Opening up the Gas Market

Project Progress Report 3

January – June 2015

Version 1.0

SGN

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SGN
OPENING UP
THE GAS MARKET

Contents

Glossary of Terms

Abbreviation	Term
BIS	Department for Business Innovation and Skills
DECC	Department of Energy and Climate Change
DNV GL	Technical advisor to the energy industry
EASEE	European Association for the Streamlining of Energy Exchange
GB	Great Britain
GS(M)R	Gas Safety (Management) Regulations
HHIC	Heating and Hot Water Industry Council
HSE	Health & Safety Executive
IGEM	Institution of Gas Engineers and Managers
IGU	International Gas Union
LNG	Liquefied Natural Gas
NIC	Network Innovation Competition
NBP	National Balancing Point (GB)
OGM	Opening up the Gas Market
PPR	Project Progress Report
SDRC	Successful Delivery Reward Criteria
SGN	Scotia Gas Networks
SIU	Scottish Independent Undertaking
WI	Wobbe Index
ZEE	Zeebrugge (Belgium)

1. Executive Summary

This document is the third project progress report, detailing the progress made in the third six months of the Opening up the Gas Market project, from January – June 2015.

Upon submission of the second Project Progress Report, SGN had begun the in-situ testing of appliances in Oban customer homes, and had submitted two Change Requests to Ofgem regarding a budget transfer and an amendment to the wording of the Project Direction. The third six months of the project have seen:

- Successful progress towards completion of Stage 2 – the in-situ testing of appliances.
- Exchanging of contracts with ENI, the first contractual agreement between a Gas Distribution Network and an LNG Shipper.
- Submission to HSE of the exemption request to GS(M)R.
- OGM win the International Gas Union's Global Gas Award, at the World Gas Conference 2015.
- Learning and dissemination at World Gas Conference, Scottish Hydrogen & Fuel Cell Association and IGEM conferences.

Test results from the in-situ appliance tests have been overwhelmingly positive, with zero gas quality issues causing concern. A summary of the major events from the January – June 2015 period is given below:

Achievement	Summary
In-situ Testing	All 1,104 properties have been visited and either physically tested or undergone a no-access risk assessed.
Laboratory Testing	Where appropriate, SGN has sent faulty appliances down to its laboratory for further investigation. No gas quality issues were found.
Contract Exchange	SGN require a contract in place with a gas shipper to enable collection of the non-GS(M)R gas from the Fluxys terminal in Zeebrugge, Belgium.
HSE Exemption Request	The exemption request was submitted in March 2015 to HSE. Since then, SGN has answered two rounds of questions from HSE. Verbal confirmation of the approval has been received and written confirmation is expected on 29th June 2015.
Global Gas Award	SGN has won the IGU Global Gas Award. The award is presented tri-annually, and SGN beat over 500 entrants from across the globe to win this award. The prize was presented at the World Gas Conference in Paris.
SDRC Submission	SGN has submitted SDRCs 4 & 6 in the last six months.

Learning & Dissemination	SGN has presented at the World Gas Conference, Scottish Hydrogen & Fuel Cell Conference, IGEM Young Persons Paper Competition as well as hosting Technical Stakeholder events and meetings with DECC & HSE.

The next critical step for the project is receipt of HSE's formal approval of the exemption request, as this is required prior to injection of non-GS(M)R specification gas. SGN have received verbal confirmation from HSE that the exemption will be approved, and is awaiting written confirmation which is expected on 29th June 2015. As a result, SGN have begun Stage 3 of the project (the one year trial) as planned with de-stockage of the GS(M)R specification gas. However, delays to receipt of the exemption approval beyond the start of July would delay our planned injection of non-GS(M)R specification gas. SGN expects to begin the trial on 6th July 2015, meaning the trial would run for one year from that date. Any delays to this date will be as a result of the delayed receipt of the written exemption from HSE. Should there be any further delays, this may impact the submission of SDRC-7 and SDRC-8, which are due for submission upon completion of the trial. SGN will notify Ofgem in advance, should this be necessary.

