

SLIDO – Interaction Tool

Gas Operational Forum – September 2017

Please ensure
you register at
the table near
the entrance

Join at
Slido.com

Please ensure
you register at
the table near
the entrance

#Septgasforum

slido

Gas Operational Forum



21st September 2017 10:30AM

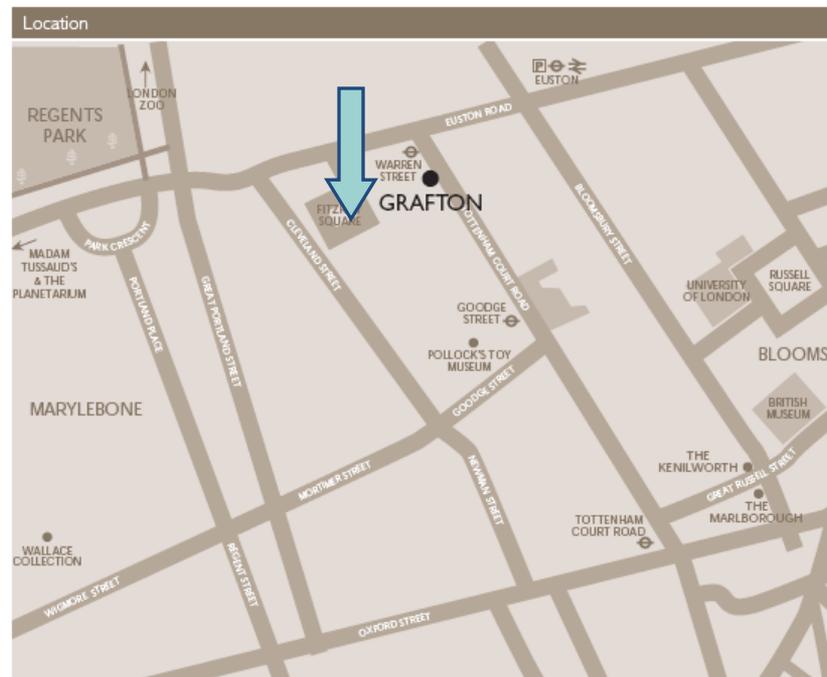
Radisson Blu Hotel, 130 Tottenham Court Road, London

Health & Safety Brief

No fire alarm testing is planned for today.

In the case of an alarm, please follow the fire escape signs to the evacuation point.

At the rear of the hotel by Fitzroy Court



Agenda

- 10:30 - **Previous Ops Forum Actions**
- 10:35 - **Operational Overview**
 - Supply Breakdown
 - Demand Breakdown
- 10:45 – **Update on Unidentified Gas Issues**
- 11:15 - **EU Gas Regulatory – Change Programme**
- 11:35 – **UNC Modifications – Update From Transmission Workgroup**
- 11:40 - **Change Programme – MIPI Stats**
- 11:45 - **ICE Endex**
- 11:55 - **Break**
- 12:00 – **Voice of the Customer - Xoserve Service desk**
- 12:45 – **AOB/Close**

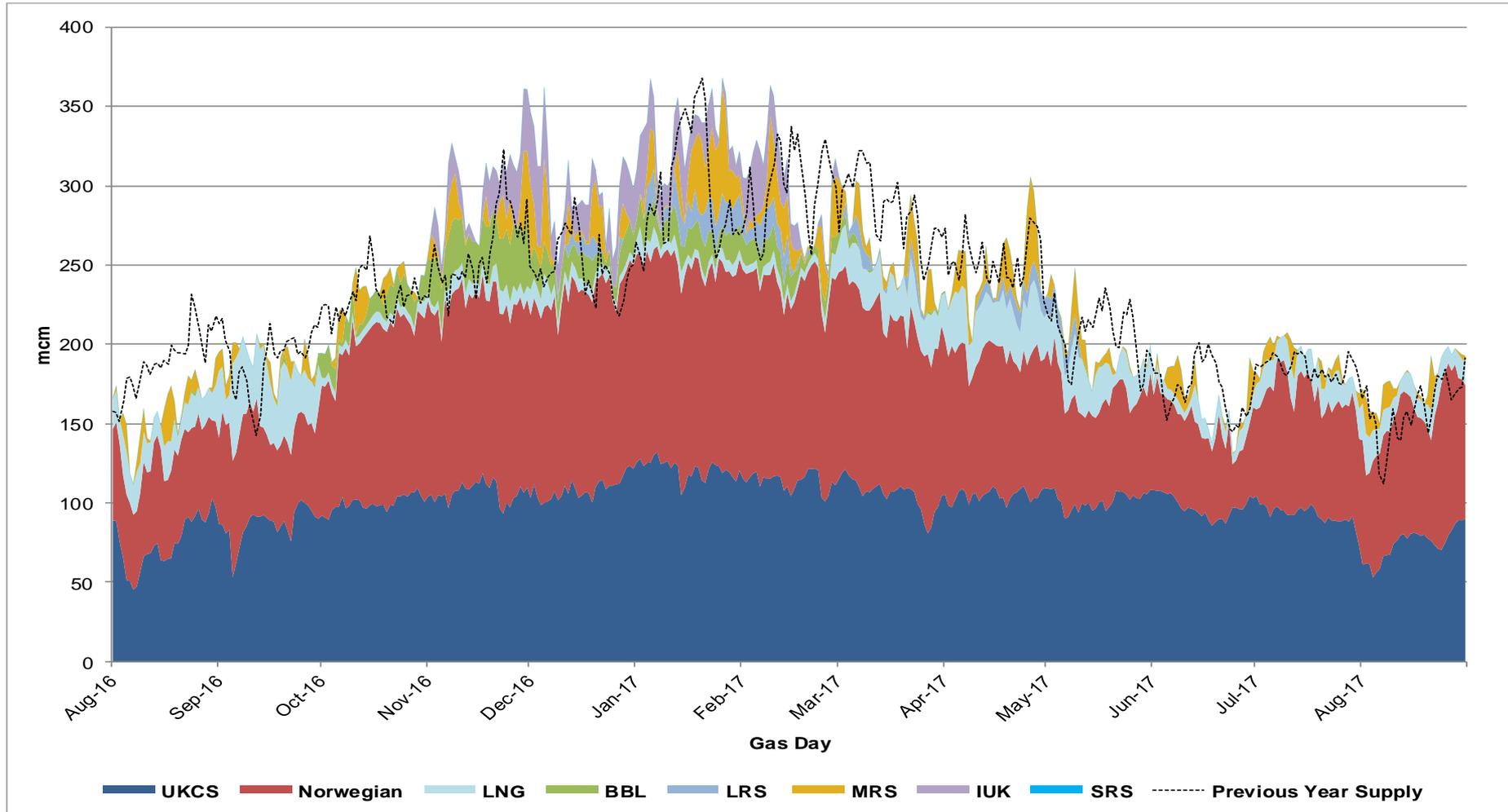
Operational Overview



Operational Forum – Sept 2017
Karen Thompson

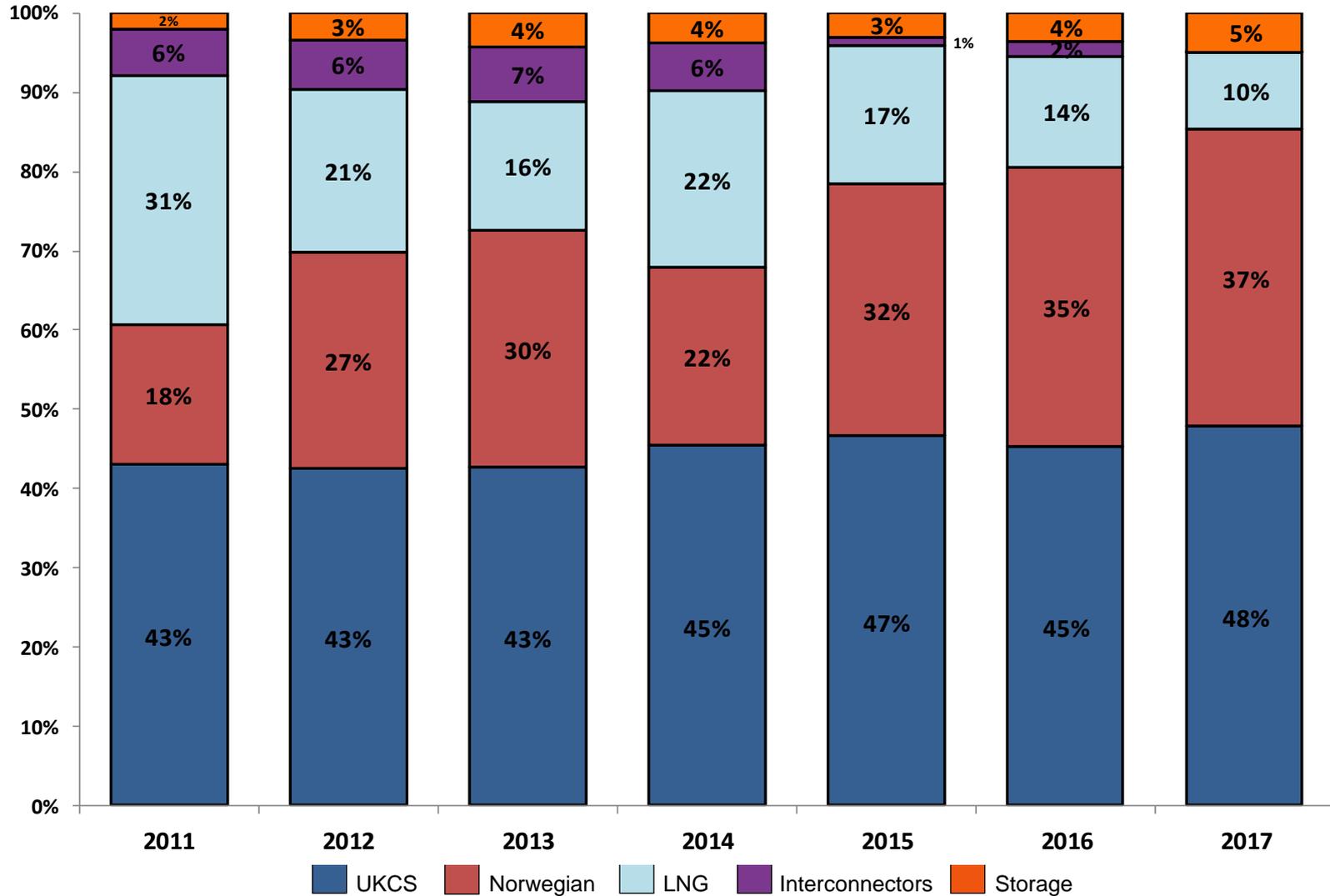
Gas Supply Breakdown

1st August 2016 to 31st August 2017 vs Previous Year



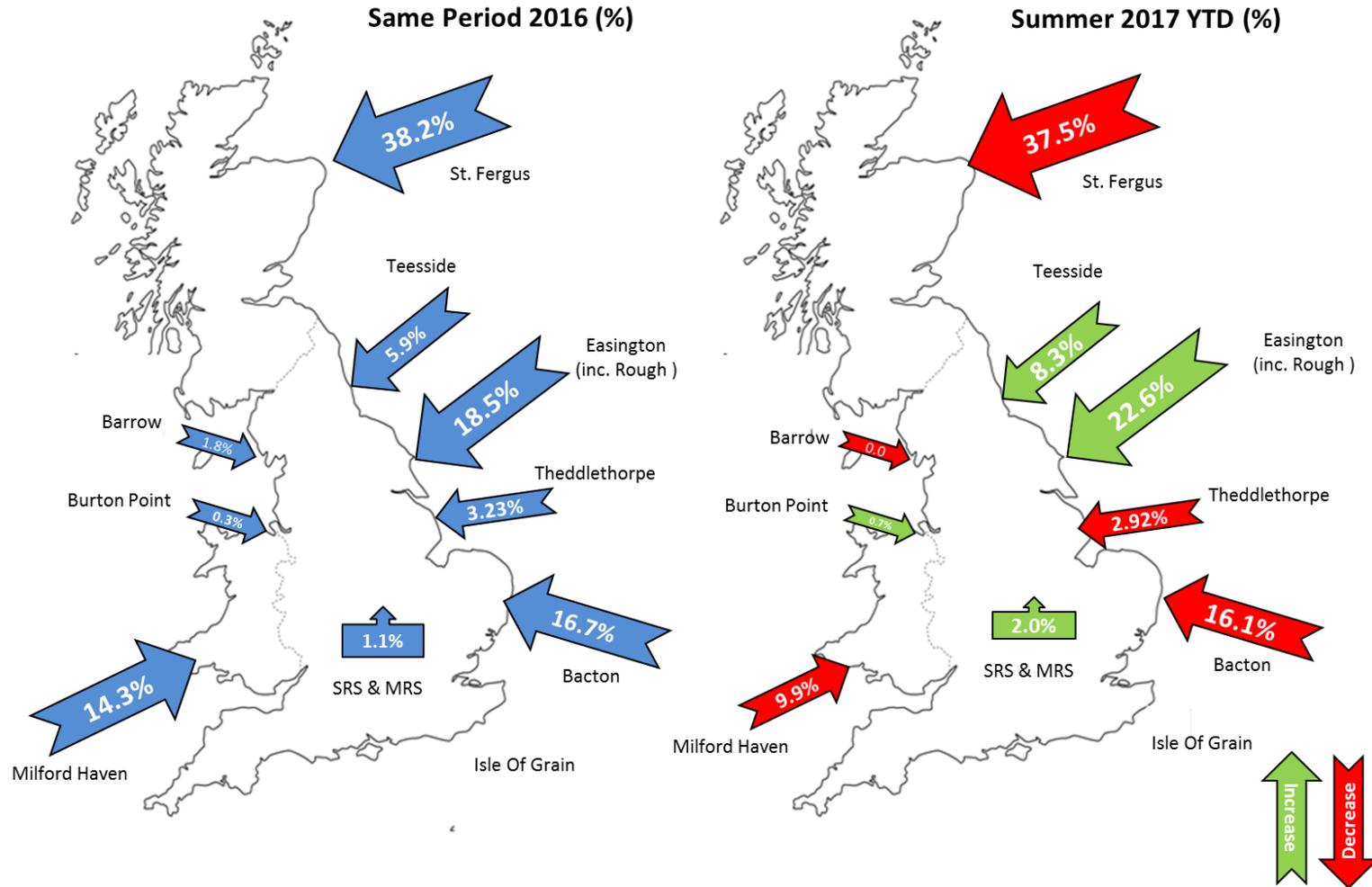
Gas Supply Breakdown

1st April 2017 to 31st August 2017 vs same period over the previous 6 years



Gas Supply Map

1st April 2017 to 31st August 2017 vs Same Period Last Year

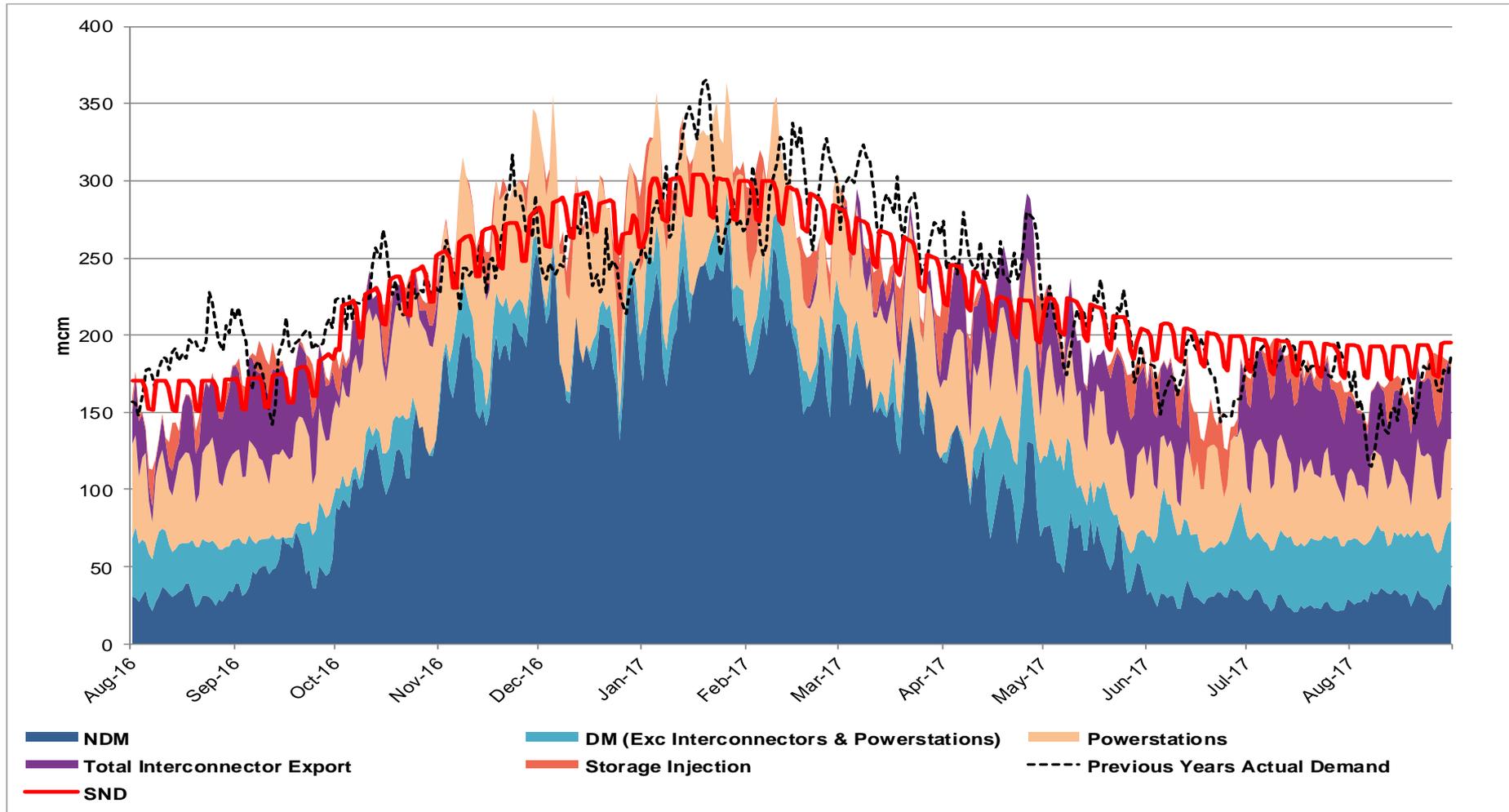


NTS Supply Summer (mcm): 1st April 2017 to 31st August 2017

Entry	Min	Max	Avg	Summer Actual Range Apr 2016 - Sep 2016	Comments												
 UKCS	53.1	110.7	94.0	45- 107	<ul style="list-style-type: none"> Easington Terminal has increased from an average flow of 34.30mcm/d in the period Apr to 31st Aug 2016 to an average flow of 41.55mcm in Apr to 31st Aug 2017. This increase has been due to an increase in Norwegian continental shelf flows via Langeled. LNG average flow 19.1 mcm/d in the period Apr to 31st Aug 2017 compared to 27.4 mcm/d in the same period last year; this relates to increased competition in the LNG market, and therefore a reduction in cargos seen to the UK. Bacton Interconnector average Imports <1mcm/d in the period Apr to 31st Aug 2017 compared to 3.4mcm/d in the period Apr to 31st Aug 16. Minimal BBL imports were seen during the 2017 period. Barrow Terminal has been on outage since mid February. 												
 NORWAY est*	27.2	108.5	73.5	44 - 111													
 INTERCONNECTORS BBL	0.0	2.5	0.1	0 - 23													
 INTERCONNECTORS IUK	0.0	0.0	0.0	0 - 5													
 LNG	5.0	43.7	19.1	5 - 62													
 STORAGE WITHDRAWAL	0.0	68.8	9.6	0 - 39	<table border="1"> <thead> <tr> <th>Entry</th> <th>Min</th> <th>Max</th> <th>Avg</th> </tr> </thead> <tbody> <tr> <td>Actual Supply</td> <td>131.4</td> <td>305.6</td> <td>196.2</td> </tr> <tr> <td>Actual Supply Exc. Storage</td> <td>130.6</td> <td>240.7</td> <td>186.6</td> </tr> </tbody> </table>	Entry	Min	Max	Avg	Actual Supply	131.4	305.6	196.2	Actual Supply Exc. Storage	130.6	240.7	186.6
Entry	Min	Max	Avg														
Actual Supply	131.4	305.6	196.2														
Actual Supply Exc. Storage	130.6	240.7	186.6														

