

Services that will be provided as a national service by Agency
Functions that will be provided at a national level by a Governance Entity
Services that are currently provided by NTS and will continue to be provided by NTS without any Agency interface
Services that are currently provided by Transco that may be provided by each DN. Outside of Agency scope
Services that are duplicated or Service Line does not provide sufficient data

Operational/Data

Ref	Provided by	Service Line	NGTs view of the question?	Change to current shipper view?	Delivery	Obligation / Ownership	Std of service	Standard of service type	Governance	Agency DN/NTS Dependency	AWG Status	SPA definition	Option C Change?
O/D1	Statoil/Total	Modify AQs	Will amendments to AQs still be submitted through IX files? And will Agency still support the AQ sub group?	None	Agency deliver AQ recalculation (and subsequent sub-group)	DNs	Timescales for AQ notifications defined in NWC G1.6. Standards of service for AQ challenges agreed through industry AQ sub-group. (AQ Appeals 100% in 5 days & Amendments 100% in 15 Days)	Integral to NWC. Operationally agreed.	AQ process is governed by NWC G1.6. Sub group is governed under NWC Mod Panel. Agency will continue to support sub group.	None	Governed	Not SPA	
O/D11	Statoil	USRV (System Functionality)	Will the USRV process continue to operate as now?	None	Agency	DNs and transmission	NWC E8.2.3	Integral to NWC.	NWC E8	None	Governed	Not SPA	
O/D18	Statoil	Shipper Helpline (08705 216121)	Will the Shipper Helpline continue in its current form?	None	Agency	DNs	NWC U1.5.1 (response times IM6 - 4 hours, IM5 - 8 hours, IM4 - 12 hours, IM3 - 24 hours, IM2 - 2 days, IM1 - 5 days)	NWC appended (UK Link Manual)	The provision of a Shipper Helpline is governed by NWC U1.5.	None	Governed	SPA (partially)	
O/D19	BGT/Total - Statoil	Standard Invoices	Will invoices continue to be submitted in the current format?	Yes - multiple DN invoices	Agency	DNs	Invoice delivery in NWC S1.4.1 (dates in transitional arrangements i.e. NTS Capacity 4th, LDZ Capacity 4th, Storage 7th, Commodity 8th, Reconciliation 18th, Balancing 23rd)	Integral to NWC.	Invoice provision is governed by NWC S1	None	Governed	Not SPA	
O/D2	Statoil/Total BGT	Confirmation	Will confirmations continue to be submitted and responded to in the current format?	None	Agency deliver via UK Link	DNs	NWC G2.5.11 - (Delivery of 100% of CFR IX files within 2 business days)	Integral to NWC. NWC appended (UK Link Manual)	Confirmations are governed by NWC G 2.5 and the UK Link Manual.	DNs (referrals)	Governed	SPA - Transfer of ownership	
O/D20		RBD	Will RbD continue to operate in its current format?	Yes - multiple DN invoices	Agency	DNs	Invoice delivery in NWC S1.4.1 - Invoice delivery by dates in NWC transitional document - Reconciliation 18th.	Integral to NWC	RbD calculation principles are governed by NWC E7, and is invoiced in accordance with NWC S1. RbD is subject to external Audit as defined in NWC V12, and reported to RbD Audit Sub-Committee.	None	Governed	Not SPA	
O/D23	Statoil	SPA Offline Team	Will SPA Offline continue to operate process in the current format?	None	Agency provide existing services	DNs	NWC - Offline processes subject to same standards as online. (NWC referenced procedures for the treatment of SSMP G1.7.2)	NWC referenced (Shared Supply Meter Point Procedures 'Guidelines for the treatment of SSMP')	SPA Off line process are operated in accordance with NWC G2 (Nominations and Confirmations) and J4 (NEXA).	NTS?	Governed	SPA - Transfer of ownership	
O/D25	Total/Statoil - BGT	DM Meter Reading	Will DM reads continue to be provided in the current format? And will DM reading support continue?	None	Agency provide reads through existing files.	DNs	NWC M5.2 (...not later than 11:00 hours on the Day following the Day [of the read]...)	Integral to NWC.	DM Meter reading is governed by NWC M4.	Reads provided by DN's MRA	Governed	Not SPA	
O/D26	Statoil/Total	Billing Data Management (inc Primes and Subs)	Will contact with BDM continue in its current form?	None	Agency provide existing services	DNs	NWC S4.8 (Standards of Service Query Management Operational Guidelines)	NWC Referenced; (Standards of Service Query Management Operational)	The processes carried out within BDM are governed by Operationally agreed process and subject to SOS governed by NWC S4.8.	None	Governed	Not SPA	
O/D31	BGT/Statoil Total	Conquest - QMS	Will queries continue to be submitted over ConQuest for all DN's?	Yes - Different [Agency] website and rebranding.	Agency Website, and then as now.	Agency owned	Query SOS through NWC	Operationally agreed.	BDM Forum. [Conquest & changes to it are not formally governed, although general UK Link modification processes are adopted.]	None	Governed	Not SPA	
O/D34	Statoil/Total - BGT	USRV / Filter Failures teams	Will contact with the USRV/Filter failure teams continue in its current form?	None	Agency	DNs and transmission	NWC E8, "Network Code Reconciliation Suppression Guidelines"	Integral to NWC.	UNC & Billing Ops forum		Governed	Not SPA	
O/D36	Statoil	Meter Validation Failures	Will the validation of Meter details during Read submission and meter installation continue in its current form?	None	Agency provide existing services	DNs	NWC M2.7	File formats and validation rules agreed via UK Link committee. NWC appended	Validation of meter details is governed by NWC M3 (M3.3.2 - valid meter reading).	None	Governed	Not SPA	
O/D38	Statoil	Adhoc Invoice Backup	Will Adhoc invoice back up continue to be provided in its current format?	Yes - Multiple DN invoices	Agency	DNs and transmission	NWC S2.4 (standards and timescales for ad-hoc invoicing back up documentation detailed in 'Operational Rules Governing the Supply of Invoice Charges via the Ad-hoc Process')	NWC referenced; ('Operational Rules Governing the Supply of Invoice Charges via the Ad-hoc Process')	Ad-hoc Invoice backup is governed by NWC S[2.4] and by the 'Operational Rules Governing the Supply of Invoice Charges via the Ad-hoc Process'.		Governed	Not SPA	
O/D39	BGT/Statoil	Referrals (LDZ) Nominations/Confirmations	How will referrals be managed?	None	Agency will manage referrals through UK Link.	DNs	NWC 2.3.4 (12 business days to return a Supply Point offer)	Integral to NWC.	Nomination referrals are governed by NWC G2.3.8 and the UK Link Manual.	DNs	Governed	SPA - Transfer of ownership	