Furthermore, the project has experienced a delay to the installation of the gas chromatograph in Thurso. The details of this delay are contained in the SDRC-6 submission (submitted to Ofgem on 30th April 2015. The delay has not impacted the overall project plan, and will only do so if it is not installed prior to the injection of the non-GS(M)R gas into the Oban network.. SGN is fully confident that the chromatograph will indeed be installed before this date, meaning that no delays to the project plan are anticipated.

In summary, the project is currently on track to achieve its goals and deliver significant and valuable learning. This report contains information on each of the points above, providing a comprehensive update on the achievements made and obstacles overcome to date.

1.1 Dissemination Activities

The main dissemination event of the last six months was the recent World Gas Conference in Paris. The project submitted an abstract based on the prescribed subject matter *'Sustainable development and innovative promotion of Natural Gas.'*

FIG 1a – Innovation & New Technology Manager, Angus McIntosh, presents to delegates.

FIG 1b – The Project Team receiving the award from the IGU judging panel.

An abstract[1] was submitted for the Global Gas Award, a prize awarded at the end of each gas triennial as part of IGU's World Gas Conference, and despite there being over 550 entries from over 100 countries, the project team was informed in April 2015 that it had reached the final six. After making arrangements to attend the World Gas Conference in Paris, the project team were later informed that the project had won the award outright.

Winning the award gave the team with the opportunity to deliver a presentation on a global stage, with representatives in the audience from worldwide gas organisations. At the ceremony, the judges commended the project on its innovative nature, as well as the positive results that had been evidenced. As a direct result of this win, articles on the project will be published in Gas International and Gastech News.

Our technical stakeholder group has also reconvened to discuss the project's ongoing results. Attendees at this meeting included DECC, HHIC, Dave Lander Consulting, DNV GL, National Grid and Kiwa Gastec. The purpose of this meeting was to share learning and begin to formulate a 'road map' for the wider GB roll-out should the project prove successful in Oban.

Members of the project team have presented at the Scottish Hydrogen and Fuel Cell Association (SHFCA) annual conference, where an emphasis was placed on the successful stakeholder engagement that has taken place.

Further dissemination activity is planned this month at the Heating and Hot Water Industry Council (HHIC) with appliance manufacturers, as well as the Industrial and Commercial Energy Association (ICOM).

[1] Appendix 1 – Winning abstract submission for the IGU Global Gas Award

FIG 2 – Project Officer, Richard Mason, presenting at SHFCA conference.

The next six month period will see dissemination activities further increased as the project begins Stage 3 – the trial.

2. Project Manager's Report

We are now 18 months into the project and we have progressed successfully as per the project plan. All required reports and approvals have been successfully collated, which has contributed to the project's development.

After successfully completing Stage 1, detailed in the last PPR, the project has now successfully completed Stage 2 (consisting of the in-situ appliance testing stage) and begun the preparations for the full trial as part of the final stage, Stage 3.

A detailed report of progress against the project plan is provided at section 6 of this report; however a brief summary is provided in the table below:

TABLE 1 – Full Submission list of objectives for January – June 2015

Objective	Update
Prepare and submit HSE Exemption	Submitted to HSE in March 2015. Verbal approval received with written approval expected in late June 2015.
Book road tanker slots at Fluxys terminal	Slots booked and confirmed with Fluxys. Training on online booking system provided to haulier.
Finalise two other LNG tanker leads	Locations of Bilbao, Spain and Montoir, France confirmed.
Completion of property testing	Successful progression towards the completion of in-situ appliance testing.

Quantitative Risk Assessment	Completed by project partner DNV GL. Risk level is reduced as a result of the mitigating factors taken as part of this project.
Installation and construction of gas chromatograph	Installation and construction delayed. No impact on project plan as installation and construction expected to be finalised ahead of injection of non-GS(M)R gas.

