

xoserve Services

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PART 1: PROVISION OF SERVICES IN RELATION TO OBLIGATIONS UNDER NETWORK CODE**PART 1A: PROVIDE AND MAINTAIN A SUPPLY POINT REGISTER****SERVICE LINE - MANAGE SUPPLY POINT REGISTRATION**

Service Description The maintenance of a Supply Point Register for a Network Operator containing information in relation to all Supply Points, Supply Meter Points and Supply Point Premises connected to a Network Operator's pipe-line system and the updating thereof, following the receipt of relevant information from Users, receiving Supply Point Nominations, submitting Supply Point Offers, accepting Supply Point Confirmations, considering Supply Point Objections and receiving Isolation requests in all cases for the purposes of facilitating the transfer of Supply Points between Users

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
1.	Maintain a Supply Point Register in respect of all Supply Meter Points, Supply Points and Supply Point Premises recording the information specified in Section G1.9.2	A change to, or requirement to record for the first time, the information specified in Section G1.9.2, in either case by reason of the operation of the Network Code	Update or record relevant information in the Supply Point Register in respect of relevant Supply Meter Points, Supply Points and Supply Point Premises	Unless otherwise provided for in this Schedule 2, within two (2) Business Days of requirement to change or record details in the Supply Point	Electronic update to Supply Point Register	Sections G1.9, G7.3.1 and G7.3.2

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
				Register		
2.	Respond to Supply Point Enquiry	Receipt of Supply Point Enquiry from a User in accordance with Section G1.17.3	Send Enquiring User a response in relation to the relevant Supply Point in accordance with Section G1.17.6 or reject enquiry and send Enquiring User details of reason for rejection of the Supply Point Enquiry	Within two (2) Business Days of receipt of the Supply Point Enquiry	UK Link Communication	Section G1.17
3.	Respond to Supply Point Nomination	Receipt of Supply Point Nomination from a Proposing User in accordance with Section G2.3.1 and G2.3.2	Send Proposing User a Supply Point Offer in relation to the relevant Supply Point in accordance with Section G2.4, reject the Supply Point Nomination in accordance with Section G2.3.6 and send User details of the reasons for rejection or send User and relevant Network Operator a referral notice	Within two (2) Business Days of receipt of the Supply Point Nomination	UK Link Communication (or where the Supply Point is a VLDMC, Conventional Notice)	Section G2.3.4(a)
4.	Submission of Supply Point Offer following submission of referral notice to a Network Operator	Receipt of response from Network Operator following a receipt of a Supply Point Nomination that has been referred to the Network Operator	Send User a Supply Point Offer in relation to the relevant Supply Point in accordance with Section G2.4 or reject the Supply Point Nomination and send the User details of the reasons for rejection of the Supply Point Nomination	Within two (2) Business Days of receipt of a response to the referral from the Network Operator	UK Link Communication (or where the Supply Point is a VLDMC, Conventional Notice)	Sections G2.3.4 (b) and G2.3.8

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
5.	Notification of change to Prevailing Supply Point Capacity or Bottom-stop Supply Point Capacity prior to Supply Point Confirmation	Receipt of notification by the Service Provider of the occurrence of the circumstances referred to in Section G2.4.5 (a)(i) or (ii) at any time prior to the submission of a Supply Point Confirmation by the Proposing User	Send Proposing User notice that Supply Point Offer has lapsed	Within two (2) Business Days of the receipt of a notice from the Network Operator	UK Link Communication	Section G2.4.5 (a)
6.	Notification of application of Section G2.7.3	Receipt of notice from relevant Network Operator in relation to a Proposed Supply Point including a DM Supply Point Component of the occurrence of the circumstances referred to in Section G2.4.5 (b) at any time prior to submission of Supply Point Confirmation by the Proposing User	Send Proposing User notice of change to Prevailing Supply Point Capacity and application of Section G2.7.3 in relation to the Supply Point	Within two (2) Business Days of the receipt of information of occurrence of circumstances in Section G2.4.5 (b)	UK Link Communication	Section G2.4.5(b)
7.	Notification of revision to Annual Quantity or End User Category	A change in the Annual Quantity or End User Category in relation to a Proposed Supply Point including a NDM Supply Point Component of the occurrence of the circumstances referred to in Section G2.4.7(a) during the period a Supply Point Offer remains valid	Send Proposing User notice of change to Annual Quantity or End User Category in relation to the relevant Supply Point	Within two (2) Business Days of the change of the Annual Quantity or End User Category	UK Link Communication	Section G2.4.7
8.	Respond to Supply Point Confirmations	Receipt of Supply Point Confirmation from a Proposing	Send Proposing User notice acknowledging receipt of Supply	Within two (2) Business	UK Link Communication	Sections G1.7.12,

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
	Point Confirmations	User in accordance with Sections G1.7 (where the Proposed Supply Point includes a Shared Supply Meter Point) G2.5.1, 2.5.8, 2.6.1 and 2.7.1	Point Confirmation in relation to the relevant Supply Point (together with the logical Meter number) or rejecting Supply Point Confirmation and details of reasons for rejection of Supply Point Confirmation	Days of receipt of the Supply Point Confirmation	(or where the Supply Point is a VLDMC, Conventional Notice)	G2.5.11 and G2.6.3
9.	Notice of change to Prevailing Supply Point Capacity or Bottom-stop Supply Point Capacity prior to Supply Point Registration Date	Receipt of notification by the Service Provider of the occurrence of a Ratchet in relation to a Proposed Supply Point (which includes a DM Supply Point Component) in the circumstances referred to in Section G2.7.4(a)(i) or (ii) at any time after submission of a Supply Point Confirmation by the Proposing User but prior to the Supply Point Registration Date	Send Proposing User notice of increased Confirmed Supply Point Capacity in relation to the Supply Point	Not later than the fifth (5th) Business Day following the Supply Point Registration Date	UK Link Communication	Section G2.7.5
10.	Notification to Existing User of receipt of Supply Point Confirmation	Receipt of Supply Point Confirmation from a Proposing User which is not rejected in relation to a Supply Point in respect of which a Supply Point Withdrawal has not been submitted in accordance with Section G2.8.1	Send Existing User notice of submission of a Supply Point Confirmation in relation to the relevant Supply Point and the Proposed Supply Point Registration Date	Within two (2) Business Days of receipt of the Supply Point Confirmation	UK Link Communication	Section 2.8.1(a)
11.	Respond to Proposing User following Supply Point Objection	Receipt of Supply Point Objection from the Registered User in accordance with Section G2.8.3	Send notice to Proposing User of objection in relation to the relevant Supply Point and where objecting User is required to declare its identity, notify the Proposing User	Within two (2) Business Days of receipt of Supply Point	UK Link Communication	Section G2.8.3(b)

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
			of the identity of the objecting User	Objection		
12.	Respond to Objecting User following receipt of Supply Point Objection	Receipt of Supply Point Objection from the Registered User in accordance with Section G2.8.3	Send notice to Objecting User of acceptance or rejection of Supply Point Objection	Within two (2) Business Days of receipt of Supply Point Objection	UK Link Communication	Section G2.8.3
13.	Notification of identity of objecting User	Receipt of Supply Point Objection which does not specify identity of objecting User and receipt of request from the Proposing User for disclosure of identity of objecting User	Send notice to Proposing User of identity of objecting User	Within two (2) Business Days of the receipt of the request from the Proposing User	Telephone or email	Section G2.8.3(c)(ii)
14.	Notification of Supply Point Objection not withdrawn	Receipt of Supply Point Objection from an objecting User which is not withdrawn by the objecting User by the earlier of the 7th Business Day following the Day on which the Supply Point Objection was received or the Objection Deadline	Send Proposing User notice of lapse of Supply Point Confirmation in relation to the relevant Supply Point	By not later than the fifth (5th) Business Day before the Proposed Supply Point Registration Date	UK Link Communication	Section G2.8.6
15.	Notification to Proposing User of effectiveness of Supply	Receipt of Supply Point Confirmation from a Proposing User where the Proposed Supply	Send Proposing User notice of Supply Point Confirmation in being effective in relation to the	By not later than the fifth (5th)	UK Link Communication	Sections G2.8.8(a) and G2.9.1

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
	Point Confirmation	Point has been withdrawn by the Existing User	relevant Supply Point and the information in relation to the Supply Point to be included in the Supply Point Register	Business Day before the Proposed Supply Point Registration Date		G2.9.1
16.	Notification to Existing User of effectiveness of Supply Point Confirmation	Passing of Objection Deadline	Send Existing User notice of effectiveness of Supply Point Confirmation in relation to the relevant Supply Point and details of the identity of the gas supplier	By not later than the fifth (5th) Business Day before the Proposed Supply Point Registration Date	UK Link Communication	Section G2.8.8(b)
17.	Notification of Supply Point Withdrawal Meter Point	Submission of Supply Point Withdrawal notice in relation to a Supply Meter Point not comprised in a Proposed Supply Point in respect of which a Supply Point confirmation is effective	Make available to all Users details of relevant Supply Meter Point which is or will be Isolated	Within two (2) Business Days of acceptance of the Withdrawal Notice	UK Link Communication	Section G3.1.4
18.	Respond to Supply Point Withdrawal notice	Receipt of Supply Point Withdrawal notice from a Withdrawing User in accordance with Section G3.1.2	Send Withdrawing User notice of acceptance of rejection of Supply Point Withdrawal notice in relation to the relevant Supply Point and where rejected the reason for	Within two (2) Business Days of acceptance of the	UK Link Communication (or where the Supply Point is VLDMC,	Sections G3.1 and G3.2

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
			rejection of the Supply Point Withdrawal notice	Withdrawal Notice	Conventional Notice)	
19.	Notification that Withdrawing Supply Meter Point comprised in a Proposed Supply Point for which the Supply Point Confirmation effective	Receipt of Supply Meter Point Withdrawal notice from a Withdrawing User for a Supply Meter Point which is comprised in a Proposed Supply Point for which the Supply Point Confirmation is effective	Send Withdrawing User notice that Withdrawing Supply Meter Point comprised in a Supply Point Confirmation which is effective	Within two (2) Business Days of the Supply Point Confirmation becoming effective	UK Link Communication	Section G3.1.5
20.	Notification of Supply Point Withdrawal comprising Shared Supply Meter Points	Receipt of Supply Point Withdrawal notice from a Withdrawing User for a Supply Point which comprises a Shared Supply Meter Point	Send other Sharing Registered User(s) notice of receipt of Supply Point Withdrawal notice for a Supply Point which comprises the Shared Supply Meter Point	Within two (2) Business Days of the receipt of the Supply Point Withdrawal Notice	Email	Section G3.1.6
21.	Notification of Opening Meter Read for NDM Supply Meter Point	In relation to a NDM Supply Meter Point a Supply Point Withdrawal is effective in accordance with Section G3.2.1 and a Proposing User provides the Service Provider with an Opening Meter Reading in accordance with Section M3.8	Send Withdrawing User notice of Opening Meter Reading and whether or not the Opening Meter Reading passed validation in accordance with Section M3.3.8	Within five (5) Business Days of the Day on which the Opening Meter Reading was received	UK Link Communication	Section G3.3.1
22.	Respond to a request for change to Meter	Receipt of request from a Network Operator for change to Meter	Send Network Operator acknowledgement of receipt of	As soon as reasonably	UK Link Communication	Sections G3.5.4 and G3.6.2