O/D4	Total	Aggregations - Deaggregations	How will Aggregations and De-aggregations be managed?	None	Agency deliver via UK Link	DNs	NWC G (12 business days for referral or subject to Query management SOS if submitted via Conquest)	Integral to NWC.	Aggregations and De-aggregations are managed through Nomination referrals which are governed by NWC G2(3.8).	DNs (referrals)	Governed	SPA - Transfer of ownership	
O/D6	Total	UK Link Systems/IT file formats	Will UK Link file format modification process continue in its current form?	None	Agency will chair committee on behalf of all DNs and Transmission	DNs and transmission	NWC U8	Integral to NWC. NWC appended: (UK Link Manual)	UK Link file format changes are managed through the Modification Panel, and UK Link Modification Panel, and are respectively governed by Standard Licence Condition 9, paragraph 6 and NWC: U8	DNs and transmission (as required)	Governed	SPA - Transfer of ownership	
O/D8	Statoil/BGT Total	Ad-hoc Billing	Will ad-hoc billing continue in its current form?	Yes - Multiple DN invoices, some file format changes.	Agency will deliver Invoices via IX, as now.	DNs and transmission	NWC S2.4 (Operational Rules). Submission of Back-up data is scheduled (non-IX) invoices. Issue date for scheduled invoices available on SIS.	NWC referenced: (Operational Rules Governing the Supply of Invoice Charges via the Ad-hoc Process)	Ad-hoc Invoicing is governed by NWC S(2.4) and by the 'Operational Rules Governing the Supply of Invoice Charges via the Ad-hoc Process'.	None	Governed	Not SPA	
O/D17	Statoil	Customer helpline (MPRN bureau for end users)	Will the M No bureau continue in its current form?	None	Via existing call centre interface as part of Agency services.	DNs	90% of calls answered in 30 seconds- (SOS published to OFGEM)	Operationally agreed.	Provision of information service is governed by Standard Licence Condition 31, paragraph 3.	None	Not governed within NWC	Not SPA	
O/D27	Statoil	M# / Shipper Access (Web Site)	Will the websites continue to operate as now?	Yes - Different [Agency] website and rebranding.	Agency web service	DNs	License Condition 31	Operationally agreed.	Licence (provision of data)	None	Not governed within NWC	Not SPA	
O/D28	Statoil	RFI Bureau	Will the RFI Bureau continue in its current form?	None	Agency telephone bureau.	DNs	Operationally agreed; 90% of calls answered in 30 seconds.	Operationally agreed.	Provision of information service is governed by Licence Condition 31, paragraph 3.	None	Not governed within NWC	Not SPA	
O/D41	Statoil/BGT	Operations forum	Will Agency continue to operate Billing Ops and Billing Data Management forums?	None	Agency provide existing services	DNs	Operationally Agreed	Operationally agreed.	No formal governance.	None	Not governed within NWC	Not SPA	
O/D9	Statoil/BGT	Siteworks/ unconfirmed	Will the Siteworks and unconfirmed processes continue to operate in its current form?	None	Agency	DNs	Submission of reports at defined periods within the lifecycle of the unconfirmed site.	Operationally agreed.	No governance around the process. Agreed via Ops forum.	None	Not governed within NWC	SPA - Transfer of ownership	
O/D7	BGT	Mod rules	How will the Modifications process operate?	Potentially	Proposal - UNC and Mods panel operated by NGT Transmission.	DNs and transmission	NWC Y - New Modification implementation	Integral to NWC.	NWC Y - New Modification implementation		Governed	Not SPA	Yes - Governance Entity
O/D12	Statoil	Online Network Code	Will an online NWC still be available, and will this be each DNs NWC and the UNC?	None	Provided by UNC secretariate				No formal governance.		Not governed	Not SPA	Yes - Governance Entity
O/D30	Total	Transportation Prices	How will Transportation prices be calculated and notified, and will they be grouped or individual DN level?	Potentially	Currently 1 pricing statement, up to 5 in the future, will this be managed by DNs or centrally by Agency?	DNs			Licence		Not governed within NWC	Not SPA	Yes - Governance Entity
O/D32	Statoil	Networks and Planning (CSEPs / NSLs)		None	Via the existing Network interface.	DNs and transmission			CSEPs: NWC J4, NSLs NWC G6.1.3		Governed	Not SPA	
O/D40	Total	ARCA/NEXA Entry Agreements Unique Sites / CSEPS		None		transmission			NEXA: NWC J4, ARCA: separate commercial contract, very limited.		Governed (NEXA)	Not SPA	
O/D21	Statoil/Total	Team (inc Allocations)	?										
O/D24	Statoil	IFA Partial Interruptions Team											
O/D29	Statoil	SIS	Will information currently available on SIS continue to be available?		UK Transmission	UKT						Not SPA	
O/D22	BGT/Statoil Total	Isolation adversarial/non adversarial	Will the isolation process continue in its current form?	Yes - Same process/forms but through DNs rather than LDZs	Via DN operational points of contact.	DNs and transmission	NWC G3.5	Integral to NWC	NWC G3.4 & G3.5 (Subject to MOD 0675)		Governed	Not SPA	
O/D10	Statoil	Support for Mergers of Shippers	Will support still be provided when shippers merge, and who will provide this service?	NGT to consider Agency coordination role.	Individual 'DN Commercial's or Agency national service?	DNs and transmission			No formal governance.			SPA (?)	
O/D13	Total/Statoil	Account management (Reps) Escalation Route for Issues	Will the Account Management escalation route still exist, and will this be one point of contact?	Yes - multiple Account Managers	Agency Service for generic escalation, Individual DN for contract specific.	DNs and Agency			C&P			Not SPA	
O/D14	Statoil	Customer Satisfaction Reports	Will Customer Satisfaction reports continue, and will they be grouped or individual DN level?	None	Transco continue to provide	?						Not SPA	
O/D15	Statoil	Shipper Focus	Will Shipper Focus continue, and will they be grouped or individual DN level?	None	Transco continue to provide							Not SPA	
O/D16	Statoil	Gas Consumers Update (MEUC members etc)	Will each DN have representation at consumer work groups or will a single contact be provided?	None	Transco continue to provide	?						Not SPA	