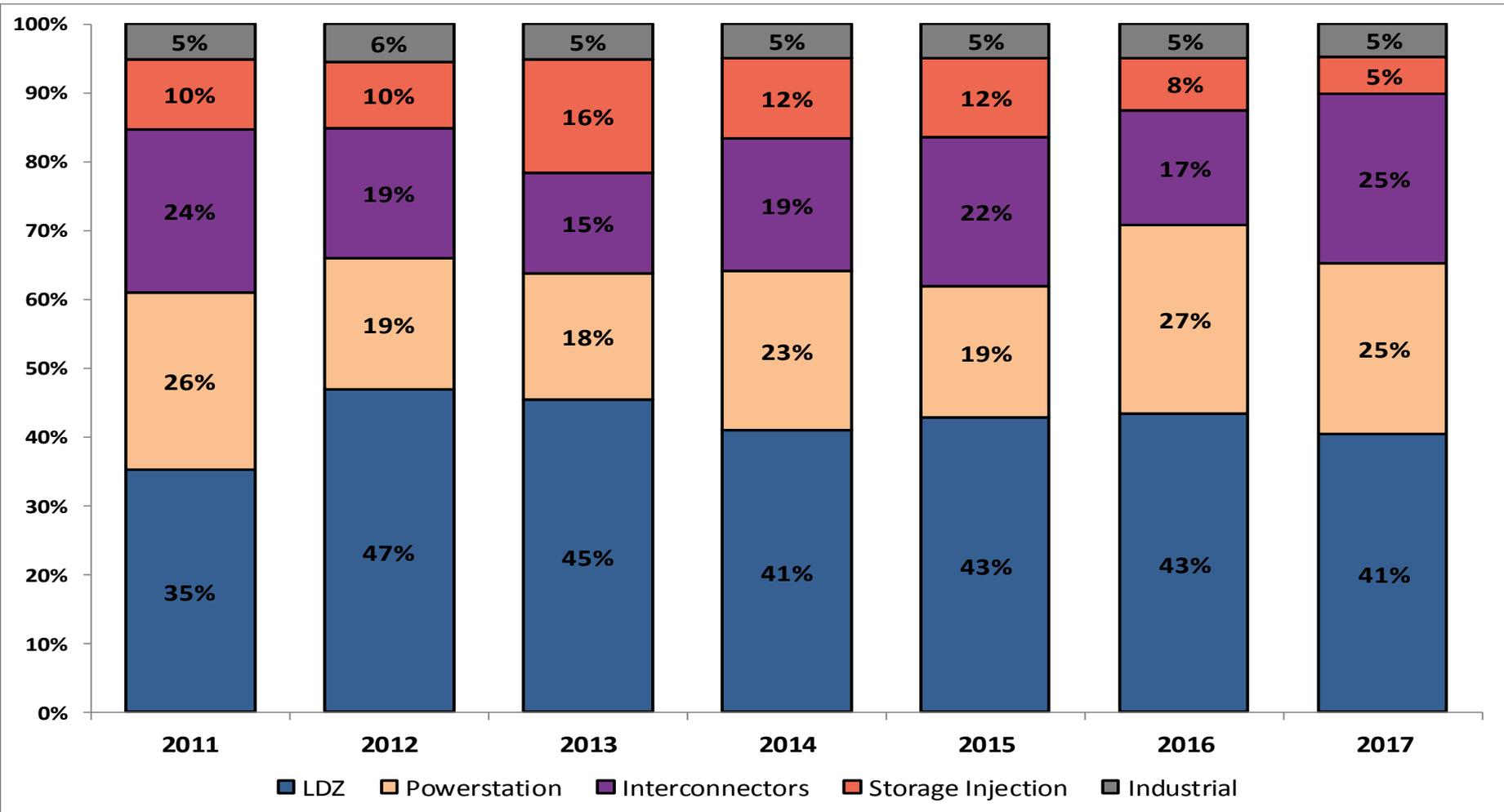
Gas Demand Breakdown

1st August 2016 to 31st August 2017 vs Previous Year



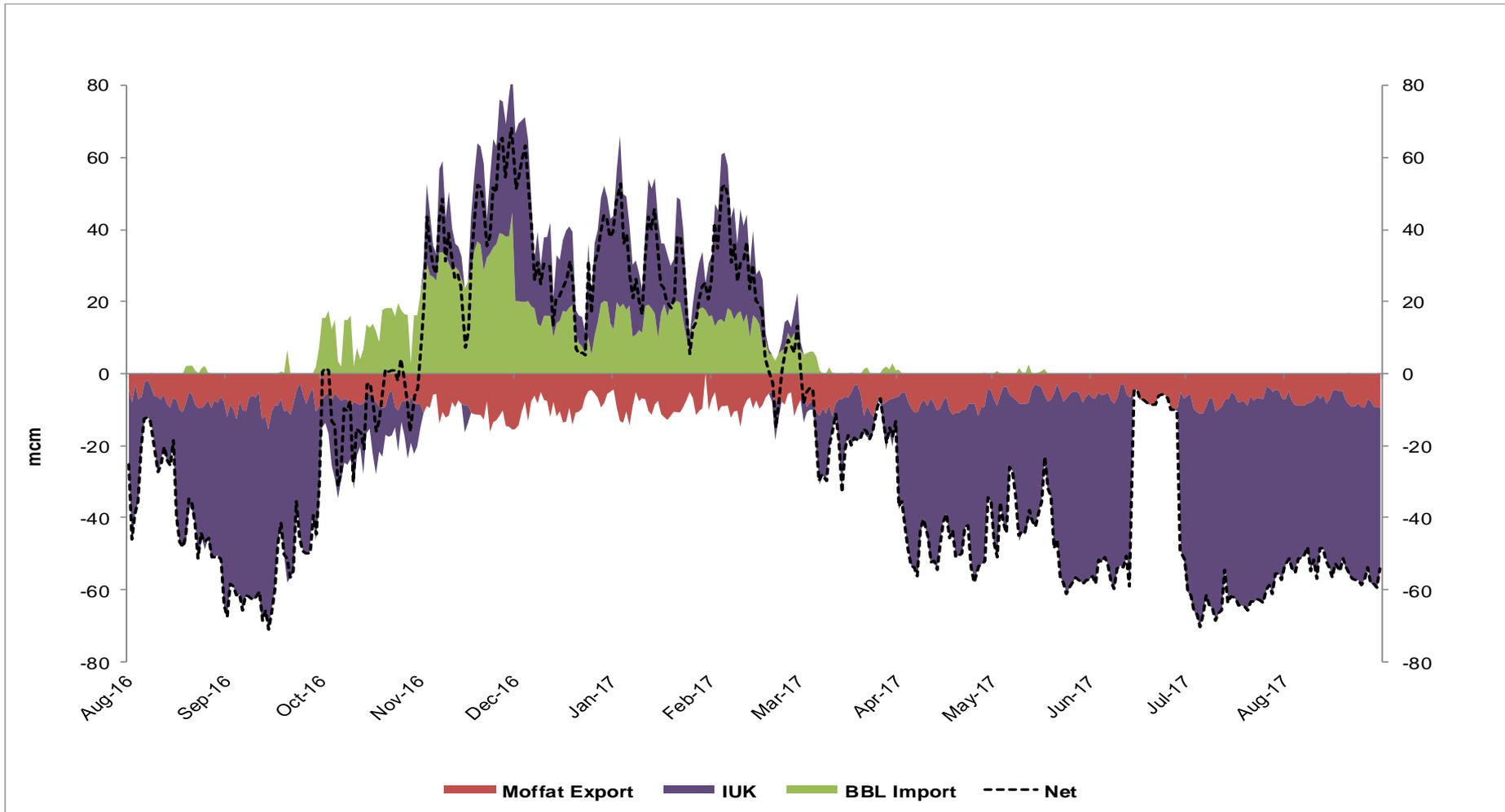
Gas Demand Breakdown

1st April 2017 to 31st August 2017 vs same period over the previous 6 years



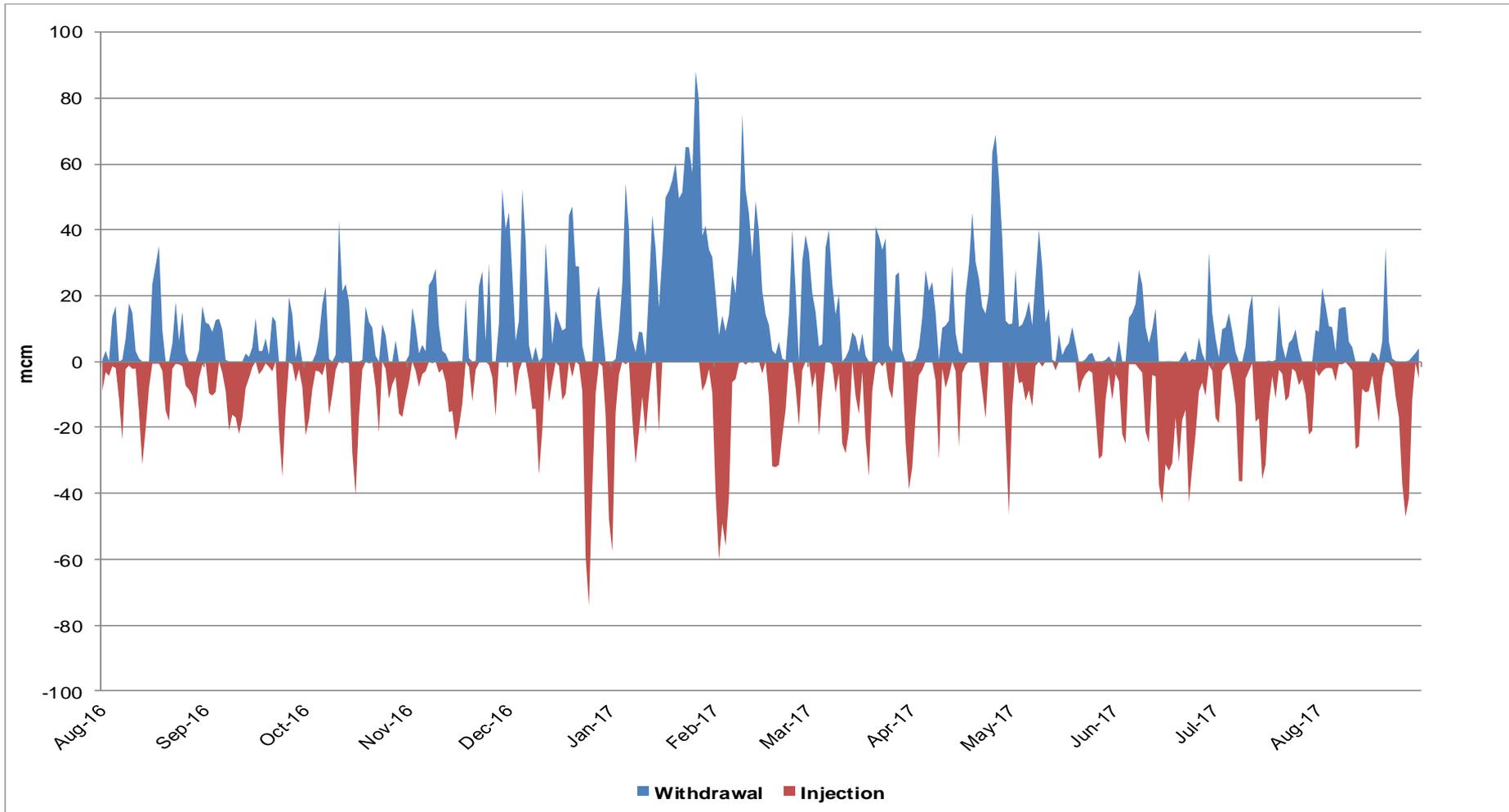
Gas Supply / Demand Interconnectors

1st August 2016 to 31st August 2017



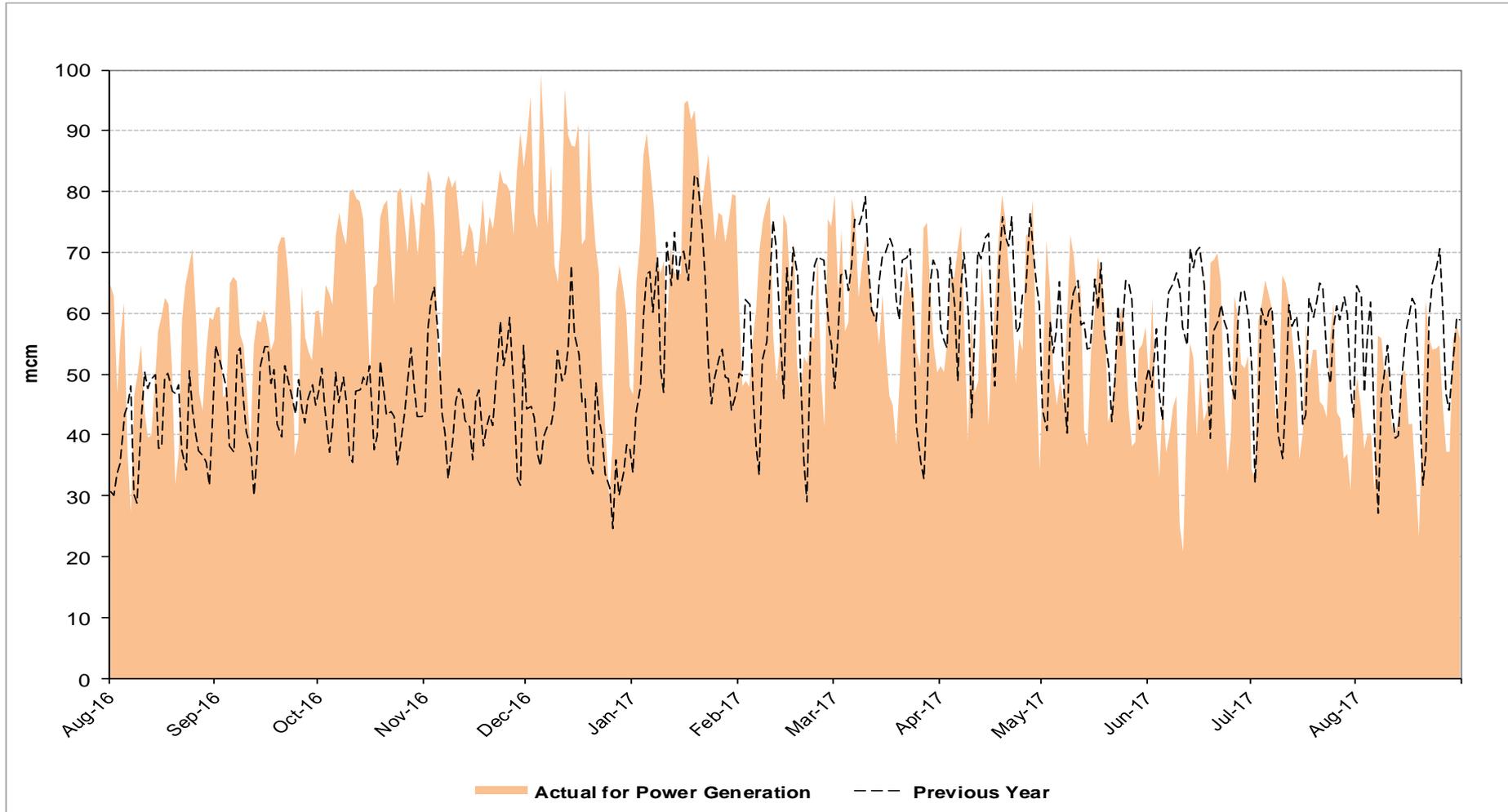
Gas Supply / Demand Storage

1st August 2016 to 31st August 2017



Gas Consumption for Power Generation

1st August 2016 to 31st August 2017 vs Same Period Last Year

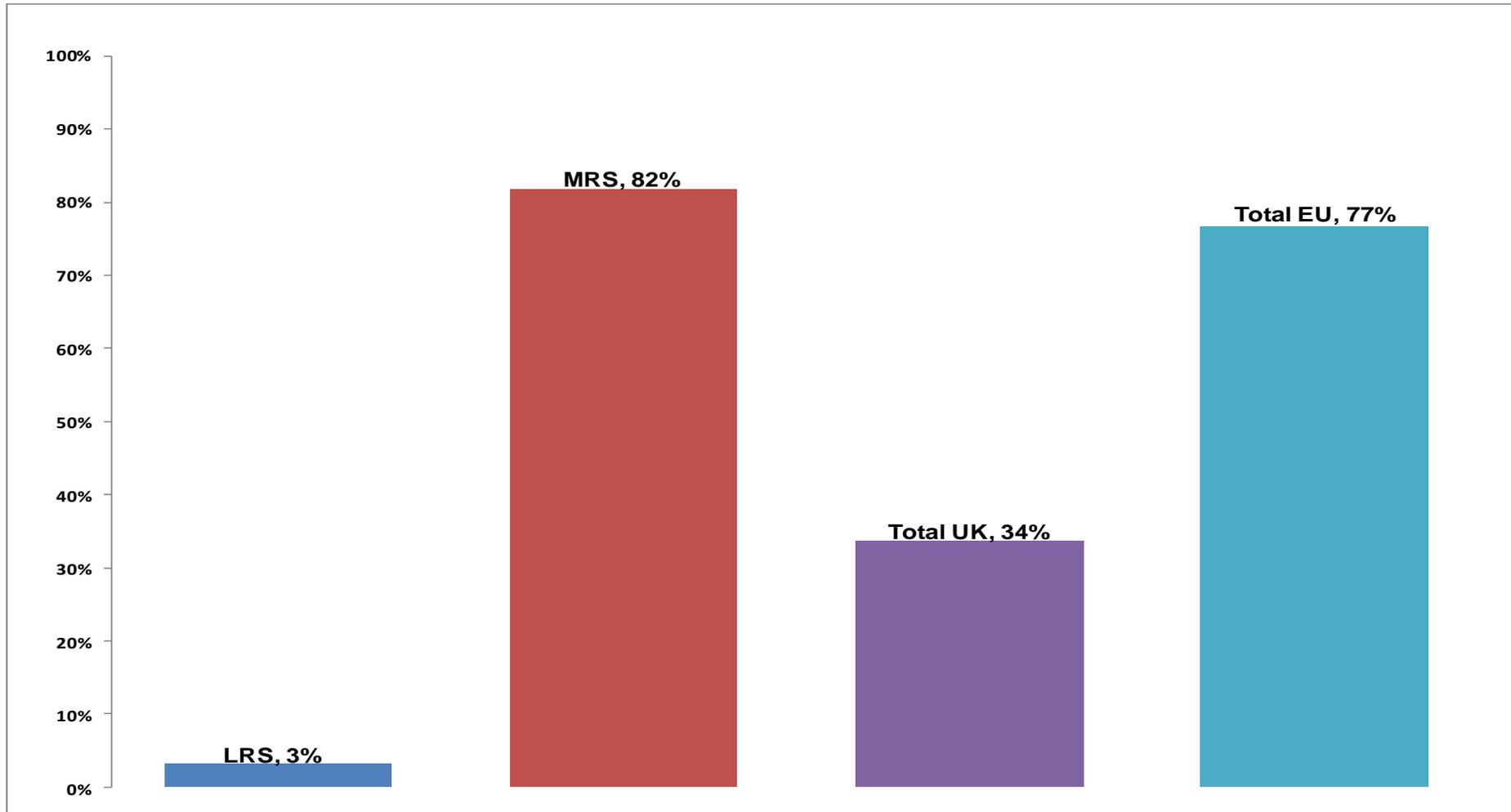


NTS Demand Summer (mcm): 1st April 2017 to 31st August 2017

Exit	Min	Max	Avg	Summer Outlook Range Apr 2017 - Sep 2017	Summer Actual Range Apr 2016 - Sep 2016	Comments															
LDZ	49.0	171.6	79.3	32 - 140 (NDM)	47- 183	<ul style="list-style-type: none"> IUK Exports during the period April - 31st Aug 2017 are significantly larger than the same period last year (average 41mcm/d vs 24mcm/d). This is due to Rough storage facility being unavailable meaning supply volumes have been diverted to IUK exports. Storage Injection during April and May 2017 is lower than the same period last year (10.5mcm/d vs 15mcm/d); this is due to the reduction in Rough injections. Max LDZ demand of 172 mcm is higher than expected due to an unusually cold day in April where total demand reached 306 mcm. 															
INTERCONNECTORS Ireland	2.9	11.8	7.3	7 - 9	2 - 16																
INDUSTRIAL	7.5	13.0	9.3	18 - 26 (DM + Ind)	6- 15 (DM + Ind)																
POWERSTATION	17.8	75.6	48.4	8 - 81	24 - 72																
STORAGE INJECTION	0.0	47.2	10.6	7 - 9	0 - 66																
INTERCONNECTORS IUK	0	59.3	40.9	0 - 46	0 - 56	<table border="1"> <thead> <tr> <th>Exit</th> <th>Min</th> <th>Max</th> <th>Avg</th> <th>2017 Summer Outlook Range</th> </tr> </thead> <tbody> <tr> <td>Demand exc. IUK & SI</td> <td>91.9</td> <td>262.1</td> <td>144.3</td> <td>76 - 241</td> </tr> <tr> <td>SND exc. IUK & SI</td> <td>100.0</td> <td>236.0</td> <td>146.0</td> <td></td> </tr> </tbody> </table>	Exit	Min	Max	Avg	2017 Summer Outlook Range	Demand exc. IUK & SI	91.9	262.1	144.3	76 - 241	SND exc. IUK & SI	100.0	236.0	146.0	
Exit	Min	Max	Avg	2017 Summer Outlook Range																	
Demand exc. IUK & SI	91.9	262.1	144.3	76 - 241																	
SND exc. IUK & SI	100.0	236.0	146.0																		