There have been two scheduled submissions to Ofgem in this period, SDRC-4 – *'Testing of all affected appliances'* and the SDRC-6 – *'Construction and installation of required site infrastructure'*. As a result of a change request which delayed the testing for a number of weeks, SDRC-4 was conceded, however the required work was still carried out and report submitted by the SDRC delivery date. SDRC-6 was also submitted on time, although as a result of the announcement that the Avonmouth processing plant was closing early, the gas chromatograph was not installed prior to submission of the report. This does not impact the project plan however, as it did not prevent the first steps of the trial (de-stockage of GS(M)R specification gas) going ahead as planned and the chromatograph will be installed ahead of the injection of the new gas.

2.1 Stakeholder Engagement

The project has continued to receive support from key stakeholders. The local council have been particularly engaged and helpful, providing assistance when liaising with vulnerable customers to ensure the project does not adversely affect these customers. We have also been in regular contact with the Housing Associations operating within Oban, with the largest of these sending a letter to each of their tenants advising them of the project and how it impacts them. They have also provided feedback on how best to engage with customers, which we have incorporated into our plans and correspondence. Many of the stakeholders have expressed their excitement regarding the project and the positive effect that they believe our project will have in the Oban community.

Our external events have proved popular with local residents, with a positive turnout at both the drop-in sessions and the Winter Festival events.

The break-out session we held at the Low Carbon Network Innovation conference was well-attended and the pertinent questions asked have helped shape the dissemination events planned for 2015.

The project website is now fully operational, and has undergone a re-design since its initial inception, with the project film being particularly successful. Statistical analysis shows that we have received almost 1,800 visits to the project webpages in the January – June reporting period. The website, www.sgn.co.uk/oban is now included on all correspondence and all project reports are included in a specific section within the site.

The project film is embedded in the homepage of the website given above, and has also been published on SGN's YouTube site[2]. To date, the film has received over 1,300 views and remains the most viewed SGN video published in the last year.

[2] https://www.youtube.com/user/SGNvideo

Throughout the duration of the project, considerable stakeholder engagement has taken place, varying from meeting local residents at drop-in centres to presenting on a global stage at the World Gas Conference. We have kept a stakeholder engagement tracker[3] to allow us to record the engagement we have undertaken.

For the duration of the testing, our relationship with the Oban customer base has been highly positive. We have not received a single complaint despite visiting over 1,100 homes and businesses, and have benefitted from positive word of mouth, which has contributed to our high access rate. Appendix 3 shows a customer letter we received praising the work and manner of our engineers, which we were proud to receive.

2.2 Outlook for next six months

The next Project Progress Report is due on 19 December 2015. The high level objectives for the next six months are:

- GS(M)R exemption granted by HSE.
- Continued physical testing of no-access properties.
- Injection of trial gas from Zeebrugge.
- Begin spot checks on properties following injection of new gas.
- 1 week trial of LNG from secondary source.
- Report completed of the Quantitative Risk Assessment.

There are two reports due for Ofgem submission in the next six months:

- Submission of SDRC-2 – 'Carry out Quantitative Risk Assessment.'
- Submission of SDRC-5 – 'Procurement and Installation of replacement appliances.'

3. Business Case Update

In the last six month period, a Change Request to amend the budget within cost categories, has been approved by Ofgem. This has amended the Cost/Benefit Analysis for the micro roll-out of the project in Oban. Approval of the Change Request has marginally reduced the overall benefit to be achieved from £1.2m to c. £956,000 per annum[4] upon full roll-out in Oban.

This Change Request does not impact the Cost/Benefit Analysis for the proposed macro roll-out of the project across GB, which is retained at c.£60m per annum should the road map that this project demonstrates be put in place. Furthermore, analysis obtained from National Grid has shown that Nitrogen ballasting in GB currently costs c. £325m per annum, which is an additional saving that the roll-out of this project could enable.

4. Progress against Plan

The following summary outlines the progress to date for each objective within the project plan that has taken place during the previous six months of the project.

[3] Appendix 2 – *'OGM Stakeholder Engagement Tracker'*
[4] Appendix 4 - The revised micro Cost/Benefit Analysis for Oban.