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
	points status following physical Isolation	points status following physical Isolation in accordance with G3.5.3	request and send User notice of change of Meter point status for the relevant Supply Meter Point	practicable	and electronic update to S&M Database	and G3.6.2
23.	Respond to Shared Supply Meter Point Notification	Receipt of Shared Supply Meter Point Notification from proposed Sharing Registered Users in accordance with Section G1.7.11	Send proposing Sharing Registered Users notice of acceptance or rejection of the Shared Supply Meter Point Notification and where rejected the reason for rejection of the Shared Supply Meter Point Notification	In accordance with timescales in the Shared Supply Meter Point Procedures	Conventional Notice	Section G1.7.11
24.	Respond to request to cancel a Supply Point Confirmation	Receipt of request from Proposing User to cancel Supply Point Confirmation	Send Proposing User notice of acceptance or rejection of request for cancellation of Supply Point Confirmation and send Registered User notice of cancellation of Supply Point Confirmation	Within two (2) Business Days of receipt of request	UK Link Communication	Sections G2.6.4 and G2.8.1
25.	Respond to request to cancel a Supply Point Objection	Receipt of request from objecting User to cancel Supply Point Objection	Send objecting User notice of acceptance or rejection of request for cancellation of Supply Point Objection and send notice to Proposing User where Supply Point Objection cancelled	Within two (2) Business Days of receipt of request	UK Link Communication	Section G2.8.5
26.	Submission of Meter Information to Proposing User	Supply Point Confirmation is effective	Send Proposing User Meter Information	As soon as reasonably practicable after the seventh (7th) Business Day following the	UK Link Communication	Section M3.2.2

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
				effectiveness of the Supply Point Confirmation and not later than the fourth (4th) Business Day prior to the Supply Point Registration Date		

SERVICE LINE - PROVIDE QUERY MANAGEMENT AND REPORTING SERVICES
Service Description Provide a query management service in relation to User queries regarding Standards of Service in a Network Code, User queries regarding other services in a Network Code and in relation to other matters where agreed between a User and a Network Operator

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
27.	Standards of Service query management	Receipt of a Standard of Service Query	Record, investigate and resolve Query in accordance with the Standard of Services Query Management Operational Guidelines	In accordance with the requirements of Section S4.8 and the Standard of Services Query Management Guidelines	ConQuest	Sections S4.8 and chapter 5 of the Standard of Services Query Management Guidelines
28.	Non Standards of Service query management	Receipt from a User of a query in respect of a matter not subject to a Standard of Service	Record, investigate and resolve query	As soon as reasonably practicable following receipt of the query	ConQuest	Section G1.9.8
29.	Network Operator Queries	Receipt from Network Operator of a query in respect of data held on the Supply Point Register	Record, investigate and resolve the query [and send Network Operator notice of and details of how query has been resolved]	As soon as reasonably practicable following receipt of the query	ConQuest	G1.9.8

30.	Project query services	Receipt from a User of a project query following agreement between the User, and the Service Provider to undertake project query services	Record, investigate and resolve the query	By such time as the Service Provider and the User have agreed	ConQuest or by such other means as the Service Provider and the User have agreed	Sections G1.9.8 and S4.8
31.	GRE Invoice Query service	Receipt from a User of a Valid GRE query	Record, investigate and resolve query in accordance with GRE Invoice Query Incentive Scheme Methodology	In accordance with the Invoice Query Incentive Scheme Methodology	ConQuest and UK Link Communication	Section S4.7
32.	Suppressed Reconciliation notification service	Identification of Suppressed Reconciliation Value	Send relevant User notice of Suppressed Reconciliation Value(s) determined in accordance with the Network Code Reconciliation Suppression Guidelines	By not later than the end of the Month following the end of the relevant Reconciliation Billing Period	ConQuest	Section E8
33.	Suppressed Reconciliation Values	Investigation of Suppressed Reconciliation Value as a result of Must Reads	Send relevant User an Invoice Document containing Suppressed Reconciliation amount(s)	By not later than two (2) Months following the end of the Billing Period in respect of which the Suppressed Reconciliation Value relates	UK Link Communication	Sections E8.1 and E8.2

RECORD/SUBMIT DATA IN COMPLIANCE WITH NETWORK CODE
Service Description The receipt, acknowledgement, logging and processing of all data provided by a User where such data must be recorded in a Supply Point Register

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
34.	The receipt, acknowledgement, logging and processing of all data provided by a User where such data must be recorded in a Supply Point Register	Receipt of data from a User which must be recorded for the first time in the Supply Point Register	Update or record data in the Supply Point Register in compliance with the requirements of Section G, Condition 31 and in accordance with the UK Link Manual	Within two (2) Business Days of requirement to change or record data in the Supply Point Register	UK Link Communication	Sections G and M and Condition 31

PART 1B: RECORDING AND CALCULATING TRANSPORTATION VOLUMES

SERVICE LINE - METERED VOLUME AND QUANTITY

Service Description In relation to NDM Supply Meters and DM Supply Meters the validation of certain Meter Readings, the calculation of the Metered Volume and Metered Quantity following receipt of a Valid Meter Reading and the submission of Valid Meter Readings for Performance Relevant Supply Meters to Users

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
1.	Validate Opening Meter Readings for NDM Supply Meters and validate all Meter Readings for DM Supply Meters (including all Primary Supply Meters and Sub-deduct Supply Meters)	Receipt of Opening Meter Reading from a User for a NDM Supply Meter and receipt of Meter Reading from a Network Operator or its Meter Reading Agent for a DM Supply Meter (or Primary Supply Meter or Sub-deduct Supply Meter)	Validate Meter Reading in accordance with Network Code Validation Rules	By such time as is required to enable the Service Provider to submit Invoice Documents in accordance with Section S	Application of Network Code Validation Rules	Section M1.5.1, M3.3.8 and M4.2.2
2.	Generation of notional Opening Meter Reading	The Service Provider is not in receipt of an Opening Meter Reading within ten (10) Business Days of the supply Point Registration Date	Service Provider determines notional Opening Meter Reading and sends reading to the relevant Users	As soon as reasonably practicable and not later than fifteen (15) Business Days following the	UK Link Communication	M3.8.5

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
				Supply Point Registration Date		
3.	Inform Withdrawing User of identity of Proposing User	Receipt of notice of objection from the Withdrawing User to the Opening Meter Reading	Notify Withdrawing User of identity of Proposing User	Within two (2) Business Days of receipt of notice from Withdrawing User	Telephone and email	M3.8.6(i)
4.	In relation to NDM Supply Meters the calculation of the Metered Volume and the Metered Quantity	Receipt of a Valid Meter Reading for a NDM Supply Meter in accordance with the requirements of Sections M3.3.1 and M3.3.4 or M3.3.6	Calculation of the Metered Volume and the Metered Quantity for the relevant NDM Supply Meter	By such time as is required to enable the Service Provider to submit Invoice Documents in accordance with Section S	Electronic update of S&M Database	Sections M3.10.1
5.	In relation to NDM Supply Meters maintain a record of Valid Meter Readings for no longer than 5 years	Receipt of Valid Meter Reading in accordance with Sections M3.3.1 and M3.3.4 or M3.3.6	Record and maintain the Valid Meter Reading	Update record of Valid Meter Readings as soon as reasonably practicable	Update record of Valid Meter Readings	Section M3.10.2
6.	In relation to DM Supply Meters the calculation of the Metered Volume and the	Receipt of Valid Meter Reading in relation to a DM Supply Meter in accordance with Sections M4.2.3	Calculation of the Metered Volume and the Metered Quantity for the relevant DM Supply Meter	By such time as is required to enable the Service Provider	Electronic update to Service Provider	Section M4.3

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
	Metered Quantity			to submit Invoice Documents in accordance with this Schedule 2	systems	
7.	Calculation of Failed Daily Read Reconciliation Volume	Restoration of operation of Daily Read Equipment following Failed Daily Read Day	Calculate Failed Daily Read Reconciliation Volume for the Failed Daily Read Day	By such time as is required to enable the Service Provider to submit Invoice Documents in accordance with this Schedule 2	UK Link Communication	M4.4.4
8.	Calculation of DM Check Reconciliation Volume	Where a DM Check Read Metered Quantity differs from the Metered Quantity previously determined under Section M4	Calculate DM Check Reconciliation Volume	By such time as is required to enable the Service Provider to submit Invoice Documents in accordance with this Schedule 2	UK Link Communication	M4.7.4
9.	Calculation of Network Operator Volume Estimate	Receipt of Daily Read Error Notice from User and notification that Network Operator is of opinion Daily Read Equipment not functioning correctly	Calculate Network Operator Volume Estimate	By such time as is required to enable the Service Provider to submit Invoice Documents in accordance with	UK Link Communication	M4.8.3(b)(ii)

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
				this Schedule 2		
10.	Calculation of Error Revised Quantity	Agreement between the User and the Service Provider on estimated metered consumption	Calculate Error Revised Quantity	By such time as is required to enable the Service Provider to submit Invoice Documents in accordance with this Schedule 2	UK Link Communication	M4.8.10
11.	Submission of Valid Meter Readings for Performance Relevant Supply Meters to Users	Receipt of Valid Meter Reading for a Performance Relevant Supply Meter	Send User the Valid Meter Reading	By 11:00 hours on the Business Day following the Day to which the Meter Reading relates	UK Link Communication	M5.2.1
12.	Submission of Valid Meter Readings for Primary Supply Meter and for Sub-deduct Supply Meter	Receipt of Valid Meter Reading for a Primary Supply Meter or a Sub-deduct Supply Meter	Send User the Valid Meter Reading	As soon as reasonably practicable following receipt of Valid Meter Reading	UK Link Communication	None