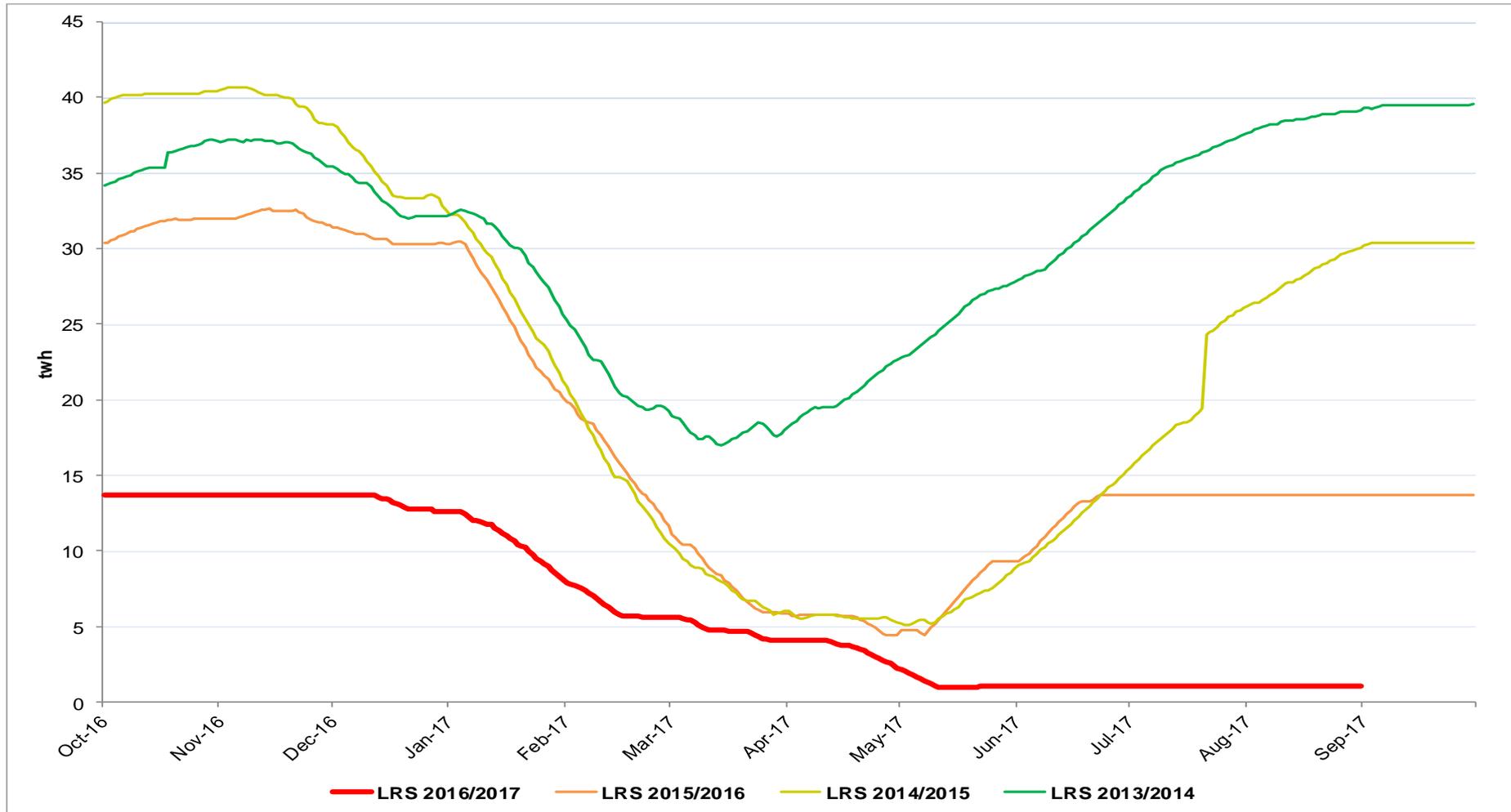
UK and EU Storage Stock

Position as at 31st August 2017



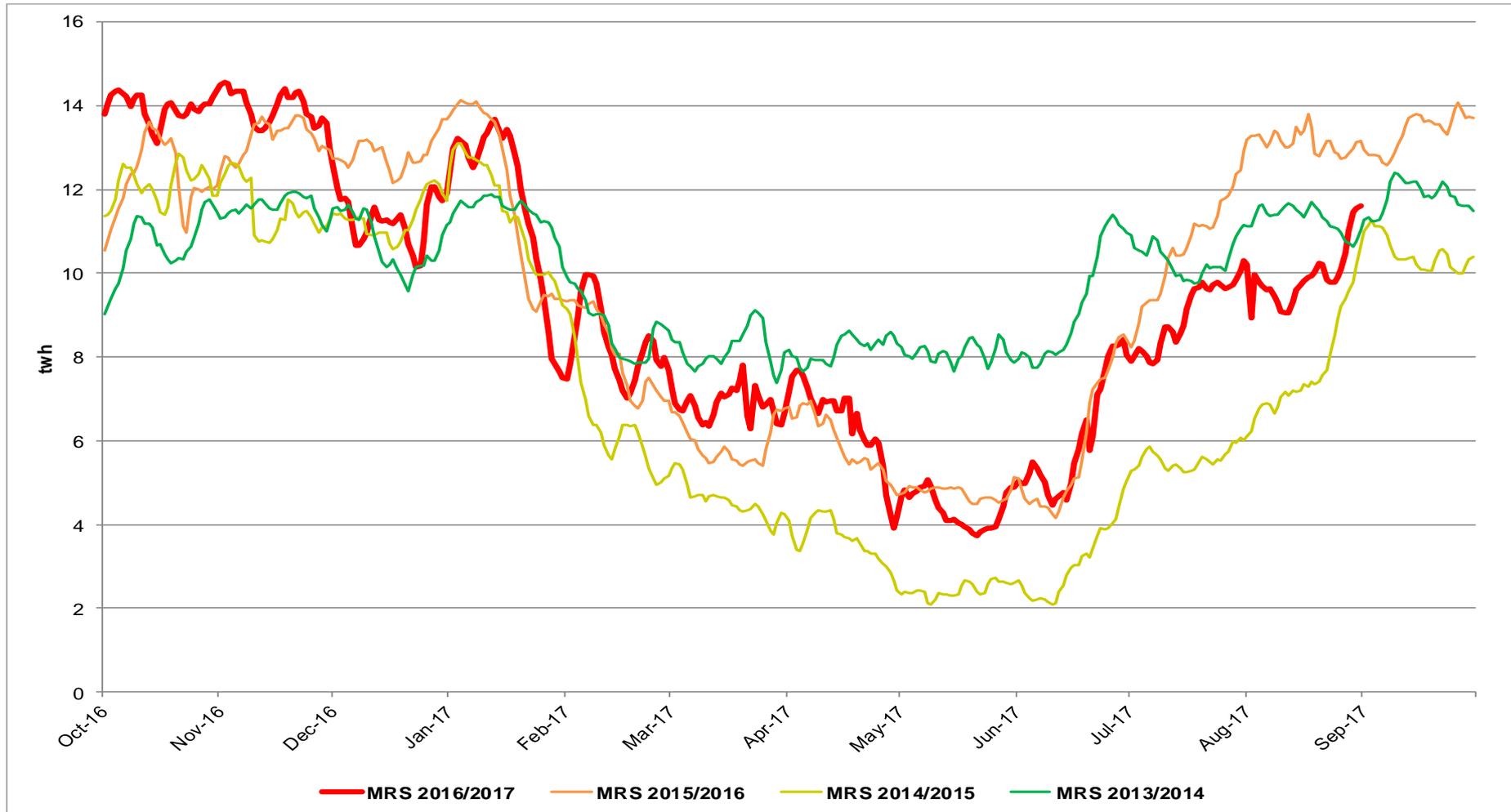
Storage Stocks: LRS

Position as at 31st August 2017



Storage Stocks: MRS

Position as at 31st August 2017



Capacity Neutrality: 1st April 2017 to 31st August 2017

Revenue / Costs	Apr 17 to Aug 17	Apr 16 Aug 16	Comments
WDDSEC/DAI Entry Capacity Revenue	-£377,412	-£279,744	* Entry Capacity Overrun Revenue data not yet available for August 2017
Total Entry Constraint Management Operational Costs	£244,301	£0	
Entry Capacity Overrun Revenue	-£1,438,620*	-£442,627	
Non-Obligated Sales Revenue (Entry only)	-£1,040	-£2,129	
Revenue from Locational Sells and PRI Charges	£0	£0	
Net Revenue	-£1,572,771	-£724,500	

APX Market Prices (p/th)

Min / Max

	SAP	SMPB	SMPS
Apr 17 to Aug 17	26.1 - 45.7	27.3 - 46.8	25.0 - 44.5
Apr 16 to Aug 16	23.4 - 37.7	24.5 - 38.9	20.5 - 36.6

Net Balancing Costs

	Imbalance	Scheduling	OCM	Net
April 2017 to July 17	£8,673,223 (CR)	£1,388,485 (CR)	£3,608,850 (DB)	£6,452,858 (CR)

Energy Balancing: 1st April 2017 to 31st August 2017

NGG Balancing Actions	Apr 17 to Aug 17	Apr 16 to Aug 16	Comments
Buy Actions	60 (79%)	6 (11%)	<ul style="list-style-type: none"> Buy actions are significantly higher than Sell actions in FY 2017 [Jun to Aug mainly]; this being at disparity to FY 2016 where Sell Actions exceeded Buy Actions. There have been 16 Sell actions so far in Summer 2017 [Apr: 14, May: 2]. There have been 60 Buy actions so far in Summer 2017 [Apr: 2, May: 2, June: 17, July: 16, Aug: 23].
Sell Actions	16 (21%)	47 (89%)	
Buy Actions [Volume: Gwh]	1067	83	
Sell Actions [Volume: Gwh]	-377	-960	
Number of Balancing Actions	76	53	
NGG set Default Marginal Prices [SMPB: Average %]	9%	1%	
NGG set Default Marginal Prices [SMPS: Average %]	2%	6%	

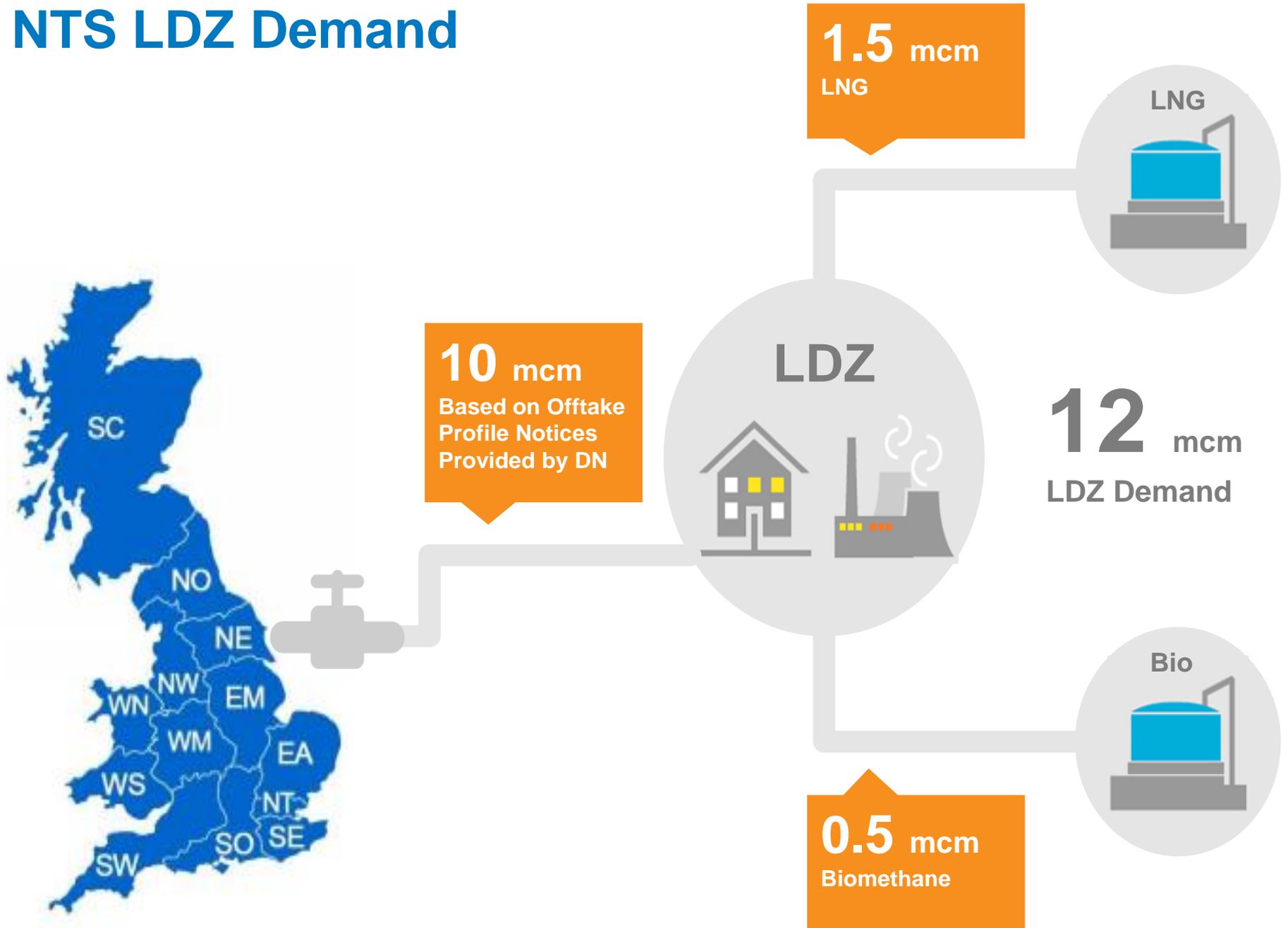
NTS LDZ Demand



21st September 2017 10:30AM

Radisson Blu Hotel, 130 Tottenham Court Road, London

NTS LDZ Demand





Gas Transmission Operational Forum

Update on Unidentified Gas Issues

21 September 2017

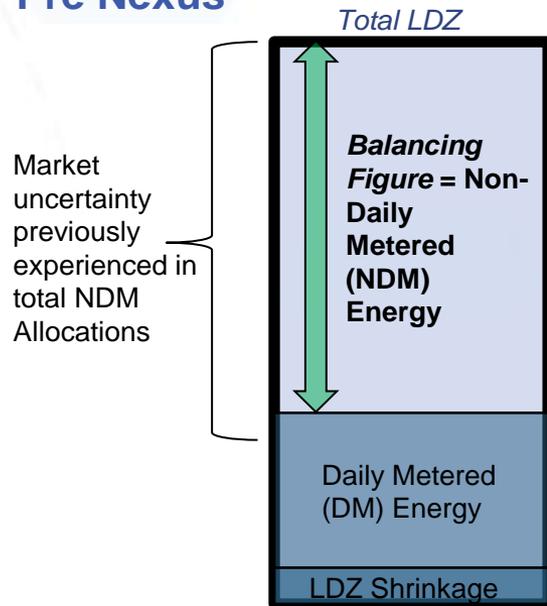
Objectives

- Background to Unidentified Gas (UIG) and Project Nexus Changes
- Overview of current issues with UIG and known causes
- Review of previous UIG simulations
- Current and future initiatives

Overview – What's Changed

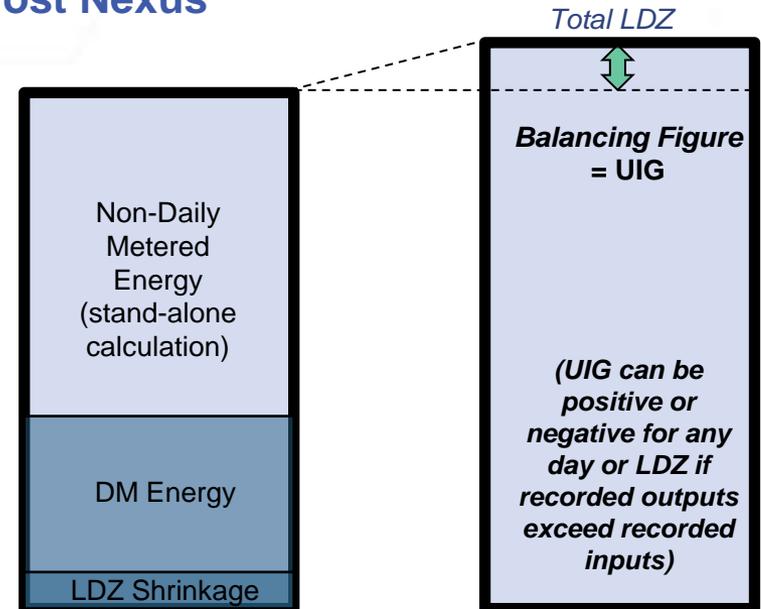
Daily Gas Allocation has changed to support Universal Meter Point Reconciliation – UIG is now the balancing figure in each Local Distribution Zone (LDZ) each day