4.1 Prepare and Submit HSE exemption application

SGN submitted an application to HSE in March 2015, requesting a temporary exemption to the GS(M)R for a period of one year in the Oban SIU. This document was based on the evidence gathered from phases 1-3 of the testing phase in Stage 2 of the project. These phases contained a statistically representative proportion of the Oban appliance and property population, meaning that HSE were able to make a decision whilst the testing on phases 4-6 continued. Any approval will be pending results of phases 4-6 showing no deviance from the data submitted as part of the exemption application, which, having now completed these phases, it has not.

The exemption document contains reports from project partners, Kiwa Gastec, DNV GL and Dave Lander Consulting, with all supporting the proposed exemption.

At the time of the submission of this Project Progress Report, SGN is awaiting a written approval from HSE, however we have submitted answers to three sets of questions provided by HSE and have received verbal confirmation that an approval will be forthcoming. SGN have therefore begun Stage 3 of the project (the one year trial) as planned with de-stockage of the GS(M)R specification gas. However, delays to receipt of the exemption approval beyond the start of July would delay our planned injection of non-GS(M)R specification gas. We are monitoring this risk through continued engagement with the HSE and anticipate a written approval of the exemption request on 29th June 2015. SGN expects to begin the trial on 6th July 2015, meaning the trial would run for one year from that date. Any delays to this date will be as a result of the delayed receipt of the written exemption from HSE. Should there be any further delays, this may impact the submission of SDRC-7 and SDRC-8, which are due for submission upon completion of the trial. SGN will notify Ofgem in advance, should this be necessary.

4.2 Book road tanker slots at Fluxys Terminal

SGN has contracted with Turners hauliers, with whom SGN has a positive existing relationship. Turners, under SGN supervision, has received WebEx training from Fluxys on how to use their online booking system. To test this procedure, SGN and Turners have commissioned a 'dry run' of the haulage procedure, whereby SGN will send a tanker to the Fluxys terminal in Zeebrugge, and this tanker will follow all the processes required *except fill with the new gas* and then make its way to Oban via ferry and road.

This dry run is intended to ensure that the processes provided are correct and to ensure that no issues are faced. This dry run is scheduled to take place on w/c 15th June.

The slots for the trial itself are also booked, with 100 slots booked for the duration of the trial. The contract between SGN, Fluxys and the gas shipper allows SGN to amend these slots should demand increase/decrease during the trial.

4.3 Finalise two other LNG tanker leads

For the main part, the LNG for this trial will be supplied from Zeebrugge, Belgium. However, SGN understands the benefit of proving that LNG can be provided from other sources, justifying the opening of the gas market. As a result, SGN will also test gas from 2 other European LNG terminals, in Montoir, France and Bilbao, Spain.

The dates for these mini-trials have not yet been confirmed, however the project team have visited Montoir to discuss the procedure, and expect to attend Bilbao ahead of their trial.

4.4 Completion of property testing

SGN has successfully visited and tested all properties necessary to meet the requirements of the HSE. All 1,104 properties have been visited at least once and either physically tested or subject to a risk assessment test.

To facilitate this testing, SGN split the properties into six geographical phases across Oban, as detailed in Appendix 5. This was done primarily to reduce the requirement to travel significant distances between appointments, and decrease disruption in the town. SGN held meetings with Argyll & Bute Council to provide allowances for parking facilities and road works in the town, resulting in SGN vehicles being 'exempt' from parking restrictions and the council advising SGN of any impending road works in advance to allow the project team to plan around these where they clashed with scheduled appointments.

SGN began testing the first property in Phase 1 on 3rd November 2014 and visited 1,104th property in Phase 6 on 4th June 2015. All properties have been visited at least once and either physically tested or subject to a risk assessment. Of the 1,104 properties, 771 have been physically tested and 333 are subject to the no access protocol which includes further attempts to test and a no access risk assessment.