SERVICE LINE - ANNUAL QUANTITY, DM SUPPLY POINT CAPACITY AND OFFTAKE RATE REVIEWS

Service Description In respect of each Supply Meter Point the determination and notification prior to the start of a Gas Year of the Annual Quantity for the Gas Year, responding to User queries and appeals regarding the Annual Quantity, responding to Capacity Revision Applications from Users and responding to applications from Users for a new or revised Supply Point Capacity or Supply Point Offtake Rate

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
13.	Determination of Provisional Annual Quantity for each Supply Meter Point for the relevant Gas Year	Requirement to notify a User of Provisional Annual Quantity by 31 May in Preceding Gas Year	Provisional Annual Quantity determined in accordance with Section G1.6.2	For Smaller Supply Points by 31 May, and for Larger Supply Points by 30 June, in the Preceding Gas Year	Electronic update of S&M Database	Section G1.6.2
14.	Notification to Users of Provisional Annual Quantity for each Supply Meter Point for the relevant Gas Year	Requirement to notify a User of Provisional Annual Quantity for Supply Meter Point by 31 May or 30 June in Preceding Gas Year	Send Registered User notice of Provisional Annual Quantity, relevant Supply Meter Point Reference Number and, where available, the Meter Readings used to determine the Provisional Annual Quantity	For Smaller Supply Points by 31 May and for Larger Supply Points by 30 June in the Preceding Gas Year	UK Link Communication	Section G1.6.3
15.	Respond to notification of User Provisional Annual Quantity	Receipt of notice from a User of proposed User Provisional Annual Quantity in accordance with	Send User notice accepting or rejecting proposed User Provisional Annual Quantity	Within fifteen (15) Business Days of	UK Link Communication	Section G1.6.6

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
	Annual Quantity	Sections G1.6.4 and G1.6.5		receipt of notice from the User		
16.	Notification to Users of Annual Quantity and applicable End User Category for each Supply Meter Point (and notification of Bottom-Stop Supply Point Capacity for DM Supply Point Components) for each Gas Year	Requirement to notify a User of Annual Quantity and applicable End User Category by 14 September in Preceding Gas Year	Send Registered User notice of Annual Quantity and applicable End User Category for relevant Supply Meter Point	By 14 September in the Preceding Gas Year	UK Link Communication	Sections G1.6.12 and G5.2.3
17.	Respond to an Annual Quantity appeal	Receipt of notice from a User of Annual Quantity appeal in accordance with Sections G1.6.13	Send User notice approving or rejecting appeal and where appeal approved substitute appealed Annual Quantity for relevant Supply Meter Point for that previously notified pursuant to Section G1.6.12	Within fifteen (15) Business Days of receipt of notice from the User	UK Link Communication	Sections G1.6.13(d) and G1.6.14
18.	Respond to election in respect of Condition 35 premises	Receipt of notice from a User of election in accordance with Section G1.6.16	Send Registered User notice confirming that relevant Supply Meter Point is a Larger Supply Meter Point and notice of revised Annual Quantity	Within fifteen (15) Business Days of receipt of notice from the User	UK Link Communication	Section G1.6.17

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
19.	Respond to a Capacity Revision Application or application for revised Supply Point Capacity by reason of behaviour or Existing User	Receipt of Capacity Revision Application from a User submitted in accordance with Section G5.1.4 or receipt of an application from a Proposing User in accordance with Section G5.2.6	Send User notice approving or rejecting Capacity Revision Application and where application approved send User notice of revised Supply Point Capacity or send User and relevant Network Operator a referral notice	Within five (5) Business Days of receipt of application from the User	UK Link Communication	Sections G5.1.7, G5.1.8, G5.2.6 and G5.2.7
20.	Respond to a Capacity Revision Application following submission of referral notice to a Network Operator	Receipt of response from Network Operator following receipt of Capacity Revision Application that has been referred to the Network Operator	Send User notice approving or rejecting Capacity Revision Application and where application approved send User notice of revised Supply Point Capacity	Within two (2) Business Days of receipt of response to the referral from the Network Operator	UK Link Communication	Sections G5.1.7, G5.1.8, G5.2.6 and G5.2.7
21.	Respond to an application for a new or revised Supply Point Offtake Rate	Receipt of application for a new or revised Supply Point Offtake Rate from a User where any of the circumstances in Sections G5.3.2 exist	Send User notice approving or rejecting application and where application approved sending User notice of the Supply Point Capacity	Within two (2) Business Days of receipt of application from the User	UK Link Communication	Section G5.3.2
22.	Notification of Ratchetted Supply Point Capacity	Occurrence of Supply Point Ratchet in relation to a Firm DM Supply Point Component in accordance with Section B4.7.1	Send Registered User notice of Ratchetted Supply Point Capacity	As soon as reasonably practicable following assessment in accordance with Section	UK Link Communication	Section G5.5.5

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
				G5.5.5(b)		
23.	Determination of Bottom-Stop Supply Point Capacity for a DM Supply Point Component	Start of Gas Year	Calculate Bottom-Stop Supply Point Capacity	By not later than start of relevant Gas Year	Electronic update of S&M Database	Section G5.2.3

PART 1C: PROVISION OF TRANSPORTATION AND BALANCING INVOICES

SERVICE LINE - NTS CAPACITY, LDZ CAPACITY, COMMODITY, RECONCILIATION, AD-HOC ADJUSTMENT AND BALANCING INVOICES

Service Description The calculation and submission to Users of complete and accurate Invoice Documents and supporting data in respect of each Billing Period in accordance with the timetable notified to Users for submission of Invoice Documents

	Service Requirement Description	Service Requirement Trigger	Service Output Requirement	Time Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
1.	Notification of expected dates for submission of Invoice Documents	Start of a calendar year	Send Users expected dates for submission of Invoice Documents for each Billing Period in the relevant calendar year	By start of the relevant calendar year	Conventional notice	Section S1.4.2(i)
2.	Submission of Invoice Documents for each Invoice Type following the end of each Billing Period	Relevant date in Month following the Billing Period	Send Users complete and accurate Invoice Document for each Invoice Type for the Billing Period	On the date in the Month following the relevant Billing Period established in accordance with Transition Document, Part III paragraph 20, in the case of an Ad-Hoc Invoice	UK Link Communication	Sections S1.1.2, S1.2.1, S1.2.2, S2.4.2 and Transition Document Part III paragraph 20

	Service Requirement Description	Service Requirement Trigger	Service Output Requirement	Time Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
				in accordance with Sections S2.4.4 and S2.4.6 and in the case of Ad-Hoc Invoices, Adjustment Invoices and Interest Invoices in accordance with Section S2.5.2		
3.	Submission of supporting data for Invoice Documents	Submission of an Invoice Document	Send Users complete and accurate supporting data as specified in the UK Link Manual	On the date in the Month following the relevant Billing Period established in accordance with Transition Document, Part III paragraph 20	UK Link Communication (or in the case of an Ad-hoc Invoice, Email or Conventional Notice)	Sections S1.3.4 and S1.3.6
4.	Submission of Invoice Document following submission of incorrectly stated Invoice Document	Incorrectly stated Invoice Document submitted to User and Service Provider made aware Invoice Document incorrect	Send User a complete and accurate Invoice Document	As soon as reasonably practicable	UK Link Communication	Section S1.8.1

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
5.	Submission of estimated Invoice Documents following Code Contingency	Code Contingency and Service Provider unable to submit Invoice Documents with 7 Business Days of expected date for submission	Send Users complete and accurate estimated Invoice Document	As soon as reasonably practicable	Conventional Notice	Section S1.9.1
6.	Consideration of estimate or basis of estimation	Receipt of request from the User in accordance with Section S1.9.2	Discuss with User the estimate or more accurate basis from estimation and, if appropriate, agree such	As soon as reasonably practicable	Conventional Notice	Section S1.9.2
7.	Submission of Invoice Documents following Termination Notice	Notification from the Network Operator that a Termination Notice has been submitted to the User	Send the User complete and accurate Invoice Documents in respect of any Billing Period or part of a Billing Period ending before or at the time at which the Invoice Document is submitted	As soon as reasonably practicable	Conventional Notice	Section S1.7.1
8.	Notification of proposed submission of divided Invoice Documents	Receipt of request for divided Invoice Documents following the request of a User, UK Link failure or the failure of a third party to do something required of such party for the purposes of sending an Invoice Document	Notify Users, and where appropriate, send Users details/evidence of reason for submission of divided Invoice Document	As soon as reasonably practicable and in accordance with Section 1.5.5	Conventional Notice	Section S1.5.1
9.	Notification of revised dates for submission of Invoice Documents	Change in expected dates for submission of Invoice Documents	Send Users expected dates for submission of Invoice Documents	Not later than 6 Months before first revised date for submission of Invoice Documents	Conventional Notice	Section S1.4.2(ii)

	Service Requirement Description	Service Requirement Trigger	Service Output Requirement	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
10.	Notification of delay in date for submission of Invoice Documents	Delay of more than 5 Business Days from expected date of submission of Invoice Document	Notify Users of delay in submission of Invoice Documents	As soon as reasonably practicable following trigger	Conventional Notice	Section S1.4.2(iii)

PART 1D: ENERGY BALANCING

SERVICE LINE - CREDIT RISK MANAGEMENT AND CASH COLLECTION

Service Description Implementation of the provisions of the Supplement to a Network Operator's Network Code (including implementation of the Network Operators Energy Balancing Credit Rules) with, where appropriate, the approval of the Energy Balancing Credit Committee, including maintaining a record of a User's Secured Credit Limit, the calculation of a User's Outstanding Relevant Balancing Indebtedness, the submission of Cash Calls and the taking of enforcement and recovery steps in the event of the non payment of Energy Balancing Charges by a User.

