Shipper/Supplier Service Line Matrix – Operational/Data

NOW   **FUTURE**

Responsibility

Provided by	Service Line	Interface	Governance Arrangement	Comments	Delivery	GT/DN	Transmission	Std of service	Governance	Comments
Statoil/Toal	Modify AQs	AQ Sub Group	Network Code	AQ sub group reports to Supply Point Billing W'stream	To be chaired by agent?				UNC	
Statoil/Total BGT	Confirmation	SPA UK Link	Network Code		?				UNC	
Ofgem	Amend SPA timescales	Via network code mod	Network Code Mod process	Mods require Ofgem consent	?	?			UNC mod process	
Total	Aggregations - Deaggregations	SPA UK Link	Network Code							
Ofgem	Entry testing		Not governed by code		Testing environment to be managed by Ageny				?	
Total	UK Link Systems/IT file formats	UK Link Committee	UK Link Manual		Who will chair committee					
BGT	Mod rules	Mod Panel	Network Code?						UNC?	
Statoil/BGT - Total	Ad-hoc Billing	NGT Billing	Custom & practice ?		How will this be managed?				?	

Statoil/BGT – Total	Siteworks/ unconfirmed	CPM	Custom & practice?		How will this be managed?				?
Statoil	Support for Mergers of Shippers	Account management	Custom & practice?		?				
Statoil	USRV (System Functionality)		Custom & practice?		?				
Statoil	Online Network Code		Custom & practice?						
Total/Statoil	Account management (Reps) Escalation Route for Issues		Custom & practice?		?	?			
Statoil	Customer Satisfaction Reports		Custom & practice?		?	?			
Statoil	Shipper Focus		Custom & practice?						
Statoil	Gas Consumers Update (MEUC members etc)		Custom & practice?			?			
Statoil	Customer helpline		Custom & practice		?				
Statoil	Shipper Helpline (08705 216121)		Custom & practice?						
BGT/Total - Statoil	Standard Invoices		NWC						
	RBD		NWC						
Statoil/Toatl	Unique Sites / CSEPS Team (inc Allocations)		NWC & Custom & practice?						

BGT/Statoil - Total	Isolation adversarial/non adverserial	LDZ	?	
Statoil	SPA Offline Team		NWC & Custom & practice?	
Statoil	IFA Partial Interruptions Team		NWC & Custom & practice?	
Total/Statoil – BGT	DM Meter Reading		NWC	
Statoil/Total	Billing Data Management (inc Primes and Subs)		NWC & Custom & practice?	
Statoil	M# / Shipper Access (Web Site)		Custom & practice?	
Statoil	RFI Bureau		Custom & practice?	
Statoil	SIS		Custom & practice?	
Total	Transportation Prices		Network Code	
BGT/Statoil - Total	Conquest – QMS		Custom & practice & NWC?	
Statoil	Networks and Planning (CSEPs / NSLs)		Custom & practice & NWC?	
Statoil	LDZ Teams (inc SOQ referrals)		Custom & practice & NWC?	
Statoil/Total - BGT	USRV / Filter Failures teams		Custom & practice & NWC?	

Statoil	USRV Functionality		Custom & practice?							
Statoil	Meter Validation Failures		NWC & Custom & practice?	Over 1000 pages of business rules agreed during RGMA Process						
Statoil	Invoice Statements		NWC							
Statoil	Adhoc Invoice Backup		Custom & practice & NWC?							
BGT/Statoil	Referals (LDZ) Nominations/Confirmations									
Total	ARCA/NEXA Entry Agreements	Transco	Ancillary Documents ?	Managed outside of code		?				
Statoil/BGT	Operations forum	Transco Comm. Ops	Network Code	Monthly community meeting where Transco will update on pertinent issues						