Pre Nexus



- Same formula used for Nominations/Allocations
- NDM Energy was the balancing figure (Smaller Supply Point + Larger Supply Point)
- Errors in reads/estimates impacted NDM figure
- Volatility was proportionally lower, as part of a larger number (NDM is c 50 to 60% of each LDZ)
- Subsequent reconciliation pushed all UIG into the Smaller Supply Point sector

Post Nexus



- Same formula used for Nominations and Allocations
- UIG is now the balancing figure each day
- Volatility is focused in a smaller value and is more visible
- New and existing data items explained on later slide
- NDM and DM energy is subject to meter point reconciliation post Gas Day +5 – explained on later slide

Background to the Project Nexus Changes

Key requirement – Universal individual Meter Point Reconciliation

- Output from an industry consultation exercise during 2008-09

Previous Reconciliation by Difference (RbD) arrangements are no longer valid

- Inappropriate to smear all Reconciliation energy into the Smaller Supply Point (SSP) market if those meters are all being individually reconciled

New treatment required for reconciliation energy

- Need to apply to a wider population – not just to SSP (AQ <73,200)

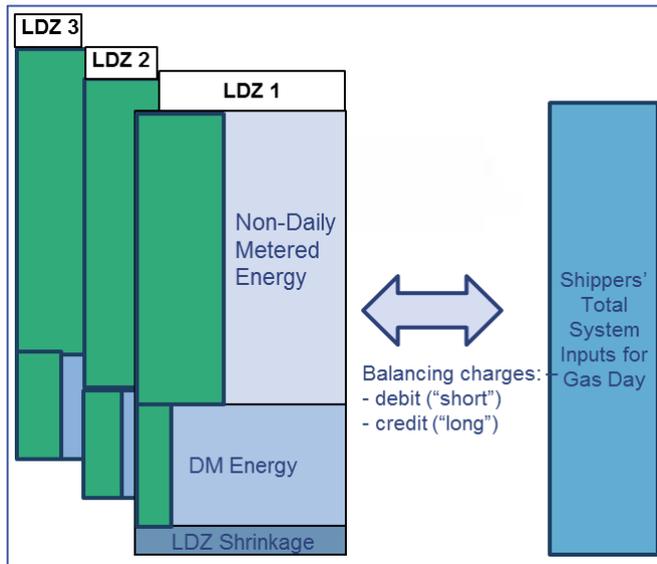
Need to derive UIG at point of Allocation

- Not just allocated into a sub-set of the market and then moved post-Reconciliation

How the Gas is Paid for – post-Nexus

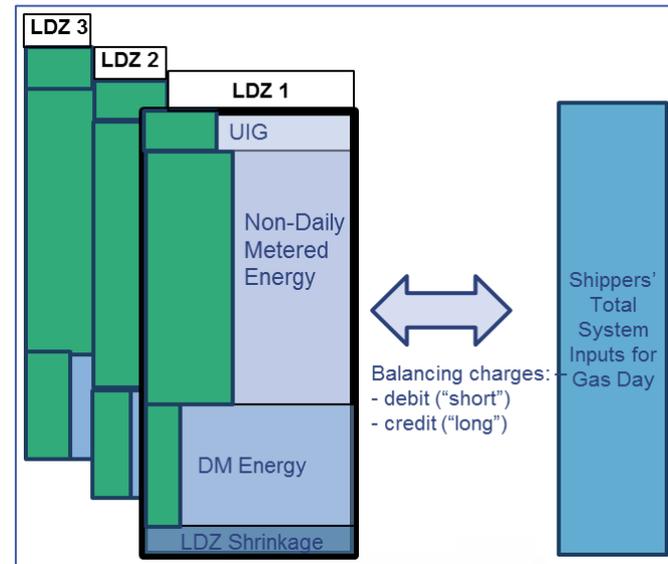
This slide summarises changes in how the gas is paid for following the Nexus implementation. UIG charging is now more transparent and fixed quantities have been removed. Shippers now need to procure UIG as part of their daily total system allocation.

Pre Nexus



- Estimated amount of UIG was billed monthly in arrears (debits to LSP and credits to SSP)
- A fixed monthly quantity for LSP sites which Shippers could account for.
- Shippers only procured for NDM and DM volumes

Post Nexus

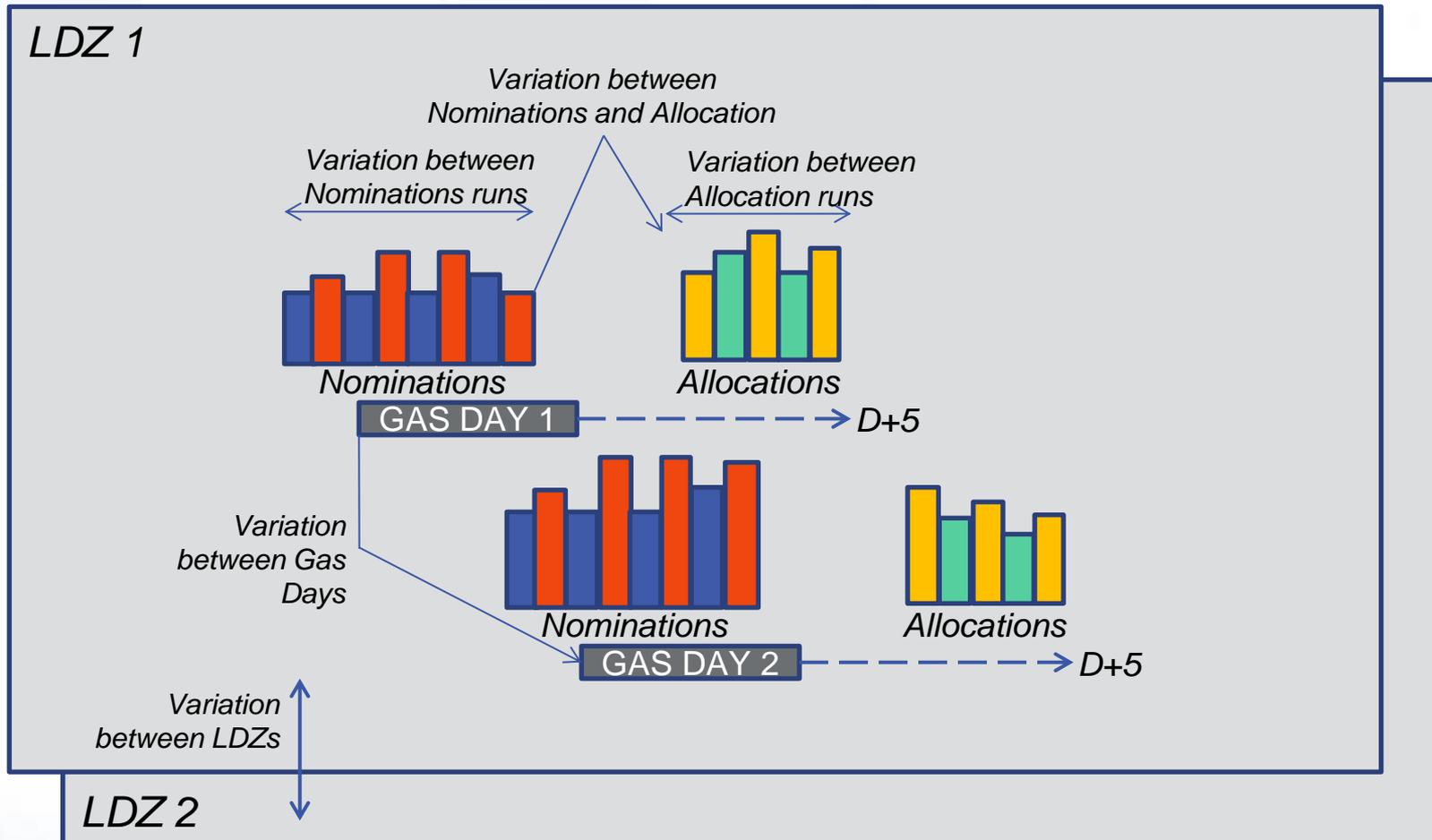


- UIG now included in daily Energy Balancing position, not on a separate invoice
- Energy Balancing compares total Allocations including UIG to Total Shipper inputs – national level only
- Scheduling Charges only apply to DM Nominations – not to NDM and UIG Nominations

 Individual Shipper's Allocation (share of UIG, plus NDM and DM Energy)

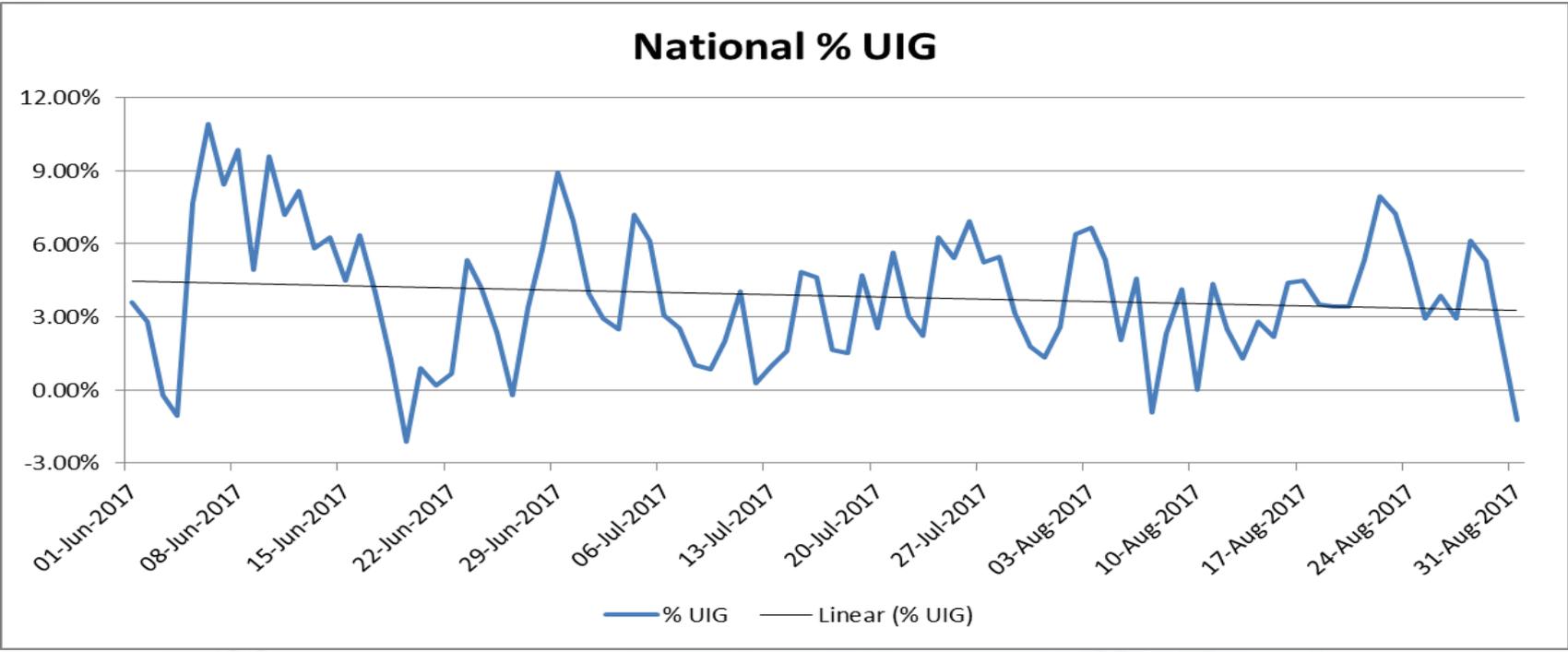
Observed Areas of UIG Volatility

Shippers have reported multiple areas where UIG variation is being observed. These are shown in the diagram below. Known causes are discussed later in this presentation along with actions industry can take to reduce UIG Level and volatility.



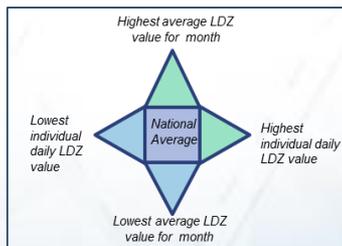
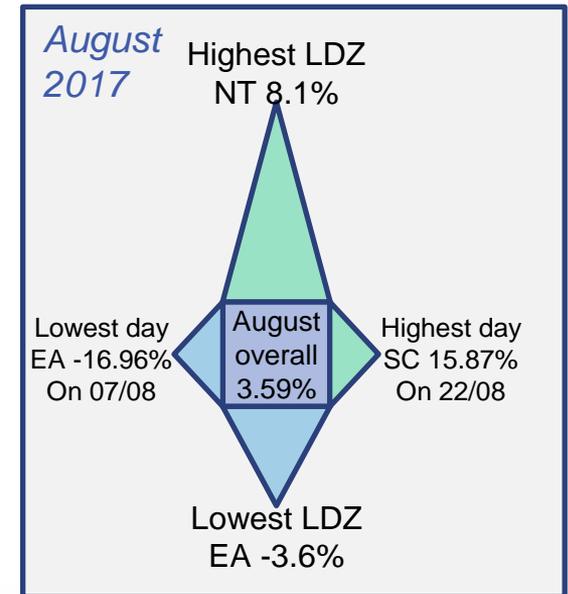
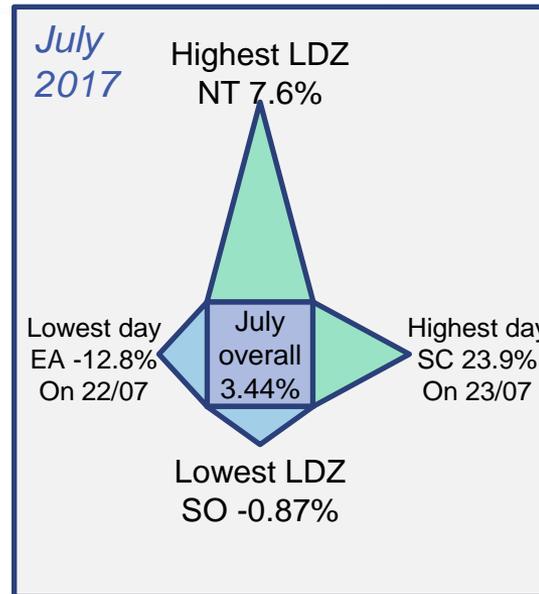
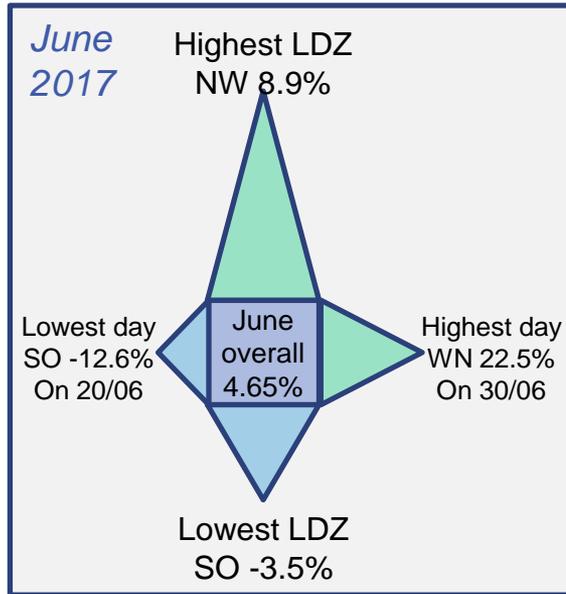
Snapshot of UIG Volatility to 31 August

The graph below shows the national UIG % by day for June, July and August 2017. Overall National UIG volume has reduced slightly however, day on day volatility remains. In addition a breakout of high/low values by LDZ is included on the next slide.



UIG Volatility to August across LDZs

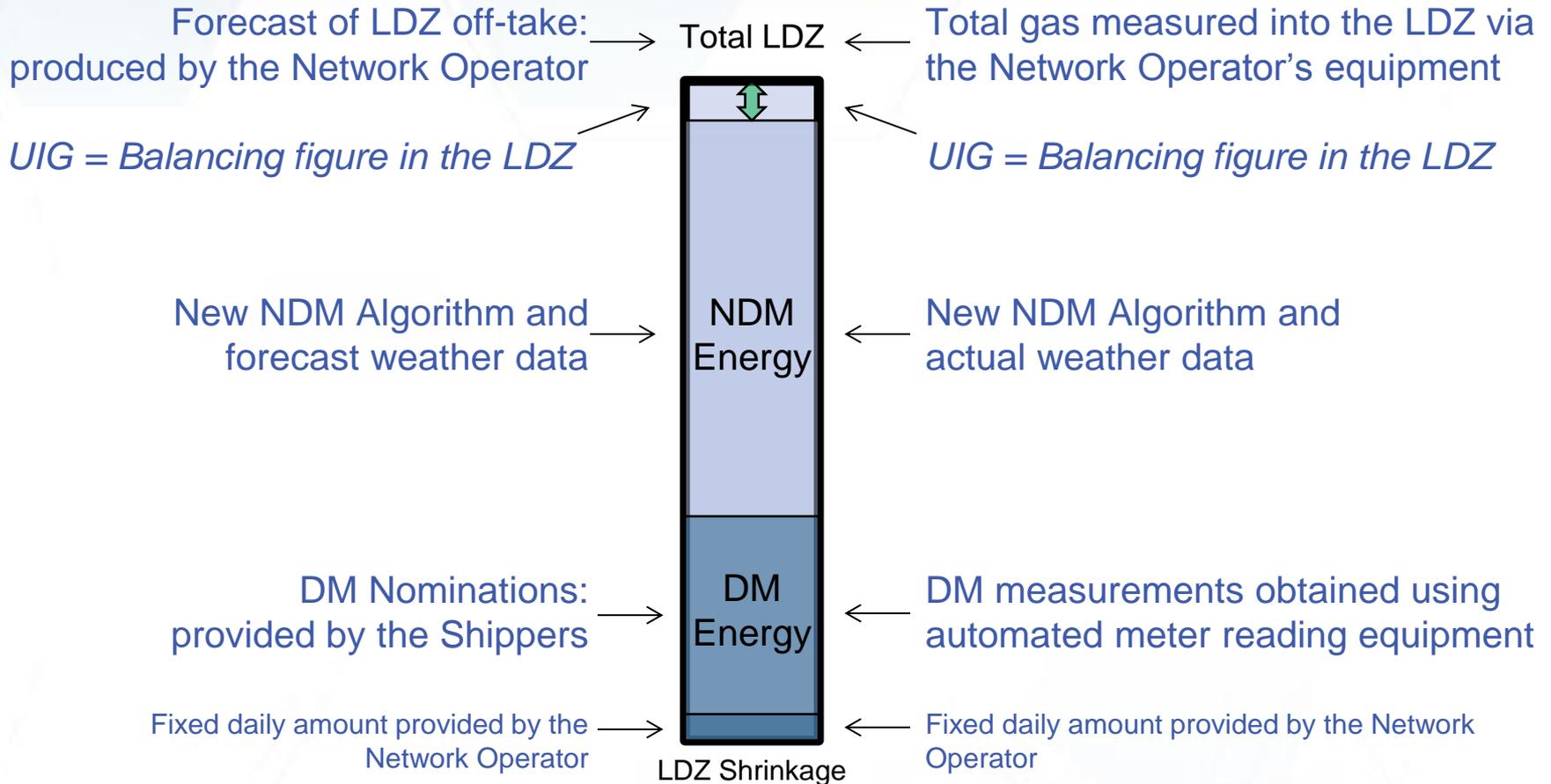
A breakout of high/low values by LDZ showing highest and lowest LDZ averages for the month, plus highest and lowest individual days each month.