[illegible]

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Operational/Data

Ref	Provided by	Service Line	NGTs view of the question?	Change to current shipper view?	Delivery	Obligation / Ownership	Std of service	Standard of service type	Governance	Agency DN/NTS Dependency	AWG Status	SPA definition	Option C Change?
O/D1	Statoil/Total	Modify AQs	Will amendments to AQs still be submitted through IX files? And will Agency still support the AQ sub group?	None	Agency deliver AQ recalculation (and subsequent sub-group)	DNs	Timescales for AQ notifications defined in NWC G1.6. Standards of service for AQ challenges agreed through industry AQ sub-group. (AQ Appeals 100% in 5 days & Amendments 100% in 15 Days).	Integral to NWC. Operationally agreed.	AQ process is governed by NWC G1.6. Sub group is governed under NWC Mod Panel. Agency will continue to support sub group.	None	Governed	Not SPA	
O/D11	Statoil	USRV (System Functionality)	Will the USRV process continue to operate as now?	None	Agency	DNs and transmission	NWC E8.2.3	Integral to NWC.	NWC E8	None	Governed	Not SPA	
O/D18	Statoil	Shipper Helpline (08705 216121)	Will the Shipper Helpline continue in its current form?	None	Agency	DNs	NWC U1.5.1 (response times IM6 - 4 hours, IM5 - 8 hours, IM4 - 12 hours, IM3 - 24 hours, IM2 - 2 days, IM1 - 5 days) Invoice delivery in NWC S1.4.1 (dates in transitional arrangements i.e. NTS Capacity 4th, LDZ Capacity 4th, Storage 7th, Commodity 8th, Reconciliation 18th, Balancing 23rd)	NWC appended (UK Link Manual)	The provision of a Shipper Helpline is governed by NWC U1.5.	None	Governed	SPA (partially)	
O/D19	BGT/Total - Statoil	Standard Invoices	Will invoices continue to be submitted in the current format?	Yes - multiple DN invoices	Agency	DNs	NWC G2.5.11 - (Delivery of 100% of CFR IX files within 2 business days)	Integral to NWC. NWC appended (UK Link Manual)	Invoice provision is governed by NWC S1	None	Governed	Not SPA	
O/D2	Statoil/Total BGT	Confirmation	Will confirmations continue to be submitted and responded to in the current format?	None	Agency deliver via UK Link	DNs	NWC U1.5.1 (response times IM6 - 4 hours, IM5 - 8 hours, IM4 - 12 hours, IM3 - 24 hours, IM2 - 2 days, IM1 - 5 days) Invoice delivery in NWC S1.4.1 (dates in transitional arrangements i.e. NTS Capacity 4th, LDZ Capacity 4th, Storage 7th, Commodity 8th, Reconciliation 18th, Balancing 23rd)	Integral to NWC. NWC appended (UK Link Manual)	Confirmations are governed by NWC G 2.5 and the UK Link Manual.	DNs (referrals)	Governed	SPA - Transfer of ownership	
O/D20		RBD	Will RbD continue to operate in its current format?	Yes - multiple DN invoices	Agency	DNs	NWC - Offline processes subject to same standards as online. (NWC referenced procedures for the treatment of SSMP G1.7.2)	Integral to NWC	RbD calculation principles are governed by NWC E7, and is invoiced in accordance with NWC S1. RBD is subject to external Audit as defined in NWC V12, and reported to RbD Audit Sub-Committee.	None	Governed	Not SPA	