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Supplement Requirement
1.	Maintain a record of a User's Secured Credit Limit	Service Provider responsibility for implementing Energy Balancing Credit Management	Maintain an up to date and accurate record of a User's current Secured Credit Limit (established in accordance with Section X 2.2.2)	Ongoing	Service Provider to maintain an up to date and accurate record of a User's Secured Credit Limit	Section X2.2.3
2.	Respond to application from a User for an increased Secured Credit Limit	Receipt of application for an increased Secured Credit Limit from a User	Revise the User's Secured Credit Limit in accordance with the Energy Balancing Credit Rules	As soon as reasonably practicable following receipt of User's application	Update the record of the User's Secured Credit Limit	Section X2.2.5
3.	Revise a User's Secured Credit Limit for Section	The occurrence of one of the events referred to in Section X2.2.6(a)	Revise the User's Secured Credit Limit in accordance	As soon as reasonably	Update the record of the	Section X2.2.6(a)

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Supplement Requirement
	X2.2.6(a) purposes	referred to in Section X2.2.6(a)	with the Energy Balancing Credit Rules	practicable following occurrence of the relevant event referred to in Section X2.2.6(a)	User's Secured Credit Limit	X2.2.6(a)
4.	Revise a User's Secured Credit Limit for Section X2.2.6(b) purposes	Occurrence of the event referred to in Section X2.2.6(b)	Revise the User's Secured Credit Limit in accordance with the Energy Balancing Credit Rules	As soon as reasonably practicable following occurrence of the event referred to in Section X2.2.6(b)	Update the record of the User's Secured Credit Limit	Section X2.2.6(b)
5.	Notification of requirement for a User appointed as a Shipper of Last Resort to provide additional Security	Requirement pursuant to the Supplement or the Energy Balancing Credit Rules for User appointed as a Shipper of Last Resort to provide additional Security	Send the User notice of the requirement to provide additional Security	As soon as reasonably practicable following appointment of User as a Shipper of Last Resort but by not later than three (3) Business Days following the	Telephone and Conventional Notice	Section G2.1.10

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Supplement Requirement
				notification of the appointment		
6.	Notification of revised Secured Credit Limit	Revision to a User's Secured Credit Limit in accordance with the Supplement and the energy Balancing Credit Rules	Send the User notice of the revised Secured Credit Limit	As soon as reasonably practicable following revision of User's Secured Credit Limit	Update the record of the User's Secured Credit Limit	Sections X2.2.5 and 2.2.6
7.	Consider proposal from a User to provide non compliant Guarantee or Security	Receipt from a User of a proposal to provide a Guarantee or Security not substantially in accordance with the requirements of the Energy Balancing Credit Rules	Service Provider notifies and consults with the Energy Balancing Credit Committee in relation to the User's proposal and send User a notice accepting or rejecting proposal to provide non compliant Guarantee or Security	At the next Energy Balancing Credit Committee meeting following receipt of User's proposal (or where received less than 10 Business Days before the next meeting, at the next following meeting)	Notify proposal to, and consult with, the Energy Balancing Credit Committee	Section X2.3.2
8.	Consider request by a User to release a	Receipt of a request from a User to release a Guarantee or Security or	Subject to satisfaction of the requirement in Section X	As soon as reasonably	Return Guarantee or	Section X2.3.4

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Supplement Requirement
	Guarantee or Security or to reduce a Guarantee	to reduce a Guarantee	2.3.5 the Service Provider will comply with the User's request and send User a notice accepting or rejecting the User's request to release or reduce a Guarantee or Security	practicable but by not later than ten (10) Business Days following receipt of the User's request	Security or provide deed of release via first class pre-paid post	
9.	Calculation of a User's Relevant Balancing Charges	Requirement to calculate the User's Relevant Balancing Charges for each Day	Calculate each User's Relevant Balancing Charges for the relevant Gas Flow Day	As soon as reasonably practicable after the Day on which the initial Entry Allocation Statements are required to be submitted to the relevant by the User Network Operator	Undertake calculation in accordance with Section X2.5.1(a) and by submission of a complete and accurate Energy Balancing Invoice	Section X2.5.1(a)
10.	Calculation of a User's Outstanding Relevant Balancing Indebtedness	Requirement to calculate the User's Outstanding Relevant Balancing Indebtedness following each Gas Flow Day	Calculate each User's Outstanding Relevant Balancing Indebtedness following each Gas Flow Day	As soon as reasonably practicable after the day on which the initial Entry Allocation Statements are	Undertake calculation in accordance with Section X2.5.2 and 2.5.3	Sections X2.5.2 and 2.5.3

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Supplement Requirement
				required to be submitted by the User to the relevant Network Operator		
11.	Recalculation of a User's Outstanding Relevant Balancing Indebtedness	Receipt of a request from a User to recalculate the User's Outstanding Relevant Balancing Indebtedness following the occurrence of the events referred to in Section X 2.5.6	Recalculate the Users' Outstanding Relevant Balancing Indebtedness and notify User	As soon as reasonably practicable following receipt of the User's request	Undertake calculation in accordance with Section X2.5.1(b)	Section X2.5.6
12.	Submission of a Cash Call to a User	The User's Outstanding Relevant Balancing Indebtedness exceeds the User's Cash Call Limit	Send the User a Cash Call notice	As soon as reasonably practicable following calculation of the User's Outstanding Relevant Balancing Indebtedness	Facsimile or telephone confirmed by facsimile (in the format set out in the Energy Balancing Credit Rules)	Section X2.6.1
13.	Consider a notification from a User that amount of Cash Call is erroneous (Cash Call appeal)	Receipt of a notification from the User by not later than 12:00 hours on Day Cash Call is due for payment that User considers amount of Cash Call has been	Review calculation of Outstanding Relevant Balancing Indebtedness and notify User	Recalculate User's Outstanding Relevant Balancing	Facsimile or telephone confirmed by facsimile	Section X2.7.2

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Supplement Requirement
		calculated erroneously		Indebtedness		
14.	Notification following recalculation of a User's Outstanding Relevant Balancing Indebtedness	Recalculation of Outstanding Relevant Balancing Indebtedness following notification by the User pursuant to Section X 2.7.1	Send the User a revised Cash Call (and withdraw the initial Cash Call) or a notice confirming the amount of the initial Cash Call	As soon as reasonably practicable (and wherever possible within 24 hours following the User's request)	Telephone and UK Link Communication	Section X2.7.3
15.	Recalculation of a User's Outstanding Relevant Balancing Indebtedness pursuant to Section X2.7.5	Submission to the User of a Cash Call and occurrence of circumstances referred to in Section X2.7.5	Recalculate the User's Outstanding Relevant Balancing Indebtedness	As soon as reasonably practicable	Undertake calculation in accordance with Section X2.7.5	Section X2.7.5
16.	Notification following recalculation of a User's Outstanding Relevant Balancing Indebtedness pursuant to Section X2.7.5	Recalculation of Outstanding Relevant Balancing Indebtedness pursuant to Section X 2.7.5	Withdraw the Cash Call or revise the Cash Call (and withdraw the initial Cash Call) and send the User a revised Cash Call	As soon as reasonably practicable	Facsimile	Section X2.7.6
17.	Application of funds following receipt of a Cash Call Payment from a User	Receipt of a Cash Call Payment from the User	Apply Cash Call Payment against unpaid amounts under outstanding Energy Balancing Invoice(s) or otherwise pay the Cash Call payment (or balance	As soon as reasonably practicable following receipt of Cash Call Payment	Advise User of allocation of funds by telephone	Section X2.8.3

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Supplement Requirement
			thereof) into the User's Cash Call Account	Call Payment		
18.	Repayment of credit amounts held in a User's Cash Call Account following a request for repayment by the User	Receipt of a request from the User in accordance with Section X2.8.7 in respect of which a credit amount is held in the User's Cash Call Account and where repayment of such amount would result in the User's Outstanding Relevant Balancing Indebtedness being approximately equal to 90% of the User's Cash Call Limit	Payment to the User of the credit amount held in the User's Cash Call Account	As soon as reasonably practicable following receipt of the request	Transfer of funds and send remittance advice	Section X2.8.6
19.	Notification of non payment by a User of a Cash Call	Non payment of the Cash Call by the User by close of the Business Day following Day on which Cash Call was made by the Service Provider	Send notice of non payment to the User and send a copy of the notice to the Authority and suspend credit payments to User	As soon as reasonably practicable following non payment by the User	Telephone confirmed by facsimile and first class pre-paid post	Sections X2.9.1 and 2.9.4
20.	Issue Termination Notice following continued non payment by a User of a Cash Call	Notification of non payment and continued non payment of the Cash Call by the User by the close of the third Business Day following the initial notification	Send the User a Termination Notice and send a copy of the notice to the Authority	As soon as reasonably practicable following the third Business Day following the initial	Telephone confirmed by facsimile and first class pre-paid post	Sections X2.9.3 and 2.9.4

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Supplement Requirement
				notification		
21.	Notification of the issue of Termination Notice	Issue of a Termination Notice	Send notice to the Trading System Operator of the issue of a termination Notice to a User	As soon as reasonably practicable following issue of the Termination Notice	UK Link Communication	Section X2.9.6
22.	Notification of the non payment by a User of an Energy Balancing Invoice	Non payment of the Net Invoice Amount under an Energy Balancing Invoice on the Invoice Due Date	Send notice to the User that a Termination Notice may be issued in the event of the continued non payment of the Net Invoice Amount and send a copy of the notice to the Authority	As soon as reasonably practicable following the Invoice Due Date	Telephone, confirmed by facsimile and first class pre-paid post	Sections X3.2.1 and 3.2.3
23.	Issue a Termination Notice following continued non payment by a User of an Energy Balancing Invoice	Notification of non payment and continued non payment of the Net Invoice Amount by the User by the close of the fifth Business Day following the initial notification and, if appropriate, the agreement of the Energy Balancing Credit Committee to the issue of Termination Notice	Send the User a Termination Notice and send a copy of the notice to the Authority	As soon as reasonably practicable following the fifth Business Day following the initial notification	Telephone, confirmed by facsimile and first class pre-paid post	Sections X3.2.2 and 3.2.3
24.	Enforce Security	Notification to the User of the non payment of the full Net Invoice	Take such steps as are required to enforce and	As soon as reasonably	Telephone, facsimile and	Sections X3.3.1 and 3.4.2

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Supplement Requirement
		Amount under an Energy Balancing Invoice	realise the User's Security	practicable following continued non payment by the User	first class pre-paid post	and 3.4.2
25.	Consultation with Energy Balancing Credit Committee on Recovery Steps in relation to Energy Balancing Debt	Existence of Energy Balancing Debt	Consult with Energy Balancing Credit Committee in relation to taking and/or discontinuing Recovery Steps	As soon as reasonably practicable	Attend Energy Balancing Credit Committee meetings	Section X3.4.3
26.	Issue a Termination Notice where circumstances in Section V4.3.3(b) apply	Circumstances referred to in Section V4.3.3 apply in relation to the Defaulting User	Send a Termination Notice to the Defaulting User and such other persons as the Service Provider deems fit (in accordance with Section X4.3.6)	As soon as reasonably practicable following application of the circumstances referred to in Section V4.3.3(b)	Facsimile and first class pre-paid post to relevant User and by UK Link Communication to all Users (including the Defaulting User)	Section X4.1
27.	Energy Balancing treasury management	Submission of Energy Balancing Invoice	Managing User's Energy Balancing accounts	Ongoing	-	Section X1
28.	Administration and processing of all User correspondence relating to Energy Balancing	Requirement to correspond with User in relation to Energy Balancing Credit Management including notification of Secured	Correspond with Users	Ongoing	By facsimile and first class pre-paid post	Section X2.4