Sources of Data

Nominations

Allocations



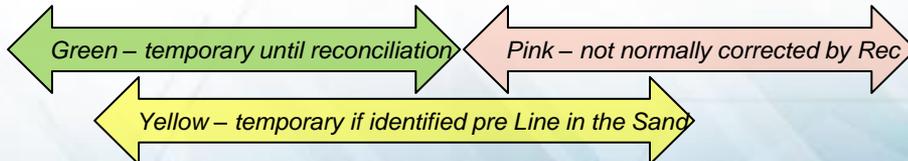
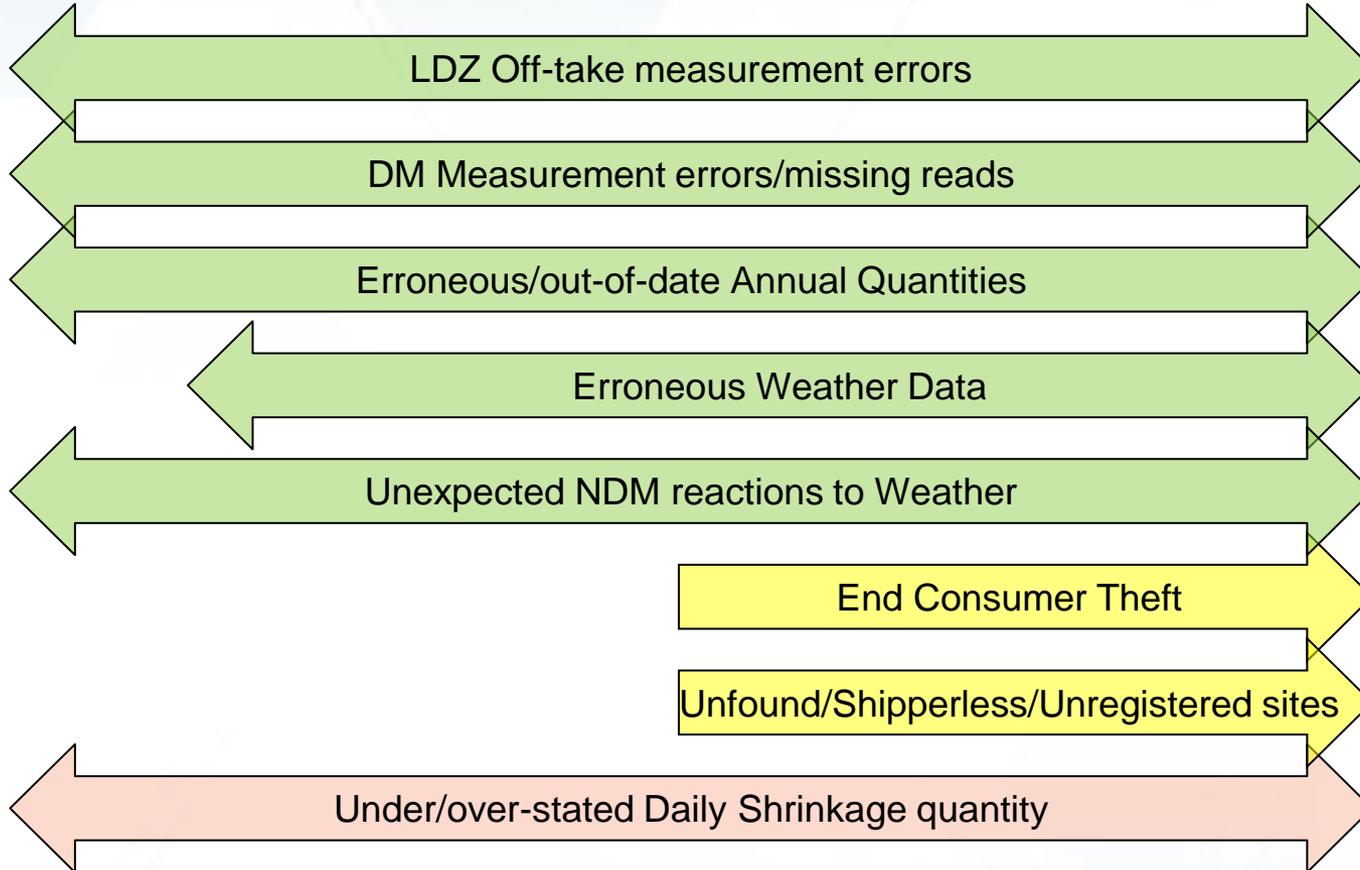
NDM Algorithm uses AQ (Annual Quantity) plus NDM Parameters (ALPs and DAFs) and Actual and Seasonal Normal Weather data

Known Causes of UIG in Allocations

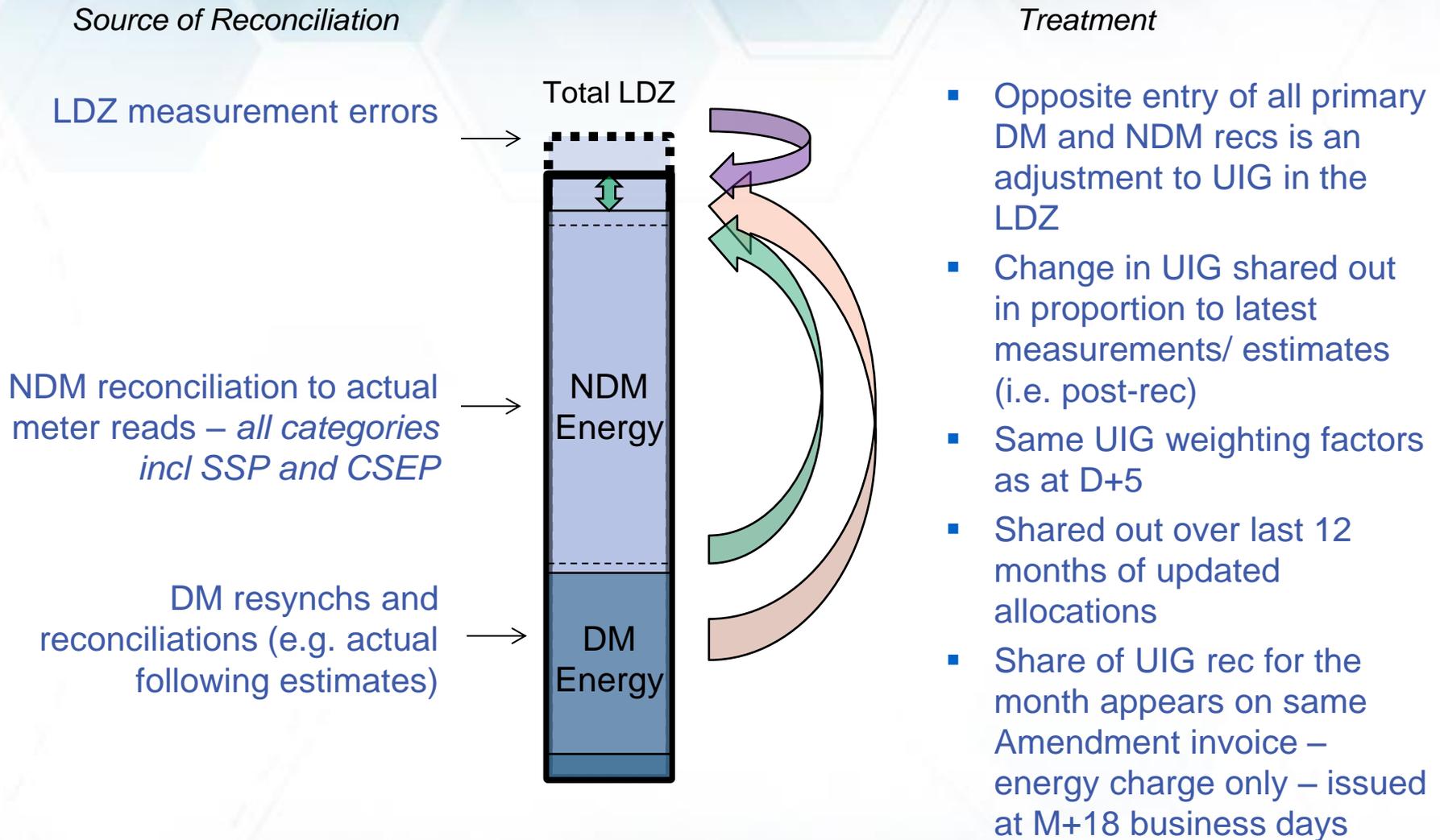
The diagram below shows known variable factors contributing to UIG levels and volatility.

Downward influence

Upward influence



Post D+5 Reconciliation



Summary of previous simulations of UIG

- Xoserve simulation for Demand Estimation Sub-Committee: likely position at D+5
 - Used 4 years of historic actual data
 - Used prevailing AQ – no assessment of rolling AQ impacts
 - Suggested some LDZs had negative UIG overall
 - Updated 95% confidence interval:-12.35% to 11.77%
 - Summary on Feb '17 DESC page
 - Daily simulated values on Xoserve secure sharepoint (Folder 18; subfolder “Demand Estimation Project Nexus”)
- Allocation of Unidentified Gas Expert has estimated **permanent** UIG at Line-in-the-Sand (after 3 to 4 years)
 - Based on historic meter reads from Sites & Meters and known contributing issues
 - Analysis **suggests** permanent UIG of c. 1.3% of throughput – at Line in the Sand after all reconciliation has taken place – **also based on simulation**
 - This is an **annualised** value and not necessarily achieved day-on-day

Initiatives undertaken to date to control UIG levels

- UIG was raised as a key issue soon after Project Nexus Go-Live
- Initially discussed at Project Nexus Incident Review Group
- A key contributing factor is ongoing issue with DM read rejections
 - Meter asset mismatches being investigated and resolved
 - New scenarios also identified
 - Collaborative approach required – Xoserve/Shipper/DM Service Provider
- Project team now established within Xoserve – with PwC support to manage the resolution
- Second stream is investigating other likely causes of UIG – DM issue is not the sole factor
- Performance Assurance Committee (PAC) will now become the lead forum for monitoring and managing UIG – developing reporting/incentives/UNC Modifications as required

Additional areas of focus

- There are a number of activities that industry can undertake to reduce the impact of UIG including:
 - Reviewing accuracy of Annual Quantities (AQ) and adjusting where required
 - Promptly registering shipperless sites
 - Supplying regular accurate monthly reads for NDM meter points
 - Supplying accurate DM Nominations, as early as possible each day
 - Using the Class 2 product for larger NDM LSP sites where appropriate
 - Supporting NDM Demand Estimation modelling by providing additional sample data to Xoserve, especially for small LSP market
 - Continuing to be diligent in managing consumer theft of gas
 - Reviewing the accuracy of LDZ offtake equipment to minimise errors

EU Gas Regulatory Change Programme



EU Change 2017 – CAM, Incremental & Transparency

Sarah Carrington
Hanna Jarvis

Scope of EU Change 2017

The National Grid EU Phase 4a project is delivering the following changes:

- **EU CAM Code - Incremental Capacity demand, assessment and allocation Process (IP PARCA) (by Q4 2017)**
- **EU CAM Code Amendments (13th August 2017) COMPLETE**
- **Negative Implied Flow Rates – Bacton IPs only (13th August 2017) COMPLETE**
- **Transparency data publication (2nd December 2017)**

Today we are going to cover

- **New data to be published on the ENTSOG Transparency Platform**
- **Gemini changes implemented on 13th August**
 - **Handover of Gemini implementation to business as usual processes**
 - **Entitlement versus Energy Allocation Report**
 - **Trading at Bacton BA Location**
 - **Utilisation Report at IP locations**

New data to be published on the ENTSOG TP

Awareness only
For information
No direct shipper
impacts

- Publication of **reserve prices** on ENTSOG Transparency Platform for KWh/day for each location
- Publication of **charges** on ENTSOG TP for **what it costs to flow 1 GWh/day/year** for each Interconnector Point
- New information re tariffs to be published on NG Webpage

Handover of Gemini changes

- Following the Gemini changes implemented on the 13th August the programme has been in a period of 'Post Implementation Support'
- The EU Gas Regulatory Programme Team have been managing the handover of the project to NG business as usual processes
- The formal date for handover is 22nd September 2017
- What does this mean for you?
 - Continue to report Gemini incidents to the Xoserve Service Desk
 - Send Capacity related queries to capacityauctions@nationalgrid.com
 - Other queries can be sent to box.operationalliaison@nationalgrid.com

Feedback from our Customers

How do I see all my capacity bookings profile of all auction types at once?

Can I see what capacity I have and what I actually flowed?

Am I likely to get Overrun charges?

I would like to view all my locations and the system comes back quickly.



Well now you can!

Entitlement vs Energy Allocation (EVA) Report

nationalgrid

Gemini Home - Internet Explorer

 **GEMINI**

Smell Gas ? Call free on 0800 111 999
all calls are recorded and may be monitored

Product	Trade	Deal	Constraints	Meter Details	Nominations	OCM	Measurements	Allocations
---------	-------	------	-------------	---------------	-------------	-----	--------------	-------------

Publish Reports >>
Entitlements - Net
Interruptible Capacity Release
Entitlement Vs Energy Allocation Report

User Name: xsta1001 BA: User Role: IGMS019 ▾

Gemini Exit Home - Internet Explorer

 **Gemini Exit**

Smell Gas ? Call free on 0800 111 999
all calls are recorded and may be monitored

Contract	Product	Publish	Deal	Constraints
----------	---------	---------	------	-------------

Messages-64 Reports >>

Gemini Exit

- User Reports >>
- MoS Reports >>
- Aggregated Reports >>
- Revenue Details Reports >>
- Offtake Flow Reduction >>

Entitlement Report
User Commitment Amount Report
Entitlement Vs Energy Allocation Report

User Role: EXIT007 ▾ Home

nationalgrid

How do I complete the criteria?

GEMINI Smell Gas ? Call free on 0800 111 111
all calls are recorded

Product Trade Deal Constraints Meter Details Nominations OCM Measurements Allocations

Messages-162 User Name:xsta1001 BA: STA

GEMINI Environment:User Trial You are here : Home > Product > Entitlement Vs Energy Allocation

Entitlement Vs Energy Allocation Report

BA*: [XXXXXXXXXXXXXXXXXXXX]

Location*: [PB, PR, SF, TE, TH, WF] [Add] [Remove]

View*: Monthly Daily

Period From*: [01-Sep-2017] [Calendar]

Period To*: [30-Sep-2018] [Calendar]

Type of Bundled*: [Both]

TIP – To Select all locations at once:
Select the **First** location.
Hold **Shift** and **End** key.
Click the **Add** button

Note: The Total Capacity in the monthly view does not include Trades and Buyback.

How do I complete the criteria?

Entitlement vs Energy Allocation report

BA*: XXX – Example Shipper

Location*: [Available List]

View*: Monthly Daily

Period From*: 01-Nov-2016

Period To*: 30-Nov-2016

Type of Bundled*: Both

[Add] [Remove]

[Selected List]

[Generate CSV Report] [Clear]

The data is refreshed **once a day** at the time shown. Daily View can look up to **31 days** into the future as well as historical days

View*: Monthly Daily

was taken as at 20-Jul-2017 08:32:50

The Entitlement data was taken as at 20-JUL-2017 08:32:50. Please view the Entitlement Report for any latest Entitlements.

What will the daily report look like?

```
Untitled - Notepad
File Edit Format View Help
Product Type,Location,Gas Day,BA,Bundled/Unbundled>Total Capacity(kwh),Long Term firm(kwh),Short Term firm(kwh),Net Scaled
Offpeak(kwh),Net Firm Transfers(kwh),Net Firm Assignments(kwh),Buy Backs(kwh),surrender/LTUIOLI(kwh),Entitlement Swap(kwh),Flow
Swap(kwh),Energy Allocation(kwh),Capacity-Allocation(kwh)
NTS EXIT FLAT CAPACITY,ICIBILLNGHMIND,42985,XXX,N.A.,24811817,17811817,2000000,5000000,0,9895454,0,0,0,0,20000000,4811817
NTS EXIT FLAT CAPACITY,ICIBILLNGHMIND,42986,XXX,N.A.,24811817,17811817,2000000,5000000,0,9895454,0,0,0,0,27000000,-2188183
NTS EXIT FLAT CAPACITY,ICIBILLNGHMIND,42987,XXX,N.A.,24311817,17811817,1500000,5000000,0,9895454,0,0,0,0,27000000,-2688183
NTS EXIT FLAT CAPACITY,ICIBILLNGHMIND,42988,XXX,N.A.,18811817,17811817,0,0,1000000,9895454,-1000000,0,0,0,21000000,-2188183
NTS EXIT FLAT CAPACITY,ICIBILLNGHMIND,42989,XXX,N.A.,18811817,17811817,0,0,1000000,9895454,0,0,0,0,17811817,1000000
NTS EXIT FLAT CAPACITY,ICIBILLNGHMIND,42990,XXX,N.A.,22811817,17811817,0,5000000,0,9895454,0,0,0,0,20000000,2811817
NTS EXIT FLAT CAPACITY,ICIBILLNGHMIND,42991,XXX,N.A.,25311817,17811817,0,4500000,0,9895454,0,0,3000000,3000000,25311817,0
NTS EXIT FLAT CAPACITY,ICIBILLNGHMIND,42992,XXX,N.A.,14311817,17811817,0,0,-3500000,9895454,0,0,0,0,14511817,-200000
NTS EXIT FLAT CAPACITY,ICIBILLNGHMIND,42993,XXX,N.A.,17811817,17811817,0,0,0,9895454,0,0,0,0,17811817,0
NTS EXIT FLAT CAPACITY,ICIBILLNGHMIND,42994,XXX,N.A.,22811817,17811817,0,5000000,0,9895454,0,0,0,0,17811817,5000000
NTS EXIT FLAT CAPACITY,ICIBILLNGHMIND,42995,XXX,N.A.,17811817,17811817,0,0,0,9895454,0,0,0,0,17811817,0
NTS EXIT FLAT CAPACITY,ICIBILLNGHMIND,42996,XXX,N.A.,17811817,17811817,0,0,0,9895454,0,0,0,0,17811817,0
NTS EXIT FLAT CAPACITY,ICIBILLNGHMIND,42997,XXX,N.A.,17811817,17811817,0,0,0,9895454,0,0,0,0,17811817,0
NTS EXIT FLAT CAPACITY,BACTONINT,42985,XXX,B,480000,480000,0,0,0,0,0,0,0,0,0,0,480000
NTS EXIT FLAT CAPACITY,BACTONINT,42985,XXX,U,280000,280000,0,0,0,0,0,-20000,0,0,470000,-190000
NTS EXIT FLAT CAPACITY,BACTONINT,42986,XXX,B,480000,480000,0,0,0,0,0,0,0,0,0,480000
NTS EXIT FLAT CAPACITY,BACTONINT,42986,XXX,U,280000,280000,0,0,0,0,0,-20000,0,0,750000,-470000
NTS EXIT FLAT CAPACITY,BACTONINT,42987,XXX,B,480000,480000,0,0,0,0,0,0,0,0,0,480000
NTS EXIT FLAT CAPACITY,BACTONINT,42987,XXX,U,280000,280000,0,0,0,0,0,-20000,0,0,700000,-420000
NTS EXIT FLAT CAPACITY,BACTONINT,42988,XXX,B,480000,480000,0,0,0,0,0,0,0,0,0,480000
NTS EXIT FLAT CAPACITY,BACTONINT,42988,XXX,U,280000,280000,0,0,0,0,0,-20000,0,0,280000,-190000
NTS EXIT FLAT CAPACITY,BACTONINT,42989,XXX,B,480000,480000,0,0,0,0,0,0,0,0,0,480000
NTS EXIT FLAT CAPACITY,BACTONINT,42990,XXX,B,480000,480000,0,0,0,0,0,0,0,0,0,480000
NTS EXIT FLAT CAPACITY,BACTONINT,42990,XXX,U,280000,280000,0,0,0,0,0,-20000,0,0,740000,-470000
NTS EXIT FLAT CAPACITY,BACTONINT,42991,XXX,B,480000,480000,0,0,0,0,0,0,0,0,0,480000
NTS EXIT FLAT CAPACITY,BACTONINT,42991,XXX,U,280000,280000,0,0,0,0,0,-20000,0,0,740000,-470000
NTS EXIT FLAT CAPACITY,MOFFATINT,42985,XXX,U,0,0,0,0,0,-26962532,0,0,0,0,0,0
NTS EXIT FLAT CAPACITY,MOFFATINT,42986,XXX,U,0,0,0,0,0,-26962532,0,0,0,0,0,0
NTS EXIT FLAT CAPACITY,MOFFATINT,42987,XXX,U,0,0,0,0,0,-26962532,0,0,0,0,0,0
NTS EXIT FLAT CAPACITY,MOFFATINT,42988,XXX,U,0,0,0,0,0,-26962532,0,0,0,0,0,0
NTS EXIT FLAT CAPACITY,MOFFATINT,42989,XXX,U,0,0,0,0,0,-26962532,0,0,0,0,0,0
NTS EXIT FLAT CAPACITY,MOFFATINT,42990,XXX,U,0,0,0,0,0,-26962532,0,0,0,0,0,0
NTS EXIT FLAT CAPACITY,MOFFATINT,42991,XXX,U,0,0,0,0,0,-26962532,0,0,0,0,0,0
NTS EXIT FLAT CAPACITY,MOFFATINT,42992,XXX,U,0,0,0,0,0,-26962532,0,0,0,0,0,0
NTS EXIT FLAT CAPACITY,MOFFATINT,42993,XXX,U,0,0,0,0,0,-26962532,0,0,0,0,0,0
NTS EXIT FLAT CAPACITY,MOFFATINT,42994,XXX,U,0,0,0,0,0,-26962532,0,0,0,0,0,0
```

For a Formatted report that's easier to read. Select all > Copy and Paste into Excel. Use the Text to Columns Function.