O/D23	Statoil	SPA Offline Team	Will SPA Offline continue to operate process in the current format?	None	Agency provide existing services	DNs	NWC M5.2 (...not later than 11:00 hours on the Day following the Day of the read)	NWC referenced (Shared Supply Meter-Point Procedures 'Guidelines for the treatment of SSMP')	SPA Off line process are operated in accordance with NWC G2 (Nominations and Confirmations) and J4 (NExA).	NTS?	Governed	SPA - Transfer of ownership	
O/D25	Total/Statoil - BGT	DM Meter Reading	Will DM reads continue to be provided in the current format? And will DM reading support continue?	None	Agency provide reads through existing files.	DNs	NWC S4.8 (Standards of Service Query Management Operational Guidelines)	Integral to NWC.	DM Meter reading is governed by NWC M4.	Reads provided by DN's MRA	Governed	Not SPA	
O/D26	Statoil/Total	Billing Data Management (inc Primes and Subs)	Will contact with BDM continue in its current form?	None	Agency provide existing services	DNs	NWC S2.4 (standards and timescales for ad-hoc invoicing back up documentation detailed in 'Operational Rules Governing the Supply of Invoice Charges via the Ad-hoc Process')	NWC Referenced; (Standards of Service Query Management Operational	The processes carried out within BDM are governed by Operationally agreed process and subject to SOS governed by NWC S4.8.	None	Governed	Not SPA	
O/D31	BGT/Statoil Total	Conquest - QMS	Will queries continue to be submitted over ConQuest for all DN's?	Yes - Different [Agency] website and rebranding as now	Agency Website, and then as now	Agency owned	Query SOS through NWC	Operationally agreed.	BDM Forum. [Conquest & changes to it are not formally governed, although general UK Link modification processes are adopted.	None	Governed	Not SPA	
O/D34	Statoil/Total - BGT	USRV / Filter Failures teams	Will contact with the USRV/Filter failure teams continue in its current form?	None	Agency	DNs and transmission	NWC E8, "Network Code Reconciliation Suppression Guidelines"	Integral to NWC.	UNC & Billing Ops forum		Governed	Not SPA	
O/D36	Statoil	Meter Validation Failures	Will the validation of Meter details during Read submission and meter installation continue in it's current form?	None	Agency provide existing services	DNs	NWC M2.7	File formats and validation rules agreed via UK Link committee. NWC appended NWC referenced;	Validation of meter details is governed by NWC M3 (M3.3.2 - valid meter reading).	None	Governed	Not SPA	
O/D38	Statoil	Adhoc Invoice Backup	Will Adhoc invoice back up continue to be provided in its current format?	Yes - Multiple DN invoices	Agency	DNs and transmission	NWC S2.4 (standards and timescales for ad-hoc invoicing back up documentation detailed in 'Operational Rules Governing the Supply of Invoice Charges via the Ad-hoc Process')	NWC referenced; ('Operational Rules Governing the Supply of Invoice Charges via the Ad-hoc Process')	Ad-hoc Invoice backup is governed by NWC S(2.4) and by the 'Operational Rules Governing the Supply of Invoice Charges via the Ad-hoc Process'.		Governed	Not SPA	
O/D39	BGT/Statoil	Referrals (LDZ) Nominations/Confirmations	How will referrals be managed?	None	Agency will manage referrals through UK Link.	DNs	NWC 2.3.4 (12 business days to return a Supply Point offer)	Integral to NWC.	Nomination referrals are governed by NWC G2.3.8 and the UK Link Manual.	DNs	Governed	SPA - Transfer of ownership	