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Supplement Requirement
	Credit Management	Credit Limit and all revisions thereto				
29.	Submission of a Further Security Request	Non payment of the Cash Call within twenty-eight (28) days of date on which the Cash Call was made by the Service Provider (including a revised Cash Call pursuant of Section X2.7.3)	Send Further Security Request to the User	As soon as reasonably practicable following non payment by the User of the Cash Call	By telephone, confirmed by facsimile and first class pre-paid post	Section X2.10
30.	Consider notification from a User that Further Security Request is inappropriate	Receipt of a notification from the User by not later than 12:00 hours on the fifth (5 th) Business Day following submission of the Further Security Request that the User considers the request inappropriate	Review security request and notify User (in accordance with Section X2.10.3)	As soon as reasonably practicable following receipt of notification	By telephone, confirmed by facsimile and first class pre-paid post	Section X2.10.5
31.	Submission of Failure to Supply Further Security Notice	Failure to provide Security by the eighth (8 th) Business Day following submission of a Further Security Request	Send a Failure to Supply Further Security Notice to User	As soon as reasonably practicable following the eighth (8 th) Business Day following the Further Security Request	By telephone, confirmed by facsimile and first class pre-paid post	Section X2.10.9
32.	Issue Termination Notice following failure to	Failure to provide Security by 12:00 hours on the seventh (7 th)	Send the User a Termination Notice and send a copy to	As soon as reasonably	Facsimile and first class pre-	Section X2.10.10

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Supplement Requirement
	provide Security by a User	Business Day following submission of a Failure to Supply Further Security Notice	the Authority	practicable following the seventh Business Day following the notification	paid post	X2.10.10
33.	Consultation with Energy Balking Credit Committee on Trading System Operator Indebtedness	Existence of Trading System Operator outstanding relevant Indebtedness which exceed 60% of the Trading System Operator's [secured limit]	Consult and meet with Energy Balancing Credit Committee and provide relevant information	As soon as reasonably practicable	Attend Energy Balancing credit Committee meeting	Section X2.11.2

PART 1E: OTHER SERVICES

USER ADMISSION AND TERMINATION

Service Description The issue of relevant notices to Users and certain third parties following the admission of an Applicant User to a Network Operator's Network Code and the termination of a Discontinuing User and a Defaulting User from the Network Operator's Network Code

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
1.	Notification to a User of the notice details for the Network Operator and each other User who are party to the relevant Code	Receipt of notice from a Network Operator confirming the Applicant User has become a User in accordance with Section V2.2.1	Send the User notice details for the Service Provider and the identity of all other Users for the purposes of Section V11.2.3	On the Day the Applicant User becomes a User	Conventional Notice	Section V2.2.2(a)
2.	Notification to each other User of the accession of an Applicant User to the relevant Code	Receipt of notice from a Network Operator confirming the Applicant User has become a User in accordance with Section V2.2.1	Send all existing Users a notice specifying the name of the Applicant User, its notice details, the date on which the Applicant User acceded to the Code and, if appropriate, notice that the Applicant User has been admitted pursuant to Section V2.5.1	On the Day the Applicant User becomes a User	Conventional Notice	Sections V2.2.2(b) and V2.5.3(c)
3.	Notification that a Discontinuing User has ceased to be a User	Receipt of notice from Network Operator that User [has submitted] Discontinuance Notice and	Send each other User a notice that the Discontinuing User has ceased to be a User	As soon as reasonably practicable	Conventional Notice	Section V4.1.3

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
	ceased to be a User	occurrence of User Discontinuance Date		following the User Discontinuance Date		
4.	Notification to a Discontinuing User that it has ceased to be a User	Receipt of a Discontinuance Notice from the User and satisfaction of the requirements of Section V4.2.2	Send the Discontinuing User and relevant Network Operator a notice of the date on which it will cease to be a User	As soon as reasonably practicable following satisfaction of the last of the requirements in Section V4.2.2	Conventional Notice	Section V4.2.4(ii)
5.	Application of Section V3.3.2 sanctions	Receipt of notice from Network Operator that User's Relevant Code Indebtedness exceeds 85% of its Code Credit Limit	Rejection of any Supply Point Nomination or Supply Point Confirmation	As soon as reasonably practicable following receipt of notice from Network Operator	UK Link Communication	Section V3.3.2
6.	Issue a Termination Notice to a Defaulting User	A User Default has occurred in relation to the User which is continuing	Send a Termination Notice to the Defaulting User	As soon as reasonably practicable following the User Default which is	Conventional Notice	Section V4.3.3(a)

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
				continuing		
7.	Notification of the issue of a Termination Notice to a Defaulting User	The issue of a Termination Notice to a Defaulting User	Send notice of the issue of a Termination Notice to the Defaulting User to each of those persons referred to in Section V4.3.6	As soon as reasonably practicable following Issue of the Termination Notice	Conventional Notice	Section V4.3.6

CONNECTED SYSTEM EXIT POINTS
Service Description Validation of relevant data submitted to a Network Operator by a Connected System Operator in relation to a Connected System Exit Point

	Service Requirement Description	Service Requirement Trigger	Service Output Requirement	Time Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
8.	Validation of relevant data submitted to a Network Operator by a Connected System Operator (holding a gas transporter licence)	Receipt of relevant data from the Connected System Operator	Send a notice to the Connected System Operator indicating whether or not relevant data has passed validation	As soon as reasonably practicable following receipt of relevant data from the Network Operator	Conventional Notice	Section J5
9.	Respond to Supply Point Nomination from a User in relation to a CSEP	Receipt of Supply Point Nomination from a User in relation to a CSEP	Send the User a Supply Point Offer, reject the Supply Point Nomination and send details of the reasons for rejection or send a referral notice to relevant Network Operator and send the User a notice that the relevant Supply Point includes a NexA Supply Meter Point	Within 2 Business Days of receipt of the Supply Point Nomination	Conventional Notice	None

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
10.	Submission of a Supply Point Offer following submission of referral notice to a Network Operator	Receipt of response from Network Operator following a receipt of a Supply Point Nomination that has been referred to the Network Operator	Send User a Supply Point Offer or reject the Supply Point Nomination	Within two (2) Business Days of receipt of a response from the Network Operator	Conventional Notice	None
11.	Respond to Supply Point Confirmation from a User in relation to a CSEP	Receipt of Supply Point Confirmation from a User in relation to a CSEP	Send User notice acknowledging receipt of Supply Point Confirmation (including logical Meter number) in relation to the relevant Supply Point or rejecting Supply Point Confirmation and send details of reasons for rejection of Supply Point Confirmation	Within two (2) Business Days of receipt of Supply Point Confirmation	Conventional Notice	None
12.	Respond to Supply Point Withdrawal Notice in relation to a CSEP	Receipt of Supply Point Withdrawal notice from a Withdrawing User in relation to a CSEP	Send the Withdrawing User notice of acceptance or rejection of Supply Point Withdrawal notice in relation to the relevant Supply Point and where rejected the reason for the rejection of the Supply Point Withdrawal Notice and where the Supply Point comprises a Shared Supply Point, send each other	Within two (2) Business Days of receipt of the Supply Point Withdrawal	Conventional Notice	None

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
			Sharing Registered User(s) notice of receipt of Supply Point Withdrawal notice			

NExA SUPPLY METER POINTS
Service Description Notification of existence of NExA Supply Meter Points

	Service Requirement Description	Service Requirement Trigger	Service Output Requirement	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
13.	Notification to a User or Connected System Operator of the existence of a NexA	Receipt of a Supply Point Nomination from a User in respect of a Supply Point which includes a NexA Supply Meter Point	Send the User and relevant Connected System Operator a Notice that the relevant Supply Point includes a NexA Supply Meter Point	As soon as reasonably practicable following receipt of the Supply Point Confirmation	Conventional Notice	None

MUST READS
Service Description Notification of failure of a User to obtain and provide Valid Meter Readings for Non Daily Read Meters and obtaining of Meter Read by Service Provider in such circumstances

	Service Requirement Description	Service Requirement Trigger	Service Output Requirement	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
14.	Notification of the failure by a User to obtain a Valid Meter Reading for a Monthly Read Meter	The failure by the User to provide the Service Provider with a Valid Meter Reading in accordance with Section M3.4.1(i)	Send a notice to the Network Operator and the User of the failure of the User to provide a Valid Meter Reading for the relevant Monthly Read Meter	As soon as reasonably practicable following the failure by the User to provide the Valid Meter Reading by the required date	Email	Section M3.4.1
15.	Notification of the failure by a User to obtain a Valid Meter Reading for an Annual Read Meter	The failure by the User to provide the Service Provider with a Valid Meter Reading in accordance with Section M3.6.1(i)	Send a notice to the Network Operator and the User of the failure of the User to provide a Valid Meter Reading for the relevant Annual Read Meter	As soon as reasonably practicable following the failure by the User to provide the Valid Meter Reading by the	Conventional Notice	Section M3.6.1

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
				required date		
16.	Obtain Meter Read following failure by User to provide Valid Meter Read for a Monthly Read Meter	Failure of User to provide Valid Meter Read for a Monthly Read Meter	Service Provider to use reasonable endeavours for a Monthly Read Meter to obtain Valid Meter Read and validate	As soon as reasonably practicable	Electronic update of S&M Database	M3.6.1(a) and M3.6.6
17.	Submit Meter Read to User	Failure of User to provide Valid Meter Read	Notify User of Meter Read details	As soon as reasonably practicable	UK Link Communication	None

GENERATION OF METER POINT REFERENCE NUMBER
Service Description Generation of a Supply Meter Point Reference Number for a New Supply Meter Point

	Service Requirement Description	Service Requirement Trigger	Service Output Requirement	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
18.	Record the Meter Point Reference Number for a New Supply Meter Point on a Network Operator's System	Receipt of notice that Connection Works have or will be undertaken to establish a New Supply Meter Point	Record the new Meter Point Reference Number and send notice to relevant contractor (utility infrastructure provider) of new Meter Point Reference Number	As soon as reasonably practicable following receipt of the notice from the relevant contractor	ConQuest or Conventional Notice	Section G7.3.1
19.	Generation and provision of range of Supply Meter Point reference number(s)	Receipt of request from the relevant contractor for Supply Meter Point reference number(s)	Send relevant contractor a range of unique Supply Meter Point reference Number	As soon as reasonably practicable following receipt of request	Conventional Notice	None

PART 1F: DEMAND ESTIMATION SERVICES

SERVICE LINE – DEMAND ESTIMATION

Service Description Implementation of demand estimation procedures including co-ordination of DSEC, review of weather variables, undertaking NDM analysis and algorithm evaluation, annual consultation, submission and finalisation of EUC and Demand Model and collection, monitoring and analysis of sample data from dataloggers and data recorders.