What will the daily report look like?

Excel demo - Microsoft Excel

File Home Insert Page Layout Formulas Data Review View

Clipboard Font Alignment Number Styles Cells Editing

P10 1600000

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Product Type	Location	Gas Day	BA	Bundled/ Unbundled	Total Capacity(kWh)	Long Term firm(kWh)	Short Term firm(kWh)	Net Scaled Offpeak(kWh)	Net Firm Transfers(kWh)	Net Firm Assignments(kWh)	Buy Backs(kWh)	Surrender/ LTUIOLI(kWh)	Entitlement Swap(kWh)	Flow Swap(kWh)	Energy Allocation(kWh)	Capacity- Allocation(kWh)
2	NTS EXIT FLAT CAP	ICIBILLNGHMII	07-Sep-2017	XXX	N.A.	24,000,000	17,000,000	2,000,000	5,000,000	0	10,000,000	0	0	0	0	20,000,000	4,000,000
3	NTS EXIT FLAT CAP	ICIBILLNGHMII	08-Sep-2017	XXX	N.A.	24,000,000	17,000,000	2,000,000	5,000,000	0	10,000,000	0	0	0	0	27,000,000	-3,000,000
4	NTS EXIT FLAT CAP	ICIBILLNGHMII	09-Sep-2017	XXX	N.A.	23,500,000	17,000,000	1,500,000	5,000,000	0	10,000,000	0	0	0	0	27,000,000	-3,500,000
5	NTS EXIT FLAT CAP	ICIBILLNGHMII	10-Sep-2017	XXX	N.A.	18,000,000	17,000,000	0	0	1,000,000	10,000,000	-1,000,000	0	0	0	21,000,000	-3,000,000
6	NTS EXIT FLAT CAP	ICIBILLNGHMII	11-Sep-2017	XXX	N.A.	18,000,000	17,000,000	0	0	1,000,000	10,000,000	0	0	0	0	17,000,000	1,000,000
7	NTS EXIT FLAT CAP	ICIBILLNGHMII	12-Sep-2017	XXX	N.A.	22,000,000	17,000,000	0	5,000,000	0	10,000,000	0	0	0	0	20,000,000	2,000,000
8	NTS EXIT FLAT CAP	ICIBILLNGHMII	13-Sep-2017	XXX	N.A.	24,500,000	17,000,000	0	4,500,000	0	10,000,000	0	0	3,000,000	3,000,000	24,500,000	0
9	NTS EXIT FLAT CAP	ICIBILLNGHMII	14-Sep-2017	XXX	N.A.	13,500,000	17,000,000	0	0	-3,500,000	10,000,000	0	0	0	0	14,500,000	-1,000,000
10	NTS EXIT FLAT CAP	ICIBILLNGHMII	15-Sep-2017	XXX	N.A.	17,000,000	17,000,000	0	0	0	10,000,000	0	0	0	0	16,000,000	1,000,000
11	NTS EXIT FLAT CAP	ICIBILLNGHMII	16-Sep-2017	XXX	N.A.	22,000,000	17,000,000	0	5,000,000	0	10,000,000	0	0	0	0	17,000,000	5,000,000
12	NTS EXIT FLAT CAP	ICIBILLNGHMII	17-Sep-2017	XXX	N.A.	17,000,000	17,000,000	0	0	0	10,000,000	0	0	0	0	17,000,000	0
13	NTS EXIT FLAT CAP	ICIBILLNGHMII	18-Sep-2017	XXX	N.A.	17,000,000	17,000,000	0	0	0	10,000,000	0	0	0	0	17,000,000	0
14	NTS EXIT FLAT CAP	ICIBILLNGHMII	19-Sep-2017	XXX	N.A.	17,000,000	17,000,000	0	0	0	10,000,000	0	0	0	0	17,000,000	0
15	NTS EXIT FLAT CAP	BACTONINT	07-Sep-2017	XXX	B	480,000	480,000	0	0	0	0	0	0	0	0	0	480,000
16	NTS EXIT FLAT CAP	BACTONINT	07-Sep-2017	XXX	U	280,000	280,000	0	0	0	0	0	-20,000	0	0	470,000	-190,000
17	NTS EXIT FLAT CAP	BACTONINT	08-Sep-2017	XXX	B	480,000	480,000	0	0	0	0	0	0	0	0	-	480,000
18	NTS EXIT FLAT CAP	BACTONINT	08-Sep-2017	XXX	U	280,000	280,000	0	0	0	0	0	-20,000	0	0	750,000	-470,000
19	NTS EXIT FLAT CAP	BACTONINT	09-Sep-2017	XXX	B	480,000	480,000	0	0	0	0	0	0	0	0	0	480,000
20	NTS EXIT FLAT CAP	BACTONINT	09-Sep-2017	XXX	U	280,000	280,000	0	0	0	0	0	-20,000	0	0	700,000	-420,000
21	NTS EXIT FLAT CAP	BACTONINT	10-Sep-2017	XXX	B	480,000	480,000	0	0	0	0	0	0	0	0	0	480,000
22	NTS EXIT FLAT CAP	BACTONINT	10-Sep-2017	XXX	U	280,000	280,000	0	0	0	0	0	-20,000	0	0	280,000	0
23	NTS EXIT FLAT CAP	BACTONINT	11-Sep-2017	XXX	B	480,000	480,000	0	0	0	0	0	0	0	0	0	480,000
24	NTS EXIT FLAT CAP	BACTONINT	11-Sep-2017	XXX	U	280,000	280,000	0	0	0	0	0	-20,000	0	0	749,899	-469,899
25	NTS EXIT FLAT CAP	BACTONINT	12-Sep-2017	XXX	B	480,000	480,000	0	0	0	0	0	0	0	0	0	480,000
26	NTS EXIT FLAT CAP	BACTONINT	12-Sep-2017	XXX	U	280,000	280,000	0	0	0	0	0	-20,000	0	0	744,000	-464,000
27	NTS EXIT FLAT CAP	BACTONINT	13-Sep-2017	XXX	B	480,000	480,000	0	0	0	0	0	0	0	0	0	480,000
28	NTS EXIT FLAT CAP	BACTONINT	13-Sep-2017	XXX	U	280,000	280,000	0	0	0	0	0	-20,000	0	0	744,000	-464,000
29	NTS EXIT FLAT CAP	MOFFATINT	07-Sep-2017	XXX	U	-	0	0	0	0	-26,962,532	0	0	0	0	0	0
30	NTS EXIT FLAT CAP	MOFFATINT	08-Sep-2017	XXX	U	-	0	0	0	0	-26,962,532	0	0	0	0	0	0

Sheet1 Sheet2 Sheet3

Ready 80%

How do I interpret the Daily EVA Report?

Gas Day	Bundled/ Unbundled	Total Capacity(kWh)	Long Term firm(kWh)	Short Term firm(kWh)	Net Scaled Offpeak(kWh)
09-Sep-2017	N.A.	23,500,000	17,000,000	1,500,000	5,000,000
10-Sep-2017	N.A.	23,000,000	17,000,000	1,000,000	5,000,000
11-Sep-2017	N.A.	16,000,000	17,000,000	-1,000,000	0
12-Sep-2017	N.A.	24,500,000	17,000,000	0	4,500,000
13-Sep-2017	N.A.	13,500,000	17,000,000	-3,500,000	0
14-Sep-2017	N.A.	14,000,000	14,000,000	0	0
07-Sep-2017	B	500,000	500,000	0	0
07-Sep-2017	U	1,280,000	280,000	0	1,000,000
08-Sep-2017	B	1,480,000	480,000	0	1,000,000
08-Sep-2017	U	280,000	280,000	0	0

How do I interpret the Daily EVA Report?

Gas Day	Bundled/ Unbundled	Net Firm Transfers (kWh)	Net Firm Assignments (kWh)	Buy Backs(kWh)	Surrender/ LTUIOLI (kWh)	Entitlement Swap(kWh)	Flow Swap(kWh)
09-Sep-2017	N.A.	0	10,000,000	0	0	0	0
10-Sep-2017	N.A.	1,000,000	10,000,000	0	0	0	0
11-Sep-2017	N.A.	0	10,000,000	-1,000,000	0	0	0
12-Sep-2017	N.A.	0	10,000,000	0	0	3,000,000	3,000,000
13-Sep-2017	N.A.	-3,500,000	10,000,000	0	0	0	0
14-Sep-2017	N.A.	0	-3,000,000	0	0	0	0
07-Sep-2017	B	0	0	0	0	0	0
07-Sep-2017	U	0	0	0	-20,000	0	0
08-Sep-2017	B	0	0	0	0	0	0
08-Sep-2017	U	0	0	0	-20,000	0	0

How do I interpret the Daily EVA Report?

Gas Day	Bundled/ Unbundled	Total Capacity (kWh)	Energy Allocation (kWh)	Capacity- Allocation (kWh)
09-Sep-2017	N.A.	23,500,000	27,000,000	-3,500,000
10-Sep-2017	N.A.	23,000,000	17,000,000	6,000,000
11-Sep-2017	N.A.	16,000,000	21,000,000	-5,000,000
12-Sep-2017	N.A.	24,500,000	24,500,000	0
13-Sep-2017	N.A.	13,500,000	14,500,000	-1,000,000
14-Sep-2017	N.A.	14,000,000	17,000,000	-3,000,000
07-Sep-2017	B	500,000	0	500,000
07-Sep-2017	U	1,280,000	1,480,000	-200,000
08-Sep-2017	B	1,480,000	0	1,480,000
08-Sep-2017	U	280,000	750,000	-470,000

What will the monthly EVA report look like?

Entitlement vs Energy Allocation report

BA XXX – Example Shipper

Location*: WINKFIELDBOT, WINKFIELDGOT, WINNINGTONPS, WYREPS, YELVERTONOT, ZENECAIND

View*: Monthly Daily

Period From*: 01-Nov-2016

Period To*: 30-Sep-2018

Type of Bundled*: Both

Generate CSV Report Clear

View*: Monthly Daily

The total Capacity in the Monthly View does not include Trades and Buyback

Note: The Total Capacity in the monthly view does not include Trades and Buyback.

What will the monthly EVA report look like?

```
EVA_Monthly_csvDemo - Notepad
File Edit Format View Help
Product Type,Location,Period From,Period To,BA,Bundled/Unbundled,Total Capacity(kwh),Long Term firm
(kwh),Net Firm Assignments(kwh),Surrender/LTUIOLI(kwh),Transfers,Buyback,Flow Swap
NTS EXIT FLAT CAPACITY,BACTONINT,43313,43343,XXX,B,480000,480000,0,0,No,No,No
NTS EXIT FLAT CAPACITY,BACTONINT,43313,43343,XXX,U,480000,480000,0,0,No,No,No
NTS EXIT FLAT CAPACITY,BACTONINT,43344,43373,XXX,B,480000,480000,0,0,Yes,No,No
NTS EXIT FLAT CAPACITY,BACTONINT,43344,43373,XXX,U,480000,480000,0,0,No,No,No
NTS EXIT FLAT CAPACITY,BACTONINT,43374,43404,XXX,B,768000,768000,0,0,No,No,No
NTS EXIT FLAT CAPACITY,BACTONINT,43374,43404,XXX,U,768000,768000,0,0,No,No,No
NTS EXIT FLAT CAPACITY,BAGLANBAYPS,42948,42978,XXX,N.A.,2500000,2500000,500000,0,Yes,Yes,Yes
NTS EXIT FLAT CAPACITY,BAGLANBAYPS,43344,43373,XXX,N.A.,2500000,2500000,500000,0,Yes,No,No
NTS EXIT FLAT CAPACITY,BAGLANBAYPS,43374,43404,XXX,N.A.,0,0,0,0,No,No,No
NTS EXIT FLAT CAPACITY,MOFFATINT,43313,43343,XXX,U,0,0,-26000000,-10000000,Yes,No,No
NTS EXIT FLAT CAPACITY,MOFFATINT,43344,43373,XXX,U,0,0,-26000000,-10000000,Yes,No,No
NTS EXIT FLAT CAPACITY,MOFFATINT,43374,43404,XXX,B,400000,400000,0,0,Yes,No,No
NTS EXIT FLAT CAPACITY,MOFFATINT,43374,43404,XXX,U,400000,400000,-26000000,0,Yes,No,No
NTS EXIT FLAT CAPACITY,ROUGHSTOR,43313,43343,XXX,N.A.,0,0,-4394756,0,No,No,No
NTS EXIT FLAT CAPACITY,ROUGHSTOR,43344,43373,XXX,N.A.,0,0,-4394756,0,No,No,No
NTS EXIT FLAT CAPACITY,ROUGHSTOR,43374,43404,XXX,N.A.,0,0,-4394756,0,No,No,No
```

For a Formatted report that's easier to read. **Select all > Copy and Paste into Excel. Use the Text to Columns Function.**

How do I interpret the Monthly EVA Report?

Location	Period From	Period To	BA	Bundled/ Unbundled
BACTONINT	01-Aug-2018	31-Aug-2018	XXX	B
BACTONINT	01-Aug-2018	31-Aug-2018	XXX	U
BACTONINT	01-Sep-2018	30-Sep-2018	XXX	B
BACTONINT	01-Sep-2018	30-Sep-2018	XXX	U
BACTONINT	01-Oct-2018	31-Oct-2018	XXX	B
BACTONINT	01-Oct-2018	31-Oct-2018	XXX	U
BAGLANBAYPS	01-Aug-2017	31-Aug-2017	XXX	N.A.
BAGLANBAYPS	01-Sep-2018	30-Sep-2018	XXX	N.A.
BAGLANBAYPS	01-Oct-2018	31-Oct-2018	XXX	N.A.
MOFFATINT	01-Aug-2018	31-Aug-2018	XXX	U
MOFFATINT	01-Sep-2018	30-Sep-2018	XXX	U
MOFFATINT	01-Oct-2018	31-Oct-2018	XXX	B
MOFFATINT	01-Oct-2018	31-Oct-2018	XXX	U
ROUGHSTOR	01-Aug-2018	31-Aug-2018	XXX	N.A.
ROUGHSTOR	01-Sep-2018	30-Sep-2018	XXX	N.A.
ROUGHSTOR	01-Oct-2018	31-Oct-2018	XXX	N.A.

How do I interpret the Monthly EVA Report?

Location	Period From	Bundled/ Unbundled	Total Capacity (kWh)	Long Term firm (kWh)	Net Firm Assignments (kWh)	Surrender/ LTUIOLI (kWh)
BACTONINT	01-Sep-2018	U	480,000	480,000	0	0
BACTONINT	01-Oct-2018	B	768,000	768,000	0	0
BACTONINT	01-Oct-2018	U	768,000	768,000	0	0
BAGLANBAY	01-Aug-2017	N.A.	2,500,000	2,500,000	500,000	0
BAGLANBAY	01-Sep-2018	N.A.	2,500,000	2,500,000	500,000	0
BAGLANBAY	01-Oct-2018	N.A.	0	0	0	0
MOFFATINT	01-Aug-2018	U	0	0	-26,000,000	-400,000
MOFFATINT	01-Sep-2018	U	0	0	-26,000,000	-400,000
MOFFATINT	01-Oct-2018	B	400,000	400,000	0	0
MOFFATINT	01-Oct-2018	U	400,000	400,000	-26,000,000	0

How do I interpret the Monthly EVA Report?

Location	Period From	Bundled/ Unbundled	Transfers	Buyback	Flow Swap
BACTONINT	01-Aug-2018	B	No	No	No
BACTONINT	01-Aug-2018	U	No	No	No
BACTONINT	01-Sep-2018	B	Yes	No	No
BACTONINT	01-Sep-2018	U	No	No	No
BAGLANBAYPS	01-Aug-2017	N.A.	Yes	Yes	Yes
BAGLANBAYPS	01-Sep-2018	N.A.	Yes	No	No
BAGLANBAYPS	01-Oct-2018	N.A.	No	No	No
MOFFATINT	01-Aug-2018	U	Yes	No	No
MOFFATINT	01-Sep-2018	U	Yes	No	No
MOFFATINT	01-Oct-2018	B	No	No	No
MOFFATINT	01-Oct-2018	U	Yes	No	No
ROUGHSTOR	01-Oct-2018	N.A.	No	No	No

Where to find out more.....

Relating to Capacity....

- **The Transfer/Trade Registration Report or the IP Transfer/ IP Trade Details report**
- **Scaleback of Offpeak/Interruptible or Buybacks information**
 - **The Constraint and Restoration History Report**
 - **The Buyback Contracts Request Information report (Exit) or**
 - **The Bid Information report (Entry)**
- **The DNO Flow Swap Report**
- **Of course, the users Net Entitlement Report, Or the Daily EVA report if the information is historical**
- **Or Ask at  capacityauctions@nationalgrid.com**

Other Production Changes

Other Improvements now live in Production based on customer feedback:

- Customers are no longer accidentally able to register a **Trade at BA** (the old Bacton Location) prior to Bacton Split. A system message now appears.
- **Utilisation Monitoring report** - Customers can now calculate and manage their own utilisation for Interconnectors and get advance warning if they are underutilising their capacity and therefore going to be monitored by OfGem in the NG bi-annual reports in October and April each year.

Utilisation Report

■ Utilisation Report Location in Gemini and Gemini Exit

The screenshot shows the Gemini Exit web application interface. At the top, there are navigation icons and the text "Gemini Exit". Below this is a banner with a green background and the text "Smell Gas? Call free on 0800 111 999". The main content area features a table with columns: Contract, Product, Publish, Deal, and Constraints. The "Deal" column is highlighted in green. Below the table, there is a navigation menu with options: Capture >>, Adhoc Offer >>, Transfer >>, Assignment >>, Offtake Flow Reduction >>, and CHP >>. The "CHP >>" option is highlighted in green, and a sub-menu is visible with options: Surrender Request Details, LTUSOLE Offer Details, CHP Report >>, CHP Re-allocation Report, and Utilisation Monitoring Report. The "CHP Report >>" option is also highlighted in green.