O/D4	Total	Aggregations - Deaggregations	How will Aggregations and De-aggregations be managed?	None	Agency deliver via UK Link	DNs	NWC G (12 business days for referral or subject to Query management SOS if submitted via Conquest)	Integral to NWC.	Aggregations and De-aggregations are managed through Nomination referrals which are governed by NWC G2.3.8.	DNs (referrals)	Governed	SPA - Transfer of ownership	
O/D6	Total	UK Link Systems/IT file formats	Will UK Link file format modification process continue in its current form?	None	Agency will chair committee on behalf of all DNs and Transmission	DNs and transmission	NWC U8	Integral to NWC. NWC appended; (UK Link Manual)	UK Link file format changes are managed through the Modification Panel, and UK Link Modification Panel, and are respectively governed by Standard Licence Condition 9, paragraph 6 and NWC U8.	DNs and transmission (as required)	Governed	SPA - Transfer of ownership	
O/D8	Statoil/BGT Total	Ad-hoc Billing	Will ad-hoc billing continue in its current form?	Yes - Multiple DN invoices, some file format changes.	Agency will deliver Invoices via IX, as now.	DNs and transmission	NWC S2.4 (Operational Rules); Submission of Back-up data 5 calendar days in advance of non scheduled (non-IX) invoices. Issue date for scheduled invoices available on SIS.	NWC referenced; ('Operational Rules Governing the Supply of Invoice Charges via the Ad-hoc Process')	Ad-hoc Invoicing is governed by NWC S[2.4] and by the 'Operational Rules Governing the Supply of Invoice Charges via the Ad-hoc Process'.	None	Governed	Not SPA	
O/D7	BGT	Mod rules	How will the Modifications process operate?	Potentially	<i>Proposal - UNC and Mods panel operated by NGT Transmission.</i>	DNs and transmission	NWC Y - New Modification implementation	Integral to NWC.	NWC Y - New Modification implementation		Governed	Not SPA	Yes - Governance Entity
O/D32	Statoil	Networks and Planning (CSEPs / NSLs)		None	Via the existing Network interface.	DNs and transmission			CSEPs: NWC J4, NSLs NWC G6.1.3		Governed	Not SPA	
O/D40	Total	ARCA/NEXA Entry Agreements		None		transmission			NEXA: NWC J4, ARCA: separate commercial contract, very limited.		Governed (NEXA)	Not SPA	
O/D22	BGT/Statoil Total	Isolation adversarial/non adversarial	Will the isolation process continue in its current form?	Yes - Same process/forms but through DNs rather than I.DZs	Via DN operational points of contact.	DNs and transmission	NWC G3.5	Integral to NWC	NWC G3.4 & G3.5 (Subject to MOD 0675)		Governed	Not SPA	