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Requirement
1.	Co-ordination and Chair of Demand Estimation Sub-Committee (DESC)	Any requirement in accordance with Section H for the Network Operator and Users to discuss or consult on matters relating to demand estimation for the Network and expressly within the terms of reference of DESC	Agenda and papers for DESC meeting and minutes and other agreed outputs following meeting	In accordance with the procedures agreed by the DESC	Attend and Chair DESC meeting	Sections H1.4.2, H1.8.1 and H1.8.6
2.	Review of Composite Weather Variable formula	No later than the date falling twelve (12) months prior to the fifth (5th) anniversary of the previous review of the formula (or following unusual weather experience where the Service Provider believes it appropriate)	Consult with DESC and review and where appropriate revise the formula by which the Composite Weather Variable for the network is determined	By such time that will allow any revised formula to be applied for the purposes of determining End User Categories and Demand Models for the next following Gas Year	Electronic update of Service Provider systems and Conventional Notice or Email to Users	Section H1.4.2

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Requirement
3.	Annual review of seasonal normal values of Composite Weather Variable	No later than the date falling twelve (12) months prior to the fifth (5th) anniversary of the previous review of the seasonal normal values of Composite Weather Variable (or following unusual weather experience where the Service Provider believes it appropriate)	Consult with DESC and where appropriate revise seasonal normal values of Composite Weather Variable	By such time that will allow any revised formula to be applied for the purposes of determining End User Categories and Demand Models for the next following Gas Year	Electronic update of Service Provider systems and Conventional Notice or Email to Users	Sections H1.5.2 and H1.5.3
4.	Ad hoc review of components of Composite Weather Variable formula and of seasonal normal values of Composite Weather Variable	Where the Service Provider determines review appropriate	Consult with DESC and where appropriate review components of Composite Weather Variable formula and seasonal normal values of Composite Weather Variable and where appropriate revise or identify substitute components for formula	Ongoing	Electronic update of Service Provider systems and Conventional Notice or Email to Users	Section H1.4.2
5.	Undertake initial Annual NDM analysis and publish initial NDM proposals for each Gas Year	Requirement to derive for each Gas Year appropriate NDM EUC definitions, NDM EUC profiles, NDM EUC load factors, and aggregate NDM seasonal normal demand and weather sensitivity in each LDZ comprised in the Network	Initial proposals for NDM EUC definitions, NDM EUC profiles, NDM EUC load factors, and aggregate NDM seasonal normal demand and weather sensitivity in each LDZ comprised in the Network	By 15 June prior to the relevant Gas Year	First class prepaid post	Sections H1.8 and H1.9

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Requirement
6.	Prepare default NDM proposals for each Gas Year	Opportunity for Network Operator or User to make application for condition 7(4) Disapproval	Default NDM EUC definitions, NDM EUC profiles and NDM EUC load factors (based on proposals applying for current Gas Year) for the relevant Gas Year	By not later than 30 June prior to the relevant Gas Year	If required, first class prepaid post	H1.9.2
7.	Undertake NDM algorithm performance evaluation over each twelve (12) period from April to March	Requirement to provide Users with summary of analysis of performance of EUCs and Demand Models	Evaluate performance of EUCs and Demand Models by analysis of (inter alia) scaling factors, weather correction factors, reconciliation variance data and NDM sample data and send Users summary of analysis	By not later than 30 June each year	First class prepaid post	Section H1.8.1(iv)
8.	Consultation with DESC on proposed EUCs and Demand Models for a Gas Year	Requirement to hold consultation with Users during June prior to relevant Gas Year	Undertake consultation with DESC and submit to Users the information referred to in Section H1.8.1	Conduct consultation in June prior to relevant Gas Year	Undertake consultation in accordance with H1.8.1	Section H1.8.1
9.	Provision of historic demand data to Users	Receipt of request from a User between 1 May and 31 May	Send User demand data referred to at Section H1.7.2 and other data as may be relevant	By not later than 15 June in the Preceding Year	First class prepaid post	Section H1.8.2
10.	Review of User representations and consultation with Users	Receipt of representations from a User(s) prior to 15 July prior to relevant Gas Year	Review User representations, convene meeting of DESC to consider User representations, and where appropriate consult, meet with Users and send Users	By not later than 15 August prior to the relevant Gas Year	Convening meetings of DESC and/or first class prepaid post	Sections H1.8.3, 1.8.4 and 1.8.5

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Requirement
			reasonable details of representations received (or otherwise notify Users thereof)			
11.	Submit final proposals for End User Categories and Demand Models to the Authority	Requirement to submit final proposals for EUCs, Demand Models and Derived Factors for a Gas Year to the Authority for approval	Submit final proposals for EUCs, Demand Models and Derived Factors to the Authority	By not later than 15 August prior to the relevant Gas Year	First class prepaid post	Section H1.9.1
12.	Consider application made to Authority for condition 7(4) Disapproval regarding final proposals for following Gas Year by a User	Receipt of application to Authority to give condition 7(4) Disapproval in respect of final proposals	Provision of relevant information to the Authority	During the 5 Business Days that the Authority has to make a decision following application	Conventional Notice or Email	Section H1.9.2
13.	Create Derived Factors for Gas Year on basis of approved EUCs and Demand Models	Requirement to create Derived Factors for start of following Gas Year	Create Derived Factors and send Derived Factors to Users and Network Operators	By 30 June (for initial proposals), by 15 August (for final proposals) and by 15 September for electronic files of Derived Factors	Publish Derived Factors and submit file to Users and Network Operators	Sections H1.9.2, 1.9.3, 2 and 4
14.	Undertake NDM algorithm performance evaluation for Gas Year	End of a Gas Year	Evaluate performance of Demand Models by analysis of (inter alia) scaling factors, weather correction factors, reconciliation variance data and NDM sample data	By not later than 31 January in the following Gas Year	Convening meetings of DESC and/or first class prepaid post	None

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Requirement
15.	Undertake ad hoc analysis to support NDM demand modelling and Derived Factors	Requirement identified by Network Operator or DESC	Results of ad hoc analysis	Ongoing	Convening meetings of DESC and/or first class prepaid post	None
16.	Handling daily consumption data for sample Supply Point Components in Network	Receipt of daily consumption data from dataloggers at sample Supply Point Components in Network	Process and maintain record of daily consumption data from dataloggers for sample Supply Point Components in Network	Ongoing	Electronic update of Service Provider systems	Section H1.6
17.	Monitor data from sample Supply Point Components in the Network	Requirement to maintain a representative sample of Supply Point Components in the Network	Assess size and location of sample Supply Point Components in the Network and, where appropriate, send Users details of proposed revisions to sample	Ongoing	First class prepaid post and Email	Section H1.6
18.	Acquire and provide relevant Supply Point premises information to sample data service providers for use in selecting new and replacement sample sites	Requirement to maintain a representative sample of NDM Supply Point Components in the Network	Relevant Supply Point premises and Meter Installation data for prospective sample NDM Supply Point components	Ongoing	First class prepaid post and Email	Section H1.6
19.	Liaison with sample data service providers	Requirement to maintain a representative sample of NDM Supply Point Components in the Network and receipt of notifications of terminated and newly installed dataloggers at sample Supply Point	Liaison with sample data service providers and revisions to records of dataloggers installed at Supply Point Components (numbers and disposition) consequent on notifications	Ongoing	Conventional Notice or Email	Section H1.6

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Requirement
		Components	of terminations and new installations of dataloggers at sample Supply Point Components			
20.	Liaison with sample data service providers to ensure accurate sample data flows	Requirement to maintain a representative sample of NDM Supply Point Components in the Network	Liaison with sample data service providers	Ongoing	Conventional Notice or Email	Section H1.6
21.	Handling daily consumption data from data recorder based sample NDM Supply Point Components in Network	Receipt of weekly electronic transmission of daily Consumption data from data recorder based sample NDM Supply Point Components in Network	Process and maintain record of daily consumption data from datalogger based sample NDM Supply Point Components in Network	Ongoing	Electronic update of Service Provider systems	Section H1.6
22	Manage data recorder based NDM sample component and related service provision/provider in Network	Requirement to maintain a representative sample of NDM Supply Point Components in the Network	Liaison with data recorder sample data service provider	Ongoing	Conventional Notice or Email	Section H1.6
23.	Procure weather data for Network	Section H requirements in general	Maintaining and revising definitions of Composite Weather Variable, computation of daily values of Composite Weather Variables and updating of Demand Models that use weather data for Network	Ongoing	Electronic update of Service Provider systems	Sections H1.4.2, H1.5.2 and H1.5.3
24.	Handling daily flow weighted average calorific value data for the Network	Section H requirements in general	Calculation of energy values for daily consumption data for sample Supply Point Components in the Network	Ongoing	Electronic update of Service Provider systems	None

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Code Requirement
					systems	
25.	Handling daily demand data for the Network	Section H requirements in general and Services 2, 3 and 4, Schedule 1	Review and revision of Composite Weather Variables, NDM algorithm performance evaluation and derivation of Derived Factors	Ongoing	Electronic update of Service Provider systems	None

PART 2: PROVISION OF SERVICES IN RELATION TO OBLIGATIONS UNDER GAS TRANSPORTER'S LICENCE

Service Description Provision of Supply Point Information Services and other services required to be provided under the terms of a Network Operator's GT Licence (to the extent the services are not already provided pursuant to the terms of the Network Operator's Network Code)

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
1.	Provision of information in relation to gas illegally taken	Receipt of notice of alleged incident of gas illegally taken	Submit notice to User and/or Network Operator for investigation into alleged incident or for safety visit	Within two (2) Business Days of receipt of notice and where safety prejudiced as soon as practicably possible	ConQuest or Conventional Notice	Condition 7
2.	Process of applications for costs associated with investigation into gas illegally taken	The notification from a User that it has investigated the alleged incident and the request for the costs incurred to be refunded	Process application and notify User of the outcome of the application	As soon as reasonably practicable following receipt of the application	Email or Conventional Notice	Condition 7
3.	Notification of proposed connection or disconnection of meter to a service pipe	Receipt of notification of proposed connection or disconnection from relevant person in accordance with paragraphs 12(1) and (3) of	Send relevant User a copy of the notification together with other relevant information which the Service Provider	Not less than five (5) Business Days before the Supply Point	UK Link Communication	Condition 8 paragraph 5