The results from the testing to date have been overwhelmingly positive. 1,278 appliances have been tested with the vast majority of these (95.7%) having seen no issues, with only 56 appliances (4.3%) having some form of issue, be that needing repairs, replacing or a service. All of these issues were due to pre-existing faults with the appliances and not relating to gas quality. It is important to stress that no properties have failed due to gas quality issues, as evidenced in the pie chart below:

FIG 3 – Chart showing issues found with appliances

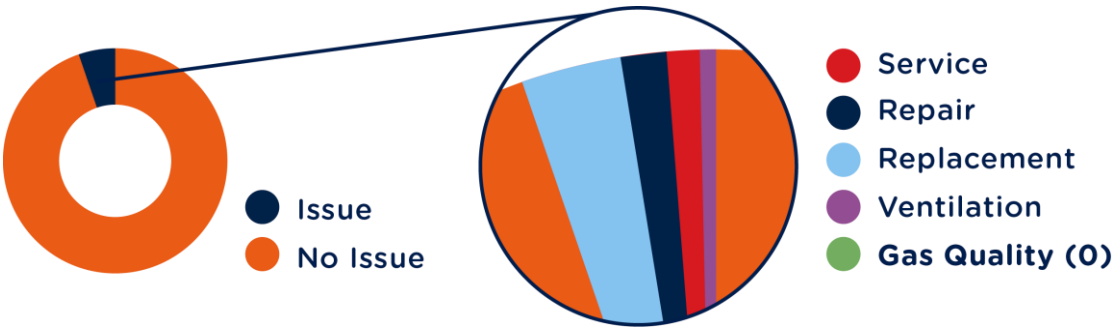


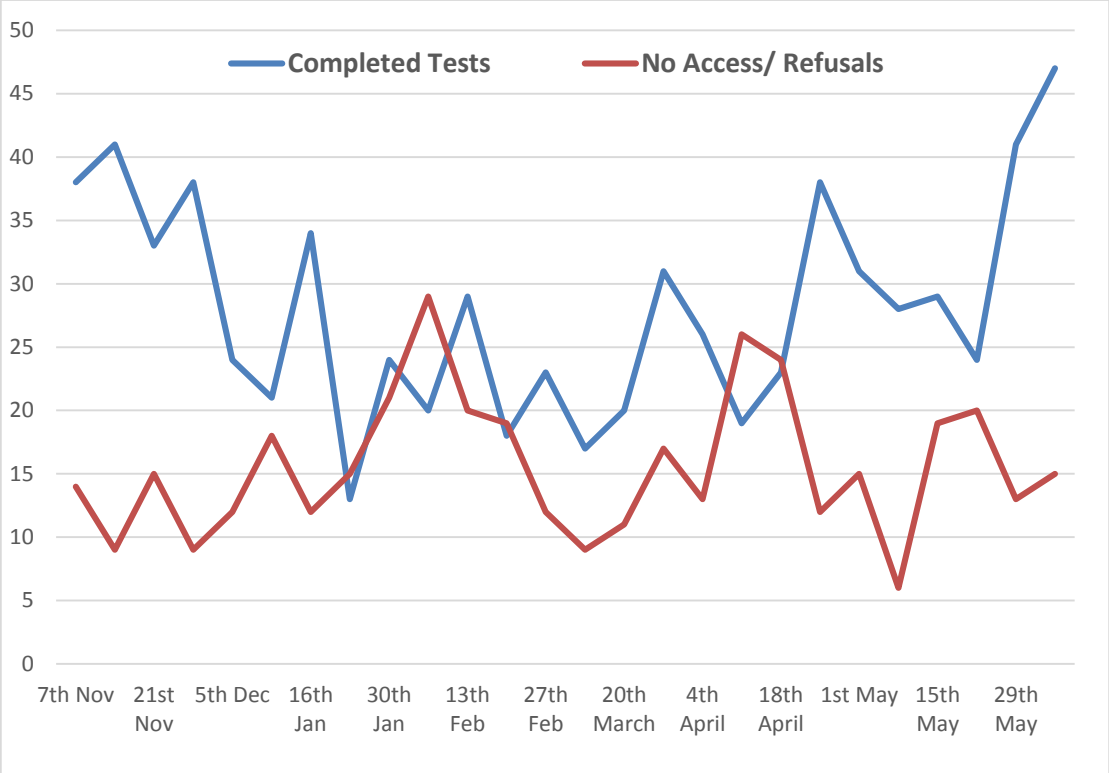
FIG 4 – Split of replacement appliances

Our access rate into customer properties has also been very positive. Our policy of notifying customers in advance by letter, followed by a courtesy phone call where we have the customer's number, to confirm the appointment, has worked very well. Our access rate to date is 70%, which is an excellent achievement considering Oban is a honeypot town with most of our appointments taking place during standard working hours. We have found that word-of-mouth has been very positive surrounding the project and our stakeholder engagement in the local community has been a success. We have only been refused access to 6 properties, less than 1% of the total visited.

FIG 5 – Access rate in Oban

We have found that our access rate and, therefore, the number of properties and appliances tested, has varied across the 8 months we have been active in Oban. A wide range of factors contribute to this, including weather conditions, property types (larger, detached properties take longer to set up, and tend to have more appliances). The chart below shows the variation in property numbers tested, as well as how our access rate has varied across the testing period:

FIG 6 – Weekly 'Access Rate' variation



SGN has in place a protocol to follow for properties that have been classed as 'no access'. While the risk assessment demonstrated there was no increase in risk associated with not physically testing these properties, the protocol ensures each property is individually risk assessed and no opportunity for testing is lost.

The testing of appliances has been successfully completed within the timescales set out in the project plan.