Reporting

Ref	Provided by	Service Line	NGTs view of the question?	Change to current shipper view?	Delivery	Obligation / Ownership	Std of service	Standard of service type	Governance	Agency DN/NTS Dependency	AWG Status	SPA definition	Option C Change?
R11	BGT	Shadow log reports	Will Shippers continue to receive the Shadow Log reports?	None	Agency - tbc	DNs	NWC S4.8 - within 10 business days following the end of the relevant month	Integral to NWC	NWC S.4.8? DOES IT STATE REPORTING?		Governed	Not SPA	
R12	Statoil/BGT	Notification of EUCs	Will Shippers continue to receive EUC profiles in the current form?	None	Agency	UK Transmission	NWC H1.9 not later than 15th August in the preceding year.	Integral to NWC	NWC H1.7, H1.8 & H1.9		Governed	Not SPA	Yes - Agency Ownership
R2	Statoil	USRV Management	Will suppressed reconciliation values continue in the current form?	None	Agency	UK Transmission	NWC E8 - As per Network Code Standards of Service	Integral to NWC	NWC E8		Governed	Not SPA	
R26	Statoil	Credit Reports (Energy)	Will relevant members of the Energy Balancing Credit Committee continue to receive the operational statistics?	None	Agency	DNs					Governed	Not SPA	
R8	Total/Statoil	Demand Estimation	Will demand estimation continue to operate in the current form?	None	Agency	UK Transmission	NWC H2	Integral to NWC	NWC H2		Governed	Not SPA	Yes - Agency Ownership
R10	Statoil/Total	Shrinkage Notification	Will shrinkage notification continue to operate in the current form?			UK Transmission	NTS: NWC N2.2 (no later than 13:30 hours on the preceding day), LDZ: NWC N3.2 (not later than 1st September each year)	Integral to NWC	NWC N2.2 & N3.2		Governed	Not SPA	
R21	Statoil/Total	Interruption Notification	Will interruption notification continue to operate in the current form?			UK Transmission	NWC G6.8.2	Integral to NWC	NWC G6.8		Governed	Not SPA	

Settlements/Energy Interfaces

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S/E1	Statoil – Total BGT	Gas Nominations	Will Gas Nominations continue in its current form?			Transmission		Integral to NWC	NWC C1		Governed	Not SPA	Potentially - How these interfaces will operate is currently being reviewed following the adoption of Option C.
S/E2	Statoil, Total	Capacity Booking	Will Capacity Booking continue in its current form?			Transmission		Integral to NWC	NWC B		Governed	Not SPA	Potentially - How these interfaces will operate is currently being reviewed following the adoption of Option C.