■ We welcome feedback for any Capacity related queries or Ask for further information at



01926 654057



capacityauctions@nationalgrid.com

Next Steps

We will continue to communicate with the industry regarding EU related projects through in the following channels:

- Gas Ops Forum
- Transmission Workgroup
- EU Gas Regulatory Change E-Mail Distribution List



box.gasops.businessc@nationalgrid.com

UNC Modifications/Topics from Transmission Work Group



Operational Forum – September 2017
Karen Thompson

UNC Modification 0607S

- Mod 0607S proposes to increase the CO₂ limit at the NSMP NTS entry point at St Fergus from 4% to 5.5%
- National Grid NTS has completed its asset integrity studies; high level conclusions are:
 - Admission of high CO₂ gas into the NTS would result in pipeline corrosion only if material quantities of water are also present
 - Compression facilities at St Fergus should not be impacted, provided total inerts (ie. CO₂ plus nitrogen) remain below 7%
 - National Grid NTS has therefore requested that this additional limit also be included in the Modification
- Current discussion around potential for discrimination if this limit is agreed then in the future other terminals could be prevented from similar levels due to GQ exit requirements at IUK. NG is looking into options around opening a window for any further requests.
- Further information may be found at: <http://www.gasgovernance.co.uk/0607>

UNC Modification 0605S

- Mod 0605S proposes to permit National Grid NTS to utilise to a wider range of Operating Margins gas procurement and disposal trading mechanisms in addition to tender processes
- The main issue arising in the Workgroup has been the treatment of any additional costs caused by a trading error by National Grid NTS
- National Grid NTS is currently working on additional rules for this Modification that will protect shippers commercially in the event of such errors.
- Mod was implemented By July Mod Panel and effective from 11 August 2017.

UNC Modification 0616

- Mod 0616s provides a Capacity Conversion service at Interconnection Points (IPs).
- This is a CAM Code requirement, and will be in place from 1st Jan 2018.
- Shippers who purchase bundled capacity at an IP, but already hold unbundled capacity with NG, will be entitled to a rebate under the new mechanism.
- A Capacity Conversion window (3 days) will be held after all annual, quarterly and monthly auctions, to allow shippers to signal whether they wish to 'convert' any of their capacity.
- For full details please see modification 0616s.

UNC Modification 0621

- UNC Modification 0621 raised in June 2017 proposes changes to the gas transportation methodology and delivering compliance with EU Tariffs Code for 2019.
- Proposing change to the calculation method for Entry & Exit capacity charges and the additional charges in the methodology delivering substantive change to the methodology. This is to deliver changes to the Gas Transportation Charging Methodology for improvements over the current framework and also deliver compliance with EU Tariffs Code.
- Engagement with industry via NTSCMF, Tx Workgroup and separate Gas Charging review sub-groups continuing. Updated Mod to be published ahead of and discussed at NTSCMF on 13th October.
- Expecting to deliver updated mod in October and workgroup report for January 18 as per UNC Panel timescales.

Change Programme



Operational Forum – Sept 2017
Karen Thompson

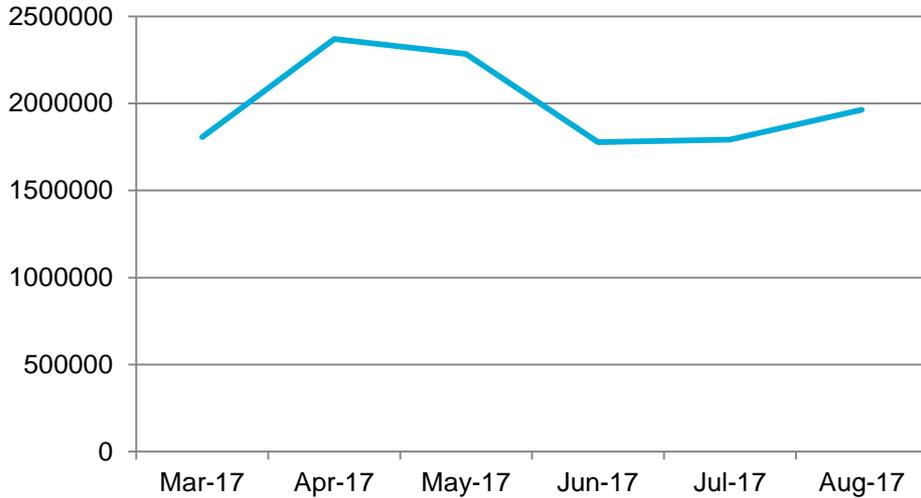
MIPI Statistics



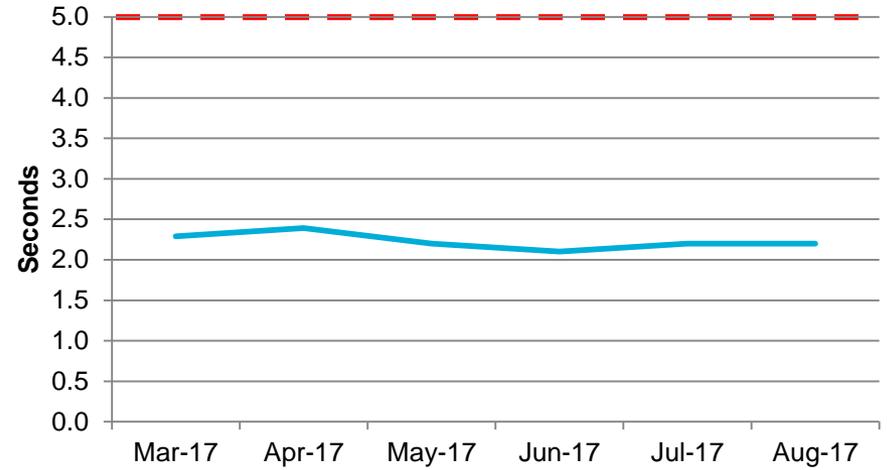
Operational Forum – Sept 2017
Karen Thompson

IS Service Management – MIPI Performance – Sept 2017

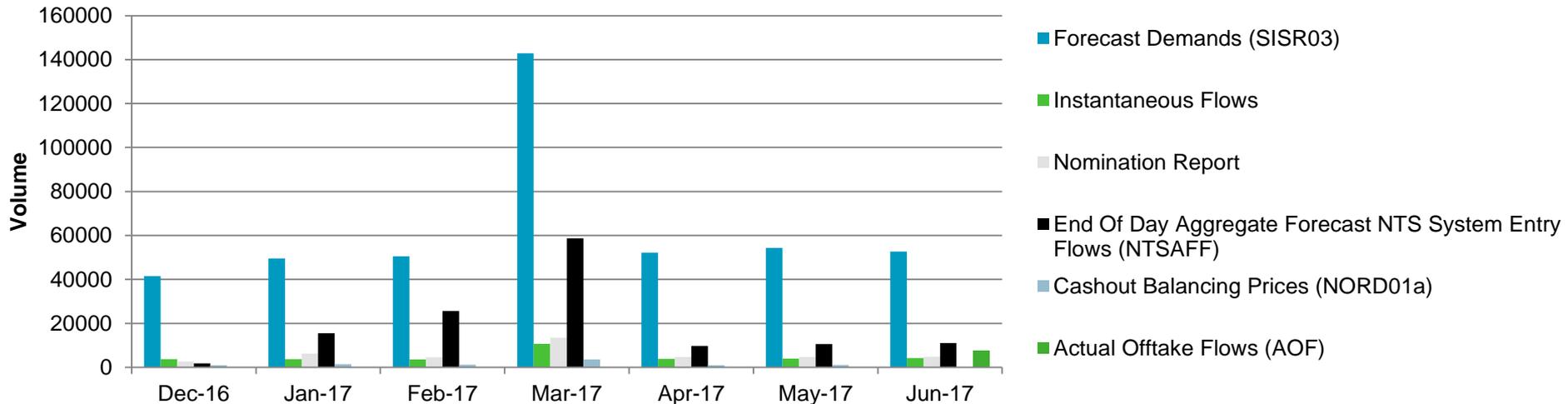
Average Hits Per Month Mar 17 – Aug 17



MIPI Load Speeds



TOP 5 – Popular Reports



Industrial Emissions Directive



Stakeholder Engagement Proposals 2017/18

Background

- Environmental legislation will have a significant impact on our ability to run many of the larger compressor units on our network from 2023 onwards
- In 2014 and 2015 we ran a series of events to explain the impact that this would have on the network and seek stakeholder views on the best way forward
- Our proposals, developed in conjunction with stakeholders, were to install 10 new compressor units at an approximate cost of £470m, and apply derogations to a further 11 units
- Our proposals were rejected by Ofgem in September 2015

Background

In their decision letter in September 2015, Ofgem said that as part of any re-opener in 2018:

- “We will require NGGT to demonstrate that they have considered the future network requirements and a full range of options;
- These should be supported by comprehensive cost benefit assessment (CBA) as required in RIIO-T1 final proposals;
- CBAs should include clear and robust assumptions; and
- Any decision we make during the 2018 reopener will consider the information (e.g. current or any known future changes to legislation and/or policy) available to NGGT at the time of committing to any investment and will not rely on hindsight.”

Next Steps

- In May 2018 we have an opportunity to re-submit proposals to address the impact of the Industrial Emissions Directive on our compressor fleet
- We will be holding several stakeholder engagement sessions over the coming months to ensure that your views are taken into account in our proposals to Ofgem
- Further background information, including contact details, are available on our talking networks site at <http://talkingnetworkstx.com/ied-welcome.aspx>

Working Lunch



Remember to use
SLIDO - Your feedback
is really important to
us!

