nationalgrid

National Grid Gas Distribution
UIP/IGT Connections Workshop Feedback Report

Introduction

In early December 2013, National Grid invited representatives from the Utility Infrastructure Provider (UIP) and Independent Gas Transporter (IGT) industries to a workshop focussed on the process by which these parties submit connection requests on to National Grid's network. Feedback from the attendees (46 individuals from 26 firms) was very positive with several suggestions that a repeat event would be welcomed.

As part of the event, National Grid committed to take the feedback provided during the event and provide formal responses to this feedback as to whether it can or cannot be acted upon with reasoning. A detailed list of comments captured was circulated to attendees shortly after the workshop, this document will summarise the feedback received, the work we've already completed and what National Grid are taking forward. It will also confirm which feedback we are not taking forward with the rationale.

1. Already Implemented/Resolved

You Said	Our Response
What is the cost difference between WebMaps and DVD disks?	There is currently no cost for either system. If you require access to Webmaps, please contact the plant protection team at http://www2.nationalgrid.com/Contact-us/Plant-protection/
I am getting individual D180 letters, instead of a spreadsheet?	The notifications for D180 are issued on a spreadsheet at D150, with one formal letter that covers all entries on the spreadsheet. If after an additional 30 days we have not received a response and the projects are still not planned, then each job is cancelled which produces an individual cancellation letter.
Can we have access to WebMaps and the IGT/UIP Portal?	Please contact the following teams to request access or ask any questions in relation to these systems; WebMaps - plantprotection@nationalgrid.com IGT/UIP Portal - networkdesign@nationalgrid.com
Can you publish a list of phone extension numbers to the team?	A list has been created and is available upon request by contacting networkdesign@nationalgrid.com
Can you provide a copy of the diagram which gives an explanation of contiguous and non-contiguous reinforcement?	This is available upon request by contacting networkdesign@nationalgrid.com
Can National Grid staff be trained in relation to providing information about the UIP/IGT Portal?	We have made additional UIP/IGT Portal training material available for staff to refresh their knowledge as needed and so they should be better able to handle queries in future.
Can customers be phoned for rejections rather than sending emails where possible?	Staff are being encouraged to phone customers in these instances to resolve rejections quicker, please let us know if this is not beneficial.
Who is the contact for Ancillary Pressure Agreement information?	Network specific contacts listed below; East of England network - networkplanning.eoe@nationalgrid.com North London network - networkplanning.nl@nationalgrid.com North West network - networkplanning.nw@nationalgrid.com West Midlands network - networkplanning.wm@nationalgrid.com
Can SLAs be introduced in relation to the mains location process?	SLAs are currently in place for the mains locations process and these are currently documented in briefing note 11, available on our website here - http://www2.nationalgrid.com/UK/Industry-information/GT-UIP/latest-news/
Why are some 'part-completion file' applications rejected due to service information not being included despite mains being commissioned?	When a part completion file is received it is validated and sent to data assurance for digitisation. We would reject a 'part completion file' if the completion file was invalid or if it had been planned for both mains and services to be laid but the completion pack only contained mains. This is because National Grid do not adopt mains only assets. We would

	therefore ask for clarification as to why mains only had been laid and commissioned with no services.
Can you share GDSP and RIIO performance data with UIPs/IGTs?	We, along with the other gas distribution networks, provide a wide range of data to Ofgem which they publish on their website - https://www.ofgem.gov.uk//gas/distribution-networks. However, specific data on GDSP or RIIO performance is sensitive and therefore cannot be shared externally.
How do we promote the advantages of natural gas in comparison to electricity, especially for heating?	We promote the roll of gas in the UK future energy mix via a variety of methods, but would welcome more feedback and how we can promote this better. **UK Future Energy Scenarios** National Grid Transmission produce prediction scenarios to help understand future gas usage and give us a greater degree of confidence in our strategic decision making. Our 'Future Energy Scenarios' consultation and publication explores the future of energy in the UK and the impact on National Grid's transmission networks. Information and publications relating to this are available on National Grid's website; http://www2.nationalgrid.com/UK/Industry-information/Future-of-Energy/Future-Energy-Scenarios/. **The Future of UK Energy Demand** We have recently launched a new website 'Connecting at National Grid' (http://www.nationalgridconnecting.com/) which is dedicated to providing news, debate and analysis on the UK and European energy industry. One of our recent articles provides a good overview of our current policy thinking on The Future of UK Energy Demand; (http://www.nationalgridconnecting.com/the-future-of-uk-energy-demand/).
Can you publish your Fuel Poverty scheme and initiatives more widely?	Affordable Warmth Solutions (AWS) are National Grid's vehicle for promoting Fuel Poverty countermeasures. National Grid promotes AWS on our website and applicable customers who request a connection are referred to AWS. AWS also promote themselves within communities with Local Authorities, Housing Associations and charities. We are continuing to raise awareness on the impact of Fuel Poverty and would welcome suggestions on how we can promote this better.
How does information get on the Roadworks.org website and what does it cost?	Roadworks.org automatically extracts the information needed to map the works from the data exchange between the works undertaker and the highway authority from the EToN (Electronic Transfer of Notifications) system. There is no cost from Roadworks.org for this but the cost of the EToN system will vary depending upon the complexity of the system. Further information on EToN is available on the following website - https://www.gov.uk/government/publications/street-works-technical-specification-for-electronic-transfer-of-noticing; whilst further information about roadworks.org is available from the parent company, whose web address is http://www.elgin.org.uk/.
Do co-ordinates need to be provided for each service when a job has multiple single services?	It will be sufficient to provide one set of co-ordinates on projects with multiple single connections if the co-ordinates are provided and the connection points for all services are clearly marked on a map against the main where the connection is going to take place.