S/E21	Statoil	Provision of Entry Capacity	Will Provision of Entry Capacity continue in its current form?			Transmission		Integral to NWC	NWC B2		Governed	Not SPA	Potentially - How these interfaces will operate is currently being reviewed following the adoption of Option C.
S/E23	Statoil - Total	Purchase of Long Term Entry Capacity	Will Purchase of Long Term Entry Capacity continue in its current form?			Transmission		Integral to NWC	[NWC B1.10]		Governed	Not SPA	Potentially - How these interfaces will operate is currently being reviewed following the adoption of Option C.
S/E3	Statoil	Capacity Management	Will Capacity Management continue in its current form?			Transmission		Integral to NWC	[NWC B2.8]		Governed	Not SPA	Potentially - How these interfaces will operate is currently being reviewed following the adoption of Option C.
S/E4	Total	Demand Forecasting	Will our contact with Demand Forecasting continue in its current form?			Transmission	NWC H	Integral to NWC	NWC H		Governed	Not SPA	Potentially - How these interfaces will operate is currently being reviewed following the adoption of Option C.

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O/D17	Statoil	Customer helpline (MPRN bureau for end users)	Will the M No bureau continue in its current form?	None	Via existing call centre interface as part of Agency services.	DNs	90% of calls answered in 30 seconds. (SOS published to OFGEM)	Operationally agreed.	Provision of information service is governed by Standard Licence Condition 31, paragraph 3.	None	Not governed within NWC	Not SPA	
O/D27	Statoil	M# / Shipper Access (Web Site)	Will the websites continue to operate as now?	Yes - Different [Agency] website and rebranding.	Agency web service	DNs	License Condition 31	Operationally agreed.	Licence (provision of data)	None	Not governed within NWC	Not SPA	
O/D28	Statoil	RFI Bureau	Will the RFI Bureau continue in its current form?	None	Agency telephone bureau.	DNs	Operationally agreed; 90% of calls answered in 30 seconds.	Operationally agreed.	Provision of information service is governed by Licence Condition 31, paragraph 3.	None	Not governed within NWC	Not SPA	
O/D41	Statoil/BGT	Operations forum	Will Agency continue to operate Billing Ops and Billing Data Management forums?	None	Agency provide existing services	DNs	Operationally Agreed	Operationally agreed.	No formal governance.	None	Not governed within NWC	Not SPA	
O/D9	Statoil/BGT	Siteworks/ unconfirmed	Will the Siteworks and unconfirmed processes continue to operate in its current form?	None	Agency	DNs	Submission of reports at defined periods within the lifecycle of the unconfirmed site.	Operationally agreed.	No governance around the process. Agreed via Ops forum.	None	Not governed within NWC	SPA - Transfer of ownership	
O/D12	Statoil	Online Network Code	Will an online NWC still be available, and will this be each DN's NWC and the UNC?	None	Provided by UNC secretariate				No formal governance.		Not governed	Not SPA	Yes - Governance Entity
O/D30	Total	Transportation Prices	How will Transportation prices be calculated and notified, and will they be grouped or individual DN level?	Potentially	Currently 1 pricing statement, up to 5 in the future, will this be managed by DNs or centrally by Agency?	DNs			Licence		Not governed within NWC	Not SPA	Yes - Governance Entity
O/D21	Statoil/Total	Unique Sites / CSEPS Team (inc Allocations)	?										
O/D24	Statoil	IFA Partial Interruptions Team											
O/D29	Statoil	SIS	Will information currently available on SIS continue to be available?		UK Transmission	UKT						Not SPA	
O/D22	BGT/Statoil Total	Isolation adversarial/non adversarial	Will the isolation process continue in its current form?	Yes - Same process/forms but through DNs rather than LDZs	Via DN operational points of contact.	DNs and transmission	NWC G3.5	Integral to NWC	NWC G3.4 & G3.5 (Subject to MOD 0675)		Governed	Not SPA	
O/D10	Statoil	Support for Mergers of Shippers	Will support still be provided when shippers merge, and who will provide this service?	NGT to consider Agency coordination role.	Individual 'DN Commercial' or Agency national service?	DNs and transmission			No formal governance.			SPA (?)	
O/D13	Total/Statoil	Account management (Reps) Escalation Route for Issues	Will the Account Management escalation route still exist, and will this be one point of contact?	Yes - multiple Account Managers	Agency Service for generic escalation, Individual DN for contract specific.	DNs and Agency			C&P			Not SPA	
O/D14	Statoil	Customer Satisfaction Reports	Will Customer Satisfaction reports continue, and will they be grouped or individual DN level?	None	Transco continue to provide	?						Not SPA	
O/D15	Statoil	Shipper Focus	Will Shipper Focus continue, and will they be grouped or individual DN level?	None	Transco continue to provide							Not SPA	
O/D16	Statoil	Gas Consumers Update (MEUC members etc)	Will each DN have representation at consumer work groups or will a single contact be provided?	None	Transco continue to provide	?						Not SPA	
O/D33	Statoil	LDZ Teams (inc SOQ referrals)	Will there still be contacts for each DN to process issues?	Yes - Multiple DN	Contacts defined via DN	DNs and transmission			SOQ Referrals: NWC G2.3.8			SPA	
O/D37	Statoil	Invoice Statements	Will Credit Control continue to give a current snapshot of credit position?	Yes - Credit control functions undertaken by each DN	Delivery via each DN credit control dept.	DNs			UNC			Not SPA	