4.5 Quantitative Risk Assessment

SGN's project partners DNV GL has completed the quantitative risk assessment (QRA). This was contained within the exemption request submitted to HSE and is scheduled to be outlined in SDRC-2, which is due on 26th June 2015.

The QRA can be summarised thus:

With the mitigation that has taken place as part of the Opening up the Gas Market project, the risk assessment calculates that the overall risk in Oban will reduce when the Wobbe Index is amended to 53.25 MJ/m³ (the requested limit as part of the HSE exemption).

The full QRA will be examined in detail in the forthcoming SDRC document.

4.6 Installation and construction of Gas Chromatograph

As detailed in SDRC-6 (submitted to Ofgem in April 2015), in December 2014, it was announced by National Grid that the Avonmouth gas processing terminal would be closing ahead of its originally scheduled closure date. The closure date was brought forward from

2018 to April 2016. As all four SIUs get their gas tankered in by road from Avonmouth, this has caused considerable concern for SGN, as we are committed to providing gas to our c.7,000 customers at these sites. Avonmouth is the last remaining facility in GB capable of supplying GS(M)R-compliant gas for the SIUs.

This unanticipated announcement has had an impact wider than the Opening up the Gas Market project, impacting a variety of SGN's projects and departments outside of this project's influence. Naturally, the alternative planning to acquire gas for these sites has impacted resource available to deliver the installation of the gas chromatograph at Thurso, which means the installation is currently six weeks behind schedule. The Opening up the Gas Market team have been working alongside the SIU and Construction teams in order to ensure that the chromatograph will be installed ahead of the proposed injection date of the Zeebrugge gas into the Oban network. This is significant for this project as it means that despite the considerable concerns that the Avonmouth closure has caused SGN, the Opening up the Gas Market project plan is not significantly affected.

5. Progress against Budget

Project expenditure is within the budget defined in the Project Direction. The table overleaf details expenditure against the project budget and compares this with planned expenditure to date.