slido



OCM MARKET UPDATE

NGG OPS FORUM

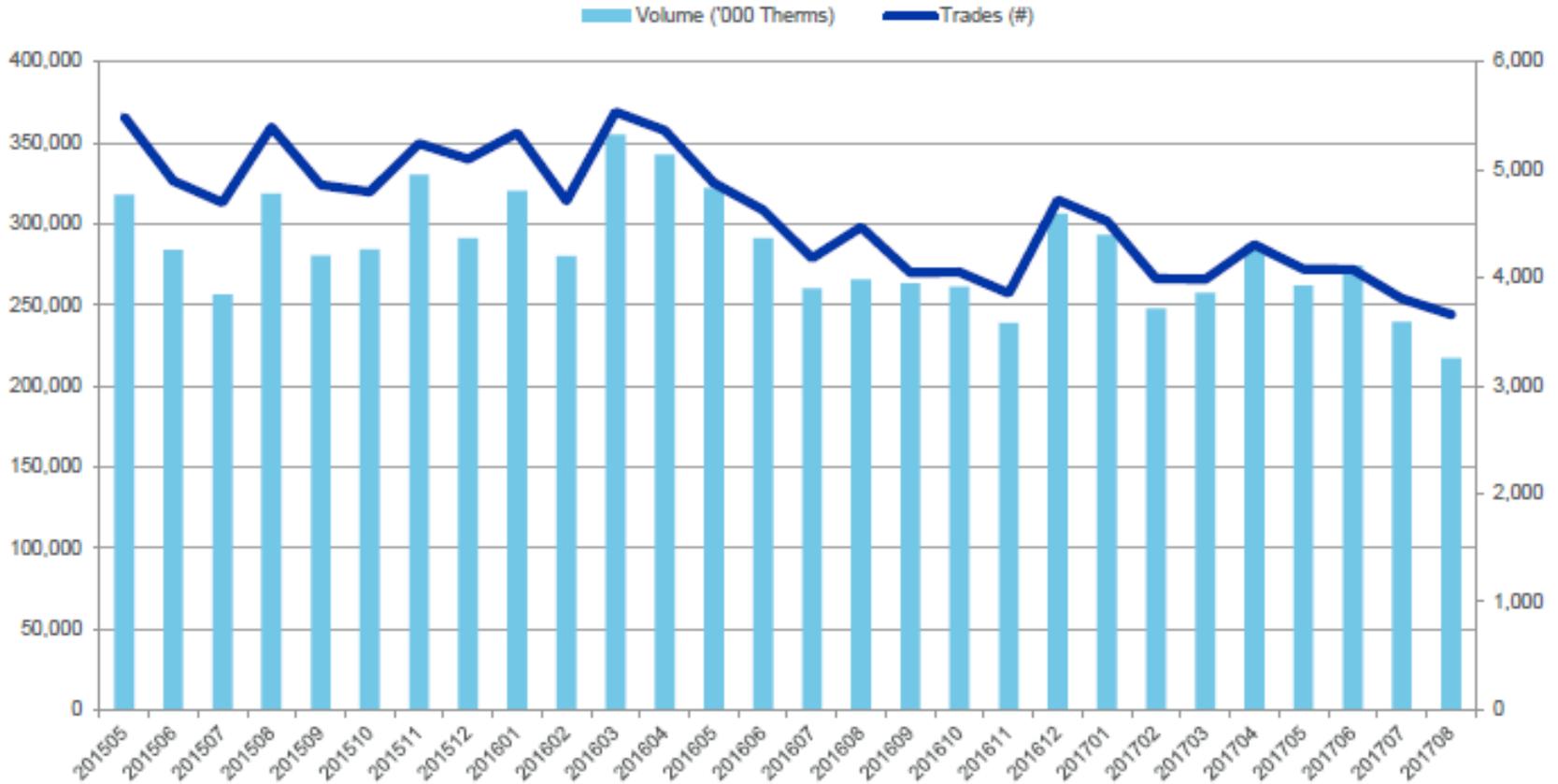
SEPT 2017

CONTENT

- OCM Market Update
- OCM Developments
- AOB

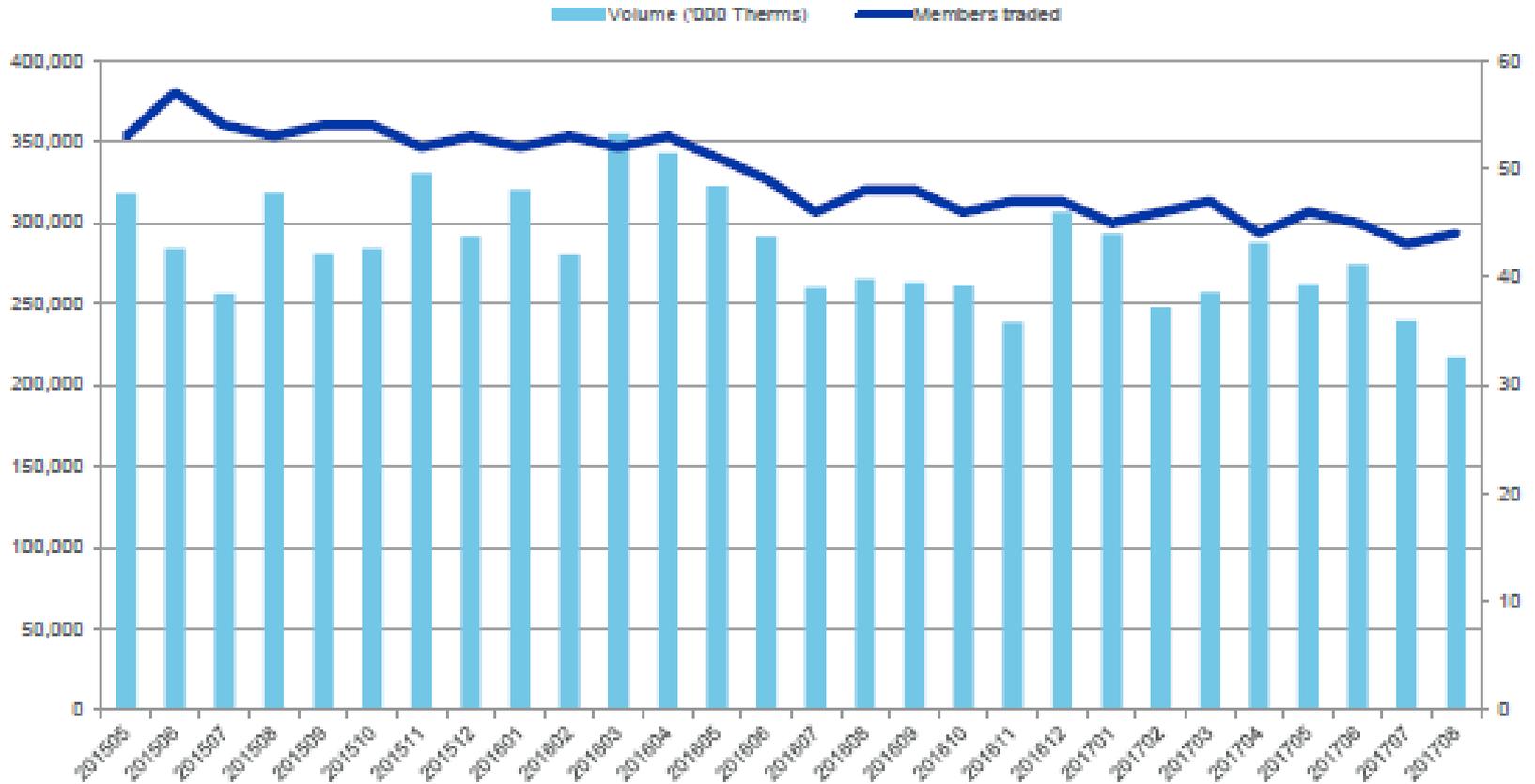
VOLUME AND TRADES PER MONTH

LAST 24 MONTHS



VOLUME AND ACTIVE MEMBERS

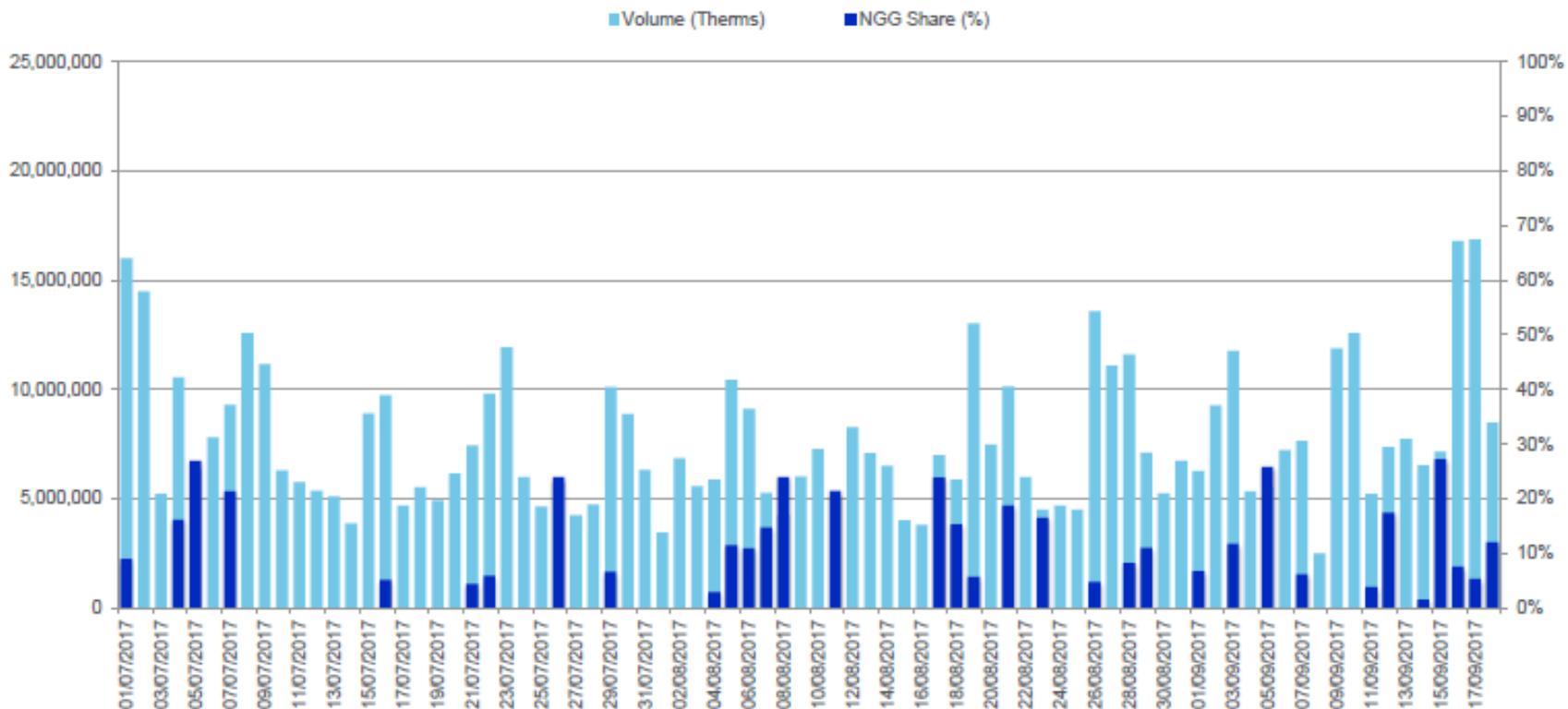
LAST 24 MONTHS



VOLUME AND NGG SHARE PER DAY

LAST 3 MONTHS

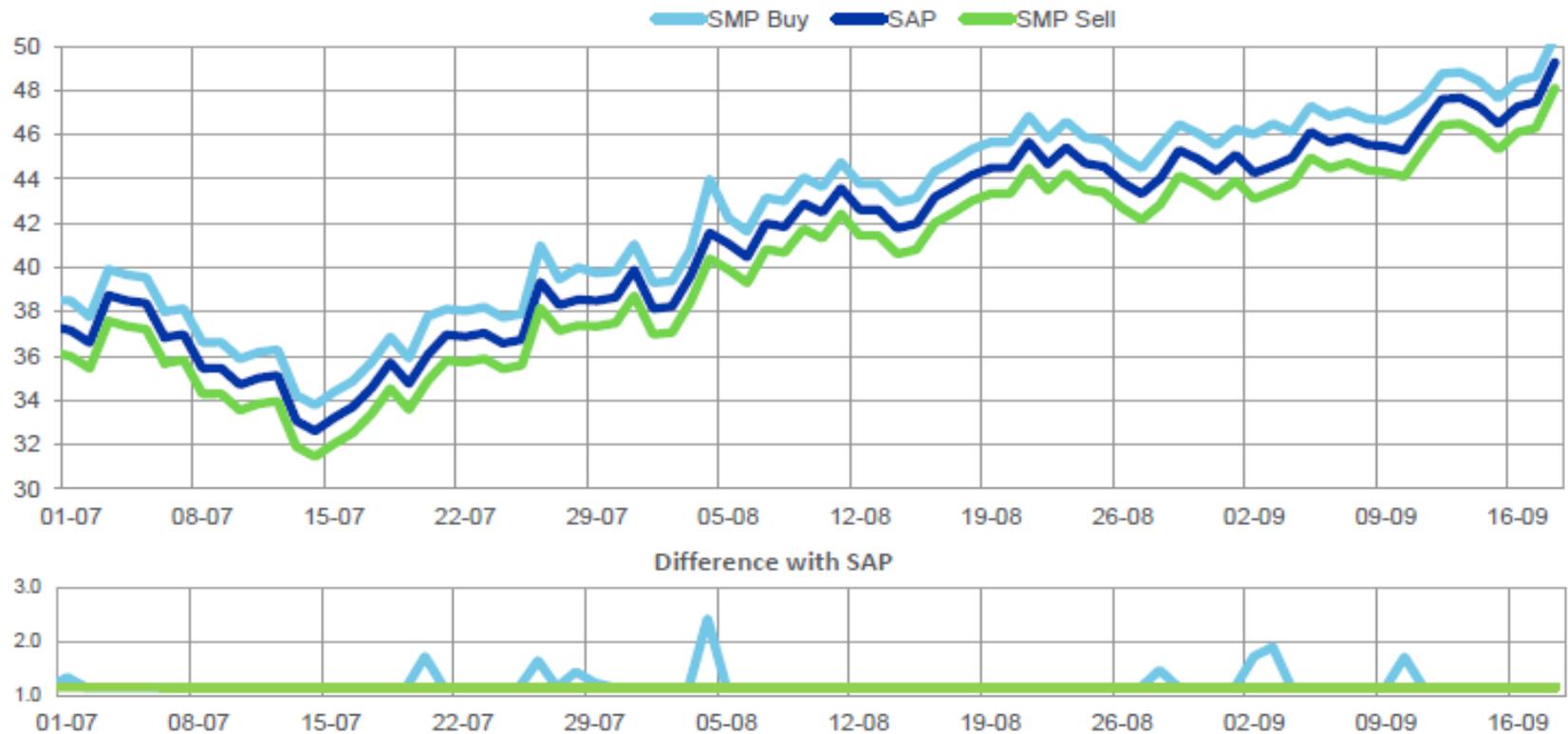
	HIGHEST	LOWEST	AVERAGE
Volume	16,857,000 (17 Sep)	2,502,000 (08 Sep)	8,061,536
NGG Share	27.2% (15 Sep)		5%



SAP/SMP PRICES

LAST 3 MONTHS

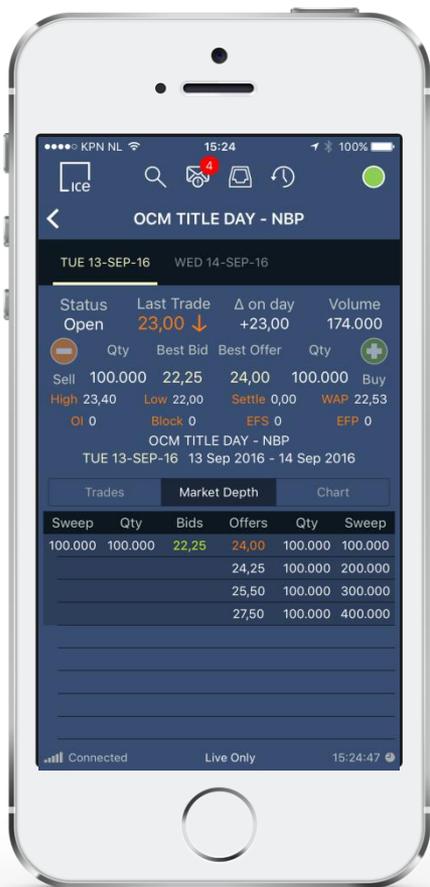
	SMP BUY	SAP	SMP SELL
Highest	50.42 p/th (18 Sep)	49.25/th (18 Sep)	48.09 p/th (18 Sep)
Lowest	33.78 p/th (14 Jul)	32.62p/th (14 Jul)	31.46 p/th (14 Jul)



FEES

p/therm	Trading	Clearing	Total
Within Hours (Mon-Fri 08:00-18:00)	0.001	0.002	0.003
Out of Hours (Mon-Fri 18:00-08:00, Sat, Sun)	0.003	0.006	0.009
Membership Fee: £15,000 per annum			

Volume related fee programmes available



ICE mobile offers flexible and secure options to deliver the real-time functionality of WebICE directly to your mobile device. WebICE users can choose from three distinct level of access:

View-only: Users can view market prices, news, and alerts on ICE mobile

View/Cancel Orders: Users can view their WebICE Orders and Fills or cancel their WebICE orders using ICE mobile

Trading: Full trading capability featuring powerful security features to control access to mobile functionality via user permissions and account settings

Available for iOS, Android and Blackberry

For more information, please visit theice.com/mobile

AOB

- **WebICE RELEASE 13.400**
 - Release (13.400) on November 3rd (Provisional)
 - Support for MIFID regulatory requirements such as post trade allocation
 - This release does not impact on OCM
- **Infrastructure enhancements**
 - OCM is operated from a dedicated infrastructure thereby further reducing downtime around upgrades
- **OCM market engagement**
 - In Q4 we will engage with members to discuss long term trends in the development of the OCM. Purpose is to see how we can further improve the service, increase participation during office hours and bolster liquidity.

THANK YOU

JASON PEGLEY

ICE Futures Europe

Head of Utility Markets

Tel. +44-(0)20-70 65 77 43

Email Jason.Pegley@theice.com

DISCLAIMER

The information contained in this document ("Presentation") has been prepared by ICE Endex and is subject to change without notice. Copyright and intellectual property right protection exists in this Presentation and it may not be reproduced, distributed or published with any third party, in whole or in part, without the express prior written permission from ICE Endex. All rights are reserved. While reasonable care has been taken to ensure that the information contained herein is true and accurate, ICE Endex makes no representation to its correctness, reliability or completeness including likelihood of achievement or reasonableness of any forecasts, prospects, returns or statements in relation to future matters that may be contained in this Presentation. Neither ICE Endex nor any of its directors or employees accepts any liability in respect of the information contained in the Presentation or for any loss arising from the use of this Presentation, its contents or otherwise arising in connection with it. This Presentation does not constitute an offer, invitation or recommendation to any transaction and neither is it to be taken as any form of commitment on the part of ICE Endex to proceed with any transaction.



Gemini Service Delivery Ops Forum Updates

Xoserve Service Delivery – ‘What do I need..?’

- Understanding of what and why you call helps define how we work
- Calling Xoserve Service Desk – How can you help?
 - What do you call the Service Desk for?
 - What is it in relation to?
 - What are your expectations when logging calls?
 - Who do you expect will deal with your call?
 - Have you called the right place?
- ***Session to provide feedback on the above***
 - Incidents and Queries – What’s the difference....?

Query vs Incident

INCIDENT..

A ticket is classified an ***Incident*** where the caller is reporting a loss of service, or the caller is unable to use the application or its data and it is impacting a business process – e.g.

- *Incorrect data is visible on the screen, a file hasn't been received or a button isn't working during a particular process, etc.*

QUERY..

A ticket is classified as a ***Query*** where the user is asking a 'question' that is not related to a loss of service or a fault with the application – e.g.

- *Where is a document held, when are the Nomination windows, where do I find a function in UK Link, you need to understand a Gemini or UK Link process within the system, etc.*

What Service Levels do we work to

- Xoserve use standardised priorities when logging Incidents or Service Requests
- Each Incident Priority is a measure of criticality from P1 - P5
- Weighted by the Service Desk and confirmed / amended by the Resolver Teams
- Listed on Xoserve's website through new UK Link Service Definition
- Service Requests used for Password Resets

Example Ticket Priorities

Priority	Gemini	UK Link
P1	Complete loss of multiple critical services within a Data Centre Data Centre failure or outage	
P2	<ul style="list-style-type: none"> ▪ Un-planned Gemini Service Outages ▪ Demand Attribution / Line Pack not published on time ▪ All users affected by severe performance issues ▪ Security related issues (e.g. DoS attack) 	<ul style="list-style-type: none"> ▪ No users can access the portal ▪ UK Link, IP or DE unavailable ▪ No files can be transmitted or received ▪ Critical files not received or sent ▪ Security related Issues (e.g. DoS attack)
P3	<ul style="list-style-type: none"> ▪ Shipper not able to place re-nominations ▪ Values displaying incorrectly on the screen ▪ A non critical file not received on time 	<ul style="list-style-type: none"> ▪ Files not being transmitted or received that are not a critical file type
P4	<ul style="list-style-type: none"> ▪ File Format related queries ▪ Shippers unable to place Nominations for future Gas days ▪ Any queries related to API usage 	<ul style="list-style-type: none"> ▪ A non critical file has not been received by a single shipper ▪ A non critical file to the shipper has been rejected ▪ Shipper has queried a rejection
P5	<ul style="list-style-type: none"> ▪ All API development related queries ▪ New Shipper access 	<p>Queries</p> <ul style="list-style-type: none"> ▪ Screen Navigation Issues ▪ Missing File Responses / those for specific MPRNs

What does the Service Desk Do?

- Log Incidents and Service Requests reported by internal and external customers
- Classify, assign and route tickets to technical teams for triage, investigation and resolution
- Provide ticket status (as recorded in the ticket) when contacted by customers
- Perform password reset and User ID creation for some Xoserve services (e.g. Gemini)
- Liaise, update and exchange tickets with 3rd party Service Desks. e.g. National Grid, Vodafone and DCC
- Log queries (for UK-Link Query team) from the 'Query template' logged via Xoserve.com
- Are the first point of contact for Major Incidents, providing escalation and notification to out of hours teams and managers

What the Service Desk Doesn't Currently Do

- Fix technical faults or resolve service issues
- Answer technical queries, direct to documentation, provide information on business processes
- Regularly contact the customers with ticket updates
- Resolve and close tickets
- Complete technical Service Requests
- Provide or have any detailed application, technical or business process knowledge to provide to the customers

Xoserve Feedback

- Very important to Xoserve to understand success levels of service provision to promote Constant Service Improvements
- Direct Feedback options upon resolution of a ticket
- Two opportunities to provide feedback each time calls logged
- A survey is contained within the ticket resolution confirmation e-mail and a second is mailed once the user has confirmed resolution of their ticket
- The first e-mail is sent by the Resolver team and the second e-mail is distributed by the Service Desk team and both ask:
 - *The team were courteous and professional?*
 - *The team understood and captured your query / request?*
 - *The team resolved your query?*
 - *The team kept you informed throughout?*
 - *The team resolved your query in a timely manner?*
 - *Do you want to add any additional comments? (free text).*

Service Desk – How can you help?

- Provide key details on call or email template:
 - Clear and concise description of issue
 - Contact and Organisation details (including alternatives)
 - Business impacts
 - Salient details on screen / file errors and names
- For significant issues call the Service Desk. For more minor issues / service requests use the Service Desk Templates on [Xoserve.com](https://xoserve.com)
- Respond promptly to requests for additional information
- Respond promptly to requests to confirm resolution of the issue

Incident Lifecycle Overview

- Overview of the Incident Life Cycle
- What have Xoserve done / improved since the last Ops Forum

What have we done so far? You said stop..

**Using
acronyms**

WE HAVE...

- COMPLETED KT SESSION TO GEMINI & SERVICE DESK TEAMS TO REMOVE REFERENCE TO ACRONYMS SUCH AS FILE NAMES
- STARTED USING BUSINESS PROCESS NAMES AND SUPPORTING INFORMATION FOR FILE NAMES

**Spending large
amounts of time at
start of the call
getting my name
right**

WE HAVE..

- ALREADY REMOVED PHONETICS USE AT THE SERVICE DESK
- RESTANDARDISED SERVICE DESK CALL CAPTURE TEMPLATES
- COMPLETED ENHANCED COMMUNICATIONS TRAINING FOR SERVICE DESK ANALYSTS

**Closing calls
before every
resolution**

WE HAVE..

- EDUCATED GEMINI TEAMS WHEN / WHEN NOT TO CLOSE TICKETS
- ENSURED FORMAL USER CONFIRMATION IS RECEIVED BEFORE RESOLUTION
- EDUCATED TEAMS TO COMMUNICATE ON PROGRESS THROUGHOUT INCIDENT

**Delaying calls and
Route before
scripting**

WE ARE..

- ALREADY ROUTING THROUGH 'CODE-RED' FOR HIGH PRIORITY TICKETS

Continue

What have we done so far? You said start..

Just logging the query is not enough, can the operator have some knowledge

What status is the issue? How quick will the turnaround be?

Change priority weighting

Explain SLA times for criticality levels when call opened

Better Incident tracking

Understanding some basic industry concepts and system names / interactions

Share known problems (ANS / Emails)

Better updates during events – like call backs

WE HAVE..

- ADDED A BUDDY SYSTEM TO GEMINI TEAM, BUILD SCENARIO PACKS AND UPDATED EDUCATION FOR GEMINI TEAM

WE DON'T CURRENTLY..

- HOLD IN DEPTH KNOWLEDGE ABOUT ALL APPLICATIONS WITHIN THE SERVICE DESK

WE ARE..
BUILDING A PROCESS TO INFORM USER OF TICKET SLA AND PROVIDE TIMELY UPDATES ON A REGULAR BASIS THROUGH TO CLOSURE

INFORMED TEAMS TO COMMUNICATE ON PROGRESS THROUGHOUT INCIDENT

WE ARE..

LOOKING AT MECHANISMS AND WAYS WE INFORM OF THE PRIORITIES ADDING PRIORITY GUIDELINES TO XOSERVE.COM

Speed up process to create new Gemini accounts for APIs etc

WE HAVE..

ALREADY IN PLACE BUT WILL REVISE AND IMPROVE TICKET TEMPLATE FOR QUALITY AND ASSURANCE PURPOSES

WE ARE..
CREATING REQUESTS WITH S4 PRIORITY AND 5 WORKING DAY SLA

WE ARE..

BUILDING INFORMATION FLYERS EACH MONTH TO BE SHARED WITH THE SERVICE DESK AND GEMINI TEAMS

WE ARE..
PUBLISHING ON XOSERVE.COM, BUT WILL REVISE TO ENSURE INFORMATION IS FIT FOR PURPOSE

WE HAVE..

PROVIDED LINKS TO PROBLEMS / RCAS AND PROVIDE MONTHLY

Clearly specify what I should contact the desk about i.e. areas of responsibility on website?

Still to be done..

End of September

- Discussion on SLA's to be published for wider awareness
- Review Xoserve.com contacts and areas of responsibility to ensure accuracy, including business contacts for process related queries

End of October

- Internal Knowledge Transfer sessions and induction pack improvements, team feedback on accents / user locations / do's & don'ts etc. Suggest role play calls for simulating ticket handling – Service Improvement submitted to improve Project Team ticket handling throughout PIS

Ops Forum Feedback

- Opportunity for shippers to provide feedback on session and other positive experiences or challenges

ALUO

Advantages

What works well?

Limitations

What could be better?

Uniqueness

What is unique?

Opportunities

How can we overcome the limitations?

Questions?

Contact Details

If you have any further feedback or questions regarding the Xoserve Service Desk, please contact the following individuals:

- Xoserve:

Dave Turpin	Head of Stakeholder Engagement	dave.turpin@xoserve.com
Rob Smith Andy Wilkes	IS Manager – Applications Support IS Manager – Service Management	Robert.c.smith@xoserve.com Andrew.wilkes@xoserve.com

- National Grid:

Angharad Williams	Market Change Gas, Commercial Analyst	Angharad.williams@nationalgrid.com
Karen Thompson	Operational Liaison Manager	Karen.thompson@nationalgrid.com

AOB



Operational Forum – Sept 17
Karen Thompson

Winter Webinars 2017

Finding a better way

REMIT



Emergency Exercise



SO Key Documents



Go Live September 2017

Box.operationalliaison@nationalgrid.com

MIPI Common Queries



Network Emergency Co-ordinator (NEC) Emergency Exercise 2017 “Exercise Yield”

This year’s Network Emergency Co-ordinator (NEC) emergency exercise, Exercise Yield, will take place on 4th and 5th October 2017.

- Further information can be obtained through
 - A Webinar was run in early September briefing the industry. A recorded version is accessible will be available using this link [here](#).
 - An industry Briefing Note was published start of September.
 - Visiting the website www.nationalgrid.com/NEC
 - Contacting the Gas Emergency Planning Team at National Grid at gasops.emergencyplanning@nationalgrid.com.

Future Operational Forum Dates 2017

Finding a better way

Month	Date
October	19 th October 2017
November	23 rd November 2017

For any queries or proposed agenda items
please contact the Operational Liaison
Team:

Box.operationalliaison@nationalgrid.com