industry, is currently being developed.

**For more information please contact Chris Warner or Phil Lucas**



What would you like to see in the next edition of the newsletter. Are there any issues you would like us to cover. Are there any areas of interest you would like to know more about. Then please let us know and we will do our best to include these in the next edition.

Please email [Katherine.a.iles@uk.ngrid.com](mailto:Katherine.a.iles@uk.ngrid.com)



## PLEASE REMEMBER

For all operational queries please contact the National Grid Contact Centre on 0845 6056677