TABLE 2 – Budget progress report

					Projected variance	
					(at project conclusion)	
	Task	Budget (£000s)	Expenditure ITD (£000s)	Comparison with expected expenditure (%)	(£000s)	%
See note				1		
LABOUR		**266**	**107.829**	**-26.1%**	**0**	**0.0%**
Agree Trial protocols	1.5	10	10	0.0%	0	0.0%
Other tasks	Other	256	97.829	1.5%	0	0.0%
EQUIPMENT	All	**878**	**66.32376**	**-79.3%**	**0**	**0.0%**
CONTRACTORS		**457**	**329.396**	**-32.4%**	**0**	**0.0%**
Review Previous studies	1.1	15	14.3	-4.7%	0	0.0%
Appliance Population survey	1.2	155	122.259	-21.1%	0	0.0%
Other tasks	Other	287	192.837	-422.4%	0	0.0%
TRAVEL AND EXPENSES		**12**	**3.826**	**-52.2%**	**0**	**0.0%**
Agree Trial protocols	1.5	8	3.826	-52.2%	0	0.0%
Other tasks	Other	4	0	0.0%	0	0.0%
PAYMENTS TO USERS	All	**260**	**0**	**0**	**0**	**0.0%**
OTHER	All	**235**	**0**	**0.0%**	**0**	**0.0%**
Total		**2108**	**507.37476**	**-47.2%**	**0**	**0.0%**

1 – Actual expenditure to date is compared with phased projected spend over the same period.

6. Bank Account

Appendix 6 provides details of the latest statement from the Project Bank Account.

7. Successful Delivery Reward Criteria (SDRC)

Two SDRC reports have been submitted in the last six month period.

SDRC-4 – *'Testing of all affected appliances'* has been completed and submitted to Ofgem on schedule on 12th June 2015. SGN acknowledges that this SDRC has already been conceded as

part of a previously approved Change Request, however this document was still submitted for transparency purposes.

SDRC-6 – *'Construction and installation of required site infrastructure'* has been submitted to Ofgem on schedule on 30th April 2015. While installation of the chromatograph was not completed this has not impacted the project plan (see section 5.7 above).

SGN is on track to complete SDRC-2 and SDRC-5 (the next two due for submission) by their agreed delivery dates. A summary of SDRCs is provided below:

TABLE 3 – SDRC completion summary

SDRC No	SDRC	Delivery Date	Status
1	Establish supply chain and shipping arrangements for LNG*	29 September 2014	Completed
2	Carry out Quantitative Risk Assessment	26 June 2015	On Target
3	Agreement of Trials with HSE, DECC & Ofgem	18 July 2014	Completed
4	Testing of all affected appliances*	12 June 2015	Completed
5	Procurement and installation of replacement appliances	24 July 2015	On Target
6	Construction and installation of required site infrastructure	30 April 2015	Completed
7	Successful completion of field trial	14 June 2016	On Target**
8	Successful completion of Knowledge Dissemination task	5 August 2016	On Target

*Conceded as part of change request

**Delayed start to trial may impact the submission date of this SDRC. SGN will liaise with Ofgem to advise on this submission.

8. Learning Outcomes

The learning outcomes for this project were contained in section 2.1 of the full submission. These are all overall learning outcomes that are to be achieved across the length of the project. The table overleaf provides details of these and the progress against them to date.

Learning Objective	Comments	Status
To demonstrate that gas which meets EASEE Gas specification but sits outside GS(M)R can be conveyed safely and efficiently in the GB gas network	• Review of previous work report by Dave Lander • Laboratory tests by Kiwa Gastec on selected appliances • In-situ appliance testing • Year-long trial	• Completed • Completed • Completed • Began June 2015
To demonstrate that all GAD compliant gas appliances are capable of safely and efficiently burning gas which meets EASEE gas specifications but sits outside GS(M)R	• Review of previous work report by Dave Lander • Laboratory tests by Kiwa Gastec on selected appliances • In-situ appliance testing	• Completed • Completed • Completed
To establish the proportion of older gas appliances that constrict gas quality specification in GB through assessment of a representative appliance sample from the Oban network	• Quantified risk assessment to be completed • In-situ appliance testing	• Starts 2015 • Completed
To demonstrate through the sample population what is required to ensure GB's appliance population is capable of operating safely and efficiently over a wider range of gas quality	• Quantified risk assessment to be completed • In-situ appliance testing	• Starts 2015 • Completed
To identify and record all types/makes of gas appliances, identified through the representative appliance sample from the Oban network that are not fit for operation using gas which meets EASEE gas specifications but outside GS(M)R	• Laboratory tests by Kiwa Gastec on selected appliances • In-situ appliance testing	• Completed • Completed
To capture and record all project learning to assist in a full GB roll out in the future	• All reports and results from Stage 1 of the project have been recorded. Updates will be provided in written form through reporting, via the project website and through presentations at dissemination events.	Ongoing
To compile a project completion report assessing the technical and commercial viability of accepting EASEE compliant gas in GB	• Full results of this will follow the completion of the year long trial.	Ongoing
To compile a list of appliances found to be incompatible which will be shared among all relevant stakeholders	• Laboratory tests by Kiwa Gastec on selected appliances • In-situ appliance testing	• Completed • Completed