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
	to a service pipe	Schedule 2B of the Gas Act	holds in relation to the meter	Registration Date		
4.	Notification of no meter inspection for 2 years	Where the Service Provider determines that Condition 8 paragraph 6 of Network Operator's Licence applies	Send relevant User date by which meter inspection must be carried out for the purposes of Condition 17 of the relevant User's gas shipper licence	By not later than 4 months prior to the date by which the meter inspection must be carried out	UK Link Communication	Condition 8 paragraph 6
5.	Provision of Standard of Service and Supply Point information to the Authority required under Condition 24	Receipt of request from the Authority for Standard of Service and Supply Point information required by the Authority for the purposes specified in Condition 24 paragraph 1 and receipt of authorisation from the Network Operator to disclose relevant information	Provide the relevant information in relation to Standard of Service and Supply Point which the request related	As soon as reasonably practicable following receipt of authorisation from Network Operator	Conventional Notice	Condition 24
6.	Provision and publicising of a Supply Point Information Service	Requirements of Condition 31 of GT Licence	Maintenance of and publicising of a Supply Point Information Service	Ongoing	Maintenance of telephone, email, on-line communication and CD Rom enquiry services	Condition 31 paragraph 2(d) and (e)
7.	Provision of relevant data to domestic customers or persons	Receipt of request from a domestic customer or a person acting on their behalf (but not a gas shipper	Provide the relevant data in relation to which the request related	On receipt of request	Telephone, email and on-line	Condition 31 paragraph 2(c)

	Service Requirement Description	Service Requirement Trigger	Service Output Requirement	Time Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
	acting on their behalf (but not gas shippers or their agents)	or its agents) for relevant data referred to at paragraph 3(a)(iii), 3(b)(iii) and 3(b)(iv) of Condition 31 of the GT Licence			communication	
8.	Provision of relevant data to gas shippers or their agents or non-domestic customers of a gas supplier or persons acting on their behalf	Receipt of request from a gas shipper or its agent or from a non-domestic customer of a gas supplier or a person acting on its behalf for any relevant data referred to at paragraph 3 of Condition 31 of the GT Licence	Provide the relevant data in relation to which the request related	On receipt of request	Telephone, facsimile or on-line communication	Condition 31 paragraph 2(d)
9.	Provision of relevant data to any customer of a gas supplier in relation to premises occupied, or to be occupied, by the customer	Receipt of request from a customer of a gas supplier for any relevant data referred to at paragraph 3 of Condition 31 of the GT Licence which relate to the premises occupied, or to be occupied, by the customer	Provide the relevant data in relation to which the request related	On receipt of request	Telephone	Condition 31 paragraph 2(e)
10.	Regulatory Instructions and Guidance for Reporting Outputs report	Annually	Send Authority Regulatory Instructions and Guidance for Reporting Outputs report	As may be reasonably practicable following end of the relevant reporting period	Email	None

PART 3: OTHER NETWORK SERVICES

SERVICE LINE - UK LINK SERVICES

Service Description The provision of IT services, services in relation to UK Link and certain other notification and information services

	Service Requirement Description	Service Requirement Trigger	Service Output Requirement	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Code Supplement Requirement
1.	Secretarial support services for UK Link Committee	Requirement for the establishment and conduct of business by the UK Link Committee	Giving notice to all Users of date, time and location of meetings of the UK Link Committee, provision of a secretary to the UK Link Committee, distribution of agenda for all meetings, keeping and distribution of minutes of all meetings and periodic reporting to UK Link Committee on progress on implementation of approved Systems Modifications and on standards of service performance for UK Link	Ongoing	Conventional Notice	Section U
2.	UK Link System Modifications services	Submission by Network Operator or User of a proposed Systems Modification	Notify all Users of proposed UK Link Systems Modifications, circulation	Ongoing	Conventional Notice	Section U8.6

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Code Supplement Requirement
		Modification	of proposed UK Link System Modifications for consultation, receipt and publication of User submissions in respect of proposed UK Link System Modifications and preparation of an implementation plan including notice of an implementation date in respect of a UK Link System modification and sending notice of the failure to implement where appropriate			
3.	UK Link Manual services	Requirement for Service Provider to maintain and make available UK Link Manual	Update UK Link Manual following implementation of each UK Link Modification and make available a copy of the current UK Link Manual to all Users	Within ten (10) Business Days of implementation of UK Link Modification or following request for a copy of the UK Link Manual	Conventional Notice	Section U1.4
4.	User Interface Document services	Requirement for Service Provider to maintain and make available User Interface Document	Update User Interface Document following amendment and make available a copy of the	Within ten (10) Business Days of amendment of User Interface Document	Conventional Notice	None

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Code Supplement Requirement
			current User Interface Document to all Users	of following request for a copy of the User Interface Document Link Manual		
5.	UK Link System help desk	Requirement for Service Provider to provide a help desk to assist Users in accessing or using UK Link System	Provision of help desk and provision of assistance to Users in accessing or using UK Link System	Ongoing	Telephone Helpdesk	Section U1.5
6.	Provision of UK Link System User Equipment and UK Link System User Software	Requirement for Service Provider to provide to Users appropriate computer equipment and computer software in accordance with the UK Link System Manual and receipt of a request from a User to provide computer equipment and computer software	Provision of computer equipment and computer software in accordance with the UK Link System Manual	As soon as reasonably practicable following receipt of request from the User	Provision of computer equipment and computer software in accordance with the UK Link System Manual	Section U2.3.2
7.	Provision of UK Link System computer equipment and computer software training services	Receipt of a request from a User to provide computer equipment and computer software training services	Receipt of a request from a User to provide computer equipment and computer software training services	As soon as reasonably practicable following receipt of request from the User	Provision of UK Link System computer equipment and computer software training	None

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Code Supplement Requirement
					services	
8.	Provision of UK Link Identify	Requirement for Service Provider to create relevant identification(s) and passcode(s) for a UK Link User	Provide the UK Link Identify to the UK Link User or an Authorised Representative	As soon as reasonably practicable following receipt of request from the User	Conventional Notice	Section U2.6
9.	Removal of UK Link System computer equipment	Termination of User	Removal of IT System computer equipment	As soon as reasonably practicable following issue of Termination Notice		Section U2.8
10.	Business Day calendar services	30 September in each year	Send all Users a list of all Business Days determined in accordance with the code in the following calendar year	By 30 September in each year	Conventional Notice	None
11.	User notification service	Receipt by the Service Provider of a User notification or notification from the Network Operators Representative of the NTS Operator	Send all Users a copy of the User notification	User notifications marked 'urgent' will be sent to Users two (2) hours of receipt by the Service Provider (provided no more than five (5) such notifications are	Conventional Notice	None

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Service Requirement Delivery	How Service Requirement Delivered	Corresponding Code Supplement Requirement
				received on any day) and notifications marked 'non urgent' will be sent to Users twenty four (24) hours or by the end of the following Business Day (whichever is the earlier) after receipt by the Service Provider (provided no more than ten (10) such notifications are received on any day		

SERVICE LINE – PROVISION OF USER REPORTS AND INFORMATION

Service Description Provision of information and data required by a Network Operator in relation to a complaint by a User or consumer and the provision of certain operational information in respect of certain matters related to the Network Code

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
12.	Provision of information held by Service Provider and data following complaint to a Network Operator by a User, the Authority or the Gas Consumers' Council	Receipt of request from the Network Operator for the relevant information and data	Send the Network Operator and the complainant (where requested) the relevant information and data	Within ten (10) Business Days of the receipt of the Network Operator's request	Email	None
13.	Query management – Standards of Service monthly report	Month end	Send all Users the monthly query management – Standards of Service monthly report in the format agreed with Users	As soon as reasonably practicable following the end of the relevant month	Email	None
14.	Invoice Queries - queried and withheld amounts report	Month end	Send all Users the monthly Invoice Queries - queried and withheld amounts report in the format agreed with Users	As soon as reasonably practicable following the end of the relevant month	Email	None

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
15.	Invoice Queries - awaiting adjustment report	Month end	Send all Users the monthly Invoice Queries - awaiting adjustment report in the format agreed with Users	As soon as reasonably practicable following the end of the relevant month	Email	None
16.	Invoice Queries - pending adjustment report	Month end	Send each User the monthly Invoice Queries - pending adjustment report in the format agreed with Users	As soon as reasonably practicable following the end of the relevant month	Email	None
17.	Portfolio Statement report (PSR)	Month end	Send each User the User monthly portfolio report in the format agreed with Users	As soon as reasonably practicable following the end of the relevant month	Email	None
18.	User portfolio report	Receipt of request from User to submit User portfolio report	Send the User the User portfolio report in the format agreed with Users(no more frequently than on a monthly basis)	As soon as reasonably practicable following receipt of the request	Email	None
19.	Priority customers report	Annually	Send each User the Priority customers report in the format agreed with Users	As soon as reasonably practicable following the end	Email	None

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
				of the relevant quarter		
20.	Reconciliation by Difference – verification report (National & Local Distribution Zone)	Month end	Send all Users a report of actual vs. billed charges for Domestic Market in the format agreed with Users	As may as reasonably practicable following end of the relevant month	[RbD Sub Group or] Email ((no more frequently than on a monthly basis)	None
21.	User Suppressed Reconciliation Values Performance report	Month end	Send all Users a report of monthly user performance in the resolution USRV's in the format agreed with Users	By the seventh (7) Business Day following the month end	Email	In accordance with Section E8.1.2
22.	Large Local Distribution Zone (LDZ) Reconciliation report	UK Transmission	Send all Users a report of details of forthcoming large LDZ Reconciliation's in the format agreed with Users	As soon as reasonably practicable following receipt of request	Email	None
23.	Reconciliation by Gas Flow report	Receipt of request from User	Send the requesting User a report of reconciliation phased back to gas flow month in the format agreed with Users	As soon as reasonably practicable following end of the relevant month	Email	None
24.	Connected System Exit Point Portfolio	Month end	Send each User the User CSEP portfolio report in the	As soon as reasonably	Email	None

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time of Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
	Statement report		format agreed with Users	practicable following the end of the relevant month		
25.	Unique Sites Portfolio Statement report	Receipt of request from User	Send the User the User Unique Sites portfolio report in the format agreed with Users	As soon as reasonably practicable following receipt of request	Email	None

SERVICE LINE – NETWORK OPERATOR AND USER RELATIONSHIP MANAGEMENT
Service Description Provision of Network Operator support services