Reporting

Ref	Provided by	Service Line	NGTs view of the question?	Change to current shipper view?	Delivery	Obligation / Ownership	Std of service	Standard of service type	Governance	Agency DN/NTS Dependency	AWG Status	SPA definition	Option C Change?
R1	Statoil	Portfolio Statements	Will Shippers continue to receive their Portfolio statements?	None	Agency - e-mail (or IX?)	Agency	Operationally Agreed	Operationally agreed	No formal governance		Not governed within NWC	SPA	
R13	BGT	Portfolio extracts	Will Shippers be able to request portfolio extracts?	None	Agency	DNs	Operationally Agreed	Operationally agreed	No formal governance		Not governed within NWC	SPA	

R23	Total/Statoil - BGT	Unique/CSEPs portfolio Reports	Will Shippers continue to receive Unique sites and CSEPs reports?	None (CSEPs only)	Agency	DNs and transmission	As soon as reasonably practicable: - Weekly - Live CSEP LMNs Monthly - Live portfolio report	Operationally agreed	Operationally agreed		Not governed within NWC	SPA	
R4	BGT	RBD Verification	Will Shippers continue to receive the Reconciliation by Difference report?	Potentially - multiple DN reports	Agency	DN	To be delivered at each RbD Sub-group meeting (Monthly)	Operationally agreed	Operationally agreed		Not governed within NWC	Not SPA	
R6	Total/BGT - Statoil	Monthly query reports	Will Shippers continue to receive Monthly 'standards of service' query management reports?	None	Agency	DNs	NWC S4.8 - within 10 business days following the end of the relevant month, and 'SoS Query Management Operational Guidelines'	Integral to NWC	Governed		Not governed within NWC	Not SPA	
R7	Statoil	% invalid reports	Will Shippers continue to receive % invalid query reports?	None	Agency	DNs	NWC S4.8	Operationally agreed	No formal governance		Not governed within NWC	Not SPA	
R9	Statoil	Unconfirmed Reporting	Will Shippers continue to receive the Unconfirmed Siteworks report?	None	Agency	DNs	As soon as reasonably practicable following the end of the relevant month	Operationally agreed	No formal governance		Not governed within NWC	SPA - Transfer of ownership	
R14	Statoil	Interruption Forecasts	Will interruption forecasts continue to operate in the continue form?			UK Transmission						Not SPA	
R16	BGT	Maintenance Programs Info	?			DNs or Transmission						Not SPA	

Settlements/Energy Interfaces

Ref	Provided by	Service Line	NGTs view of the question?	Change to current shipper view?	Delivery	Obligation / Ownership	Std of service	Standard of service type	Governance	Agency DN/NTS Dependency	AWG Status	SPA definition	Option C Change?
S/E5	Statoil	Business Rules over Ratchets	Will Ratchets Business Rules be governed as they are now?			Transmission						Not SPA	
S/E6	Statoil	Business Rules over Wet gas	Will Wet Gas Business Rules be governed as they are now?			Transmission						Not SPA	
S/E11	Statoil	Datalogger Resynchs	Will Transco Metering Services continue with Datalogger resynchs in the current form?	None		DNs						Not SPA	

Operational/Data

Reporting

Settlements/Energy Interfaces

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