9. IPR

There has been no IPR registered during the six month reporting period. All published documents are copyright of SGN.

10. Risk Management

The table contained in the appendices[5] provides an update of the project Risk Register report on the risks highlighted in the full submission, with each risk rated in terms of its impact and likelihood.

11. Other

SGN has undertaken a recent company-wide rebrand. This rebrand included a new company logo, website and colour palette. As part of this, the SGN vans were rebranded with the new logo and colours to align with the new brand guidelines. The OGM logo was also changed to align with this, and is now visible on all OGM documents, including this one. To harmonise the brand change in Oban, the OGM project ensured that the vans there were among the first to display the new branding, to avoid changes part way through the major stages of the project and cause customer confusion. All customer correspondence now incorporates the new branding. The new Opening up the Gas Market logo, which incorporates the new SGN logo, is below:

12. Accuracy Assurance Statement

This report, as with all reports created by the project team for submission to Ofgem, has been through a rigorous authenticity and accuracy process to comply with the project governance document.

The document has been approved by the Project Manager, Project Director and SGN's internal regulation department.

[5] Appendix 7 – 'Risk Register'

13. Appendices

Appendix 1 - Abstract for World Gas Conference
Appendix 2 – Stakeholder Engagement Tracker
Appendix 3 – Customer letter
Appendix 4 – Cost/Benefit Analysis
Appendix 5 – Oban phase map
Appendix 6 – Project Bank Account statements
Appendix 7 – Risk Register

Appendix 1 – Abstract for World Gas Conference

Attached separately

Appendix 2 – Stakeholder Engagement tracker

Attached separately

Appendix 3 – Customer letter

[redacted]

[redacted]

Date: Friday, 22 May 2015

Jamie McAinsh Esq
Project Manager
SGN
Inveralmond House
200 Dunkeld Road
PERTH
PH1 3AQ

Dear Mr McAinsh

GAS APPLIANCE TEST & FREE SAFETY CHECK

On Tuesday 28th April your team arrived at my house to carry out their research with regard to the above. They advised the visit would take around a maximum of forty minutes and I was more than happy for them to carry on.

So often the general public are all too quick at complaining, I however, am writing to you to say an enormous 'Thank You!' and to offer nothing but praise to your engineers.

While carrying out their research they discovered that there was something very wrong and would not leave at all until they had found the fault.

I had gas connected in August 2013 and only moved into the house on 4th December. As this is the first time I have ever experienced gas in my home, I was really quite anxious, at the thought of something being wrong, but at all times the men were very reassuring to me and assured me there was nothing to worry about.

After well over forty minutes of thorough investigation they eventually found that the fault had been caused while the builders had been re-rendering the outside of the building, as they had knocked the flue causing it to become slack and thus omit fumes.

Steven Kane who is the Project Supervisor was extremely patient, helpful and understanding throughout and I would like you to pass on my sincere thanks to Steven and his team who were so gracious and respectful. They are truly a credit to your organisation.

[redacted]

Appendix 4 – Cost/Benefit Analysis

Attached separately

Appendix 5 – Oban Phase Map

Attached separately

Appendix 6 – Project Bank Account statements

Attached separately

Appendix 7 – Project risk register

Attached separately