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time for Delivery of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
26.	Representation of Network Operator at meetings of code workstreams, the Gas Forum, the Independent Gas Transporter's Forum, other operational forums and customer and consumer groups.	Receipt of reasonable request from a Network Operator or Network Operator Representative to attend industry meeting as Network Operator representative	Attend industry meeting as representative of all Network Operators and report to all Network Operators following industry meeting	As agreed with the Network Operator	As agreed with the Network Operator	None
27.	OFGEM consultation and code modification support services	Receipt of request from a Network Operator to provide service	Provide Network Operator with business and industry analysis services in relation to the OFGEM consultation and/or proposed code modification	As agreed with the Network Operator	As agreed with the Network Operator	None
28.	User relationship management services	Responsibility and delivery of Service Requirements	Management of delivery of all relevant Service Requirements, management of day to day operational requirements of the Network Operator under this agreement, development and maintenance of relationship with relevant Users and	As agreed with the Network Operator	As agreed with the Network Operator	

	Service Requirement Description	Service Requirement Trigger	Service Requirement Output	Time Delivery for of Service Requirement	How Service Requirement Delivered	Corresponding Requirement
			management and resolution of operational issues arising in connection with the provision of Service Requirements			
29.	Submission of all User notifications	Request from the Network Operator to send notification to all Users	Send all Users notice of the all User notification	Within [] hours of receipt of the request from the Network Operator	Email	None

XOSERVE SERVICES PERFORMANCE INDICATORS

	Performance Indicator	Service Requirements / Lines	
		Service Line	Line Number
1.	Submit 100% of User Invoice Documents and supporting information for each Invoice Type on the Invoice Date for the relevant Billing Period	Part 1c - Provision of Transportation and Balancing Invoices	2 & 3
2.	Valid Invoice Queries do not exceed 2% of submitted Invoice Documents in the relevant Billing Period within 2 months of Invoice submission	Part 1c - Provision of Transportation and Balancing Invoices	2 & 4
3.	Submit 100% of User Invoice Documents and supporting information for an Ad-Hoc Invoice on dates notified by the Service Provider to the User	Part 1c - Provision of Transportation and Balancing Invoices	2, 3
4.	Submit 100% of User Invoice Documents for an Adjustment Invoice by Month+2 following invoice query resolution	Part 1c - Provision of Transportation and Balancing Invoices	4
5.	Notify the Network Operators of agreed Invoice Document information for 100% of invoices submitted to Users within D+1 of submission	Part 3 - Dataflows to Network Operators	43
6.	<p>Resolve 65% of User Standards of Service Queries within 4 Transco Days within the calendar month (except where the Query Type is DUP)</p> <p>Resolve 90% of User Standards of Service Queries within 10 Transco Days within the calendar month</p> <p>Resolve 98% of User Standards of Service Queries within 20 Transco Days within the calendar month</p>	Part 1a - Provide Query Management and Reporting Services	27

7.	Valid re-submitted queries (PSQs) from the User do not exceed more than 1% within the calendar month	Part 1a - Provide Query Management and Reporting Services	27
8.	Resolve, adjust and invoice 100% of valid GRE queries (not read related) in accordance with the timescales within the GRE Invoice Query Incentive Scheme Methodology	Part 1a - Provide Query Management and Reporting Services Part 1c - Provision of Transportation and Balancing Invoice	31 2 or 4
9.	Resolve 98% of Suppressed Reconciliation Values [items] (SRV's) - NDM & DM on the reconciliation invoice no later than the second month following suppression of the value NB. Excludes suppressed items covered by USRV	Part 1a - Provide Query Management and Reporting Services	33
10.	Submit 100% of Class 2 and Class 3 Modification notifications to Agency Systems to Users within the specified periods.	Part 3 – IT Services	2
11.	Submit 100% of files (excluding Transfer of Ownership) in accordance with the UK Link Manual to Users within 2 Business Days of receipt	Part 1a - Provide and Maintain a Supply Point Register Part 1b - Annual Quantity, DM Supply Point Capacity and Offtake Rate Reviews:	2, 3, 4, 5, 6, 7, 8, , 10, 11, 12, 17, 18, 19, 24, 25 20, 21
12.	Submit 100% of effective transfer of ownership and meter asset notification files in accordance with the UK Link Manual to Users by no later than the 5 th day before the proposed Supply Point Registration Date	Part 1a - Provide and Maintain a Supply Point Register	14, 15, 16

		Part 2 - Provision of Services in relation to obligations under Gas Transporters Licence	3
13.	Submit [95%] of estimated opening read files in accordance with the UK Link Manual to Users no later than [15] Business Days after the Supply Point Registration date	Part 1b - Metered Volume and Quantity	2
14.	Record, where valid, 100% of data on the Supply Point Register within 2 Business Days of receipt via files submitted in accordance with the UK Link Manual	Part 1a - Record / Submit Data in Compliance with Network Code Part 1b - Metered Volume and Quantity	35 1, 4, 5, 6
15.	Submit 95% responses to all NExA Supply Point Notifications (including VLDMC, Shared Supply Point and DM CSEP) to Users within 2 Business Days of receipt	Part 1a - Provide and Maintain a Supply Point Register Part 1e – Connected System Exit Points	3, 18, 20 & 23 9, 10, 11 & 12
16.	Submit 95% responses to Connected System Exit Point (NDM CSEP) notifications to the Connected System Operator within 2 Business Days of receipt	Part 1e - Connected System Exit Points	8
17.	Each year, provide the Users and Network Operators of the initial proposals for Derived Factors by 30 June and the final proposals for Derived Factors by 15 August with a published notification of Derived Factors for the next Gas Year by the 14 September	Part 1e – Demand Estimation	[]
18.	Each year, notify the registered User of the provisional	Part 1b - Annual Quantity,	14 & 16

	Annual Quantity for Smaller Supply Points by 31 May and Larger Supply Points by 30 June with further notification of the Annual Quantity and End User Category for the next Gas Year by the 14 September	DM Supply Point Capacity and Offtake Rate Reviews	
19.	Notify the registered User of the revised Bottom Stop Supply Point Capacity in respect of each Daily Metered Supply Meter Point for the relevant Gas Year by 14 September	Part 1b - Annual Quantity, DM Supply Point Capacity and Offtake Rate Reviews	16
20.	Provision of 97% of valid Daily Meter Reading to Users by 11.00 hours on the day following the day to which the meter reading relates	Part 1b - Metered Volume and Quantity	11
21.	Submit a response to 100% of amendments to the provisional Annual Quantity and appeals to the Annual Quantity to Users within 15 Business Days	Part 1b - Annual Quantity, DM Supply Point Capacity and Offtake Rate Reviews	15, 17, 18
22.	Issue 90% of cash calls by 3pm every Business Day	Part 1d - Credit Risk Management and Cash Collection	11
23.	Issue 100% of failure to pay notices on the next Business Day following the Payment Due Date	Part 1d - Credit Risk Management and Cash Collection	22
24.	Collect 98% of Cash by the Payment Due Date	Part 1d - Credit Risk Management and Cash Collection	22
25.	Collect 100% of Cash by the Payment Due Date + 6 Business Days	Part 1d - Credit Risk Management and Cash Collection	23
26.	Record 95% of receipted payments by D+1	Part 1d - Credit Risk	22

		Management and Cash Collection	
27.	Review 100% of existing Security arrangements and obtain replacements (if applicable) annually.	Part 1d - Credit Risk Management and Cash Collection	1, 3 & 4
28.	Resolve 50% of Network Operator queries within 10 Transco Days within the calendar month Resolve 70% of Network Operator queries within 20 Transco Days within the calendar month Resolve 90% of Network Operator queries within 40 Transco Days within the calendar month	Part 1a - Provide Query Management and Reporting Services	29
29.	Provide 90% of requests for information and date in relation of complaints to the Network Operators by D+10 days of receipt	Part 3 - Provision of User Reports and Information	11
30.	Provide supply point information and relevant data to appropriate customers between Monday to Friday 8.30am to 5pm (excluding Bank Holiday)	Part 2 - Provision of Services in relation to obligation under Gas Transporters Licence	6, 7, 8 & 9
31.	Record [90%] of Meter Point Reference numbers on the supply point register within D+1 of receipt (before 3pm) from the relevant contractor (Utility Infrastructure Provider)	Part 1e - Generation of Meter Point Reference Number	18
32.	Submit [95]% of relevant documentation (UK Link Manual, Shipper Interface Document, User Notification Service, etc.) within specified period.	Part 3 - IT Services	3, 4, 9

33.	Respond to 90% of User faults and/or queries in accordance with the following Incident Management impact levels (these times are measured and recorded on a call logging system and are timed from when the call is received);		Part 3 - IT Services	5
	Impact	Incident Confirmation		
	IM6	15 minutes		
	IM5	30 minutes		
	IM4	N/A		
	IM3	N/A		
	IM2	N/A		
	IM1	N/A		
34	<p>Resolve 50% of User Non Standards of Service queries within 10 Transco Days within the calendar month</p> <p>Resolve 90% of User Non Standards of Service queries within 20 Transco Days within the calendar month</p> <p>Resolve 95% of User Non Standards of Service queries within 40 Transco Days within the calendar month</p>		Part 1a - Provide Query Management and Reporting Services	28
35.	Resolve User Project queries in accordance with the agreed project plan and timescales		Part 1a - Provide Query Management and Reporting Services	30
36.	Submit 100% of User notifications within the agreed timescales with the Network Operator		Part 3 – Network Operator and User Relationship Management	33

37.	Produce and deliver relevant Network Code Standards of Service calculations (where applicable), collate reports and produce invoice by the [] Business Day within the calendar month	Part 3 - Liabilities Calculation and Reporting	29
38.	Notify relevant parties of information for 100% of cases in relation to notification of gas illegally taken within 2 Business Days of receipt (excluding safety visit requirements)	Part 2 - Provision of Services in relation to obligations under Gas Transporters Licence	1
39.	Notify 100% of supply meter points which require a meter inspection to the User by no later than 4 months prior to the mandatory meter inspection date	Part 2 - Provision of Services in relation to obligations under Gas Transporters Licence	4
40.	Notify 100% of Supply Meter Points requiring a Valid Meter Read (Must Read) to the User and Network Operator by the last Business Day of each calendar month	Part 1e - Must Reads	14, 15
41.	Submit 95% Change documentation (including impact Analysis Report, Business Evaluation report and Change Completion) in accordance within the timescales	Change Procedure – Schedule 10	N/A

The following service lines will have an agreed performance indicator and level determined at the time when the service is initiated: -

Provision of Transportation and Balancing Invoices: 5, 6, 7, 8, 9, 10

User Admission and termination: 1, 2, 3, 4, 5, 6 & 7

IT Services: 6, 7, 8