2. In Progress - Systems	
You Said	**Our Response**
19 specific improvements were suggested to our WebMaps and GT/UIP Portal systems during the workshop.	A suite of Change Requests (CRs) have being raised for each suggested change and are currently progressing. They will be evaluated and prioritised in early summer 2014, with those selected for progression aiming for planned implementation in Autumn 2014.
The facility to recover forgotten passwords for External Webmaps is not functioning correctly. Can this be resolved?	This issue will be raised with our Information Systems team as a fault to be rectified with WebMaps. We will look to have this issue resolved as soon as possible.

3. In Progress - Process	
You Said	**Our Response**
When disconnecting an existing service and relaying a new service, why does the Meter Point Reference Number (MPRN) change?	A cross industry SPAA (Supply Point Administration Agreement) Working Group is currently reviewing material around MPRN processes and National Grid will seek to implement this revised industry practice when agreed. We can create some supporting material when this is completed to support UIPs/IGTs if that would be helpful.
Several comments were received relating to our telephony systems: - e.g. numbers withheld and 0800 costing number from mobiles.	We are currently reviewing the telephony system used by Network Strategy and this feedback will be used as part of the review. We expect this review to be completed in Summer 2014 with changes being implemented later in 2014.
Can you reduce timescales for the plant protection process, mains locations process and on-site support?	Customers can use Electricity And Gas Location Enquiry System (EAGLES) which is available at http://www.beforeyoudig.nationalgrid.com) to enquire about the location of National Grid Assets, this self-service tool will speed up the plant protection process. The mains location and on-site support services are dependent upon our emergency workforce, whose primary role is to attend gas emergencies and therefore these activities must take priority. We will review these processes to streamline and refine where possible given this constraint.
Lead times for reinforcements are too long which creates particular problems if it is the result of a fast track SOS check. This is because it is the first time the customer becomes aware that there may be a delay due to reinforcement. Can this be improved?	The lead time duration for reinforcement projects is required so that National Grid can undertake the activities required to effectively design and approve the project. This includes designing, feasibility analysis, cost estimation, approval and construction of the project. Due to this, we are unable to guarantee a quicker timeframe but we aim to deliver reinforcement projects as fast as possible and will review this process in light of this feedback.
Responses to design queries are taking too long. Can this be reduced?	We will review this process to streamline where possible and would like to engage further on this topic to truly understand the issues being faced.
Can the Sufficiently Complex Job (SCJ) & Non-standard letters specify if the number of days quoted is in calendar or working days?	The SCJ letter is not system generated and will be updated shortly to reflect this feedback. The non-standard letter is system generated and will require a Change Request to update (following the same timescales as described in the systems section). The quotation expiry date is also printed separately on the quotation itself so this information is available.
Can National Grid validate the whole completion file, rather than in parts? Different rejection reasons for a completion file are not given up front which means that the file can be rejected multiple times.	When a completion file is submitted, it is reviewed by two separate teams who look at the information from different perspectives; Network Strategy review the data from an engineering perspective whilst Data Assurance review the data from a digitisation/asset record perspective. We will review the completion file validation processes to determine if this can be improved.

4. In Progress - Policy	
You Said	**Our Response**
Can the Policy 'NP/14' Table C2 be updated to make specific reference to CHP (Combined Heat & Power) and a definition of a 'non-typical demand'?	This information has being fed into the team reviewing the NP/14 policy and will be included in future versions. If you would like to be included in reviewing this document, please get in touch.
Can the Final Connections Agreement be extended to include works on mains (e.g. single, 1-way mains)?	National Grid are not in a position to support this request at present because a significant amount of work is required to review National Grid policy and the conditions of such work.

5. Options we have not adopted	
You Said	**Our Response**
Can we have functionality to print A0 or other map layers? PDF printout is not compatible with auto-CAD software.	A0 printing was reviewed as part of the implementation of WebMaps and it was found to be non-standard functionality that is not economic to build into the system at present. We will engage further in relation to printing 'other map layers' as this functionality should be available already.
Can the Medium Pressure (MP) Tier be made available from WebMaps to avoid having to submit a MP tier request?	For safety reasons we require MP tier requests to be submitted because Webmaps only displays the pressure tier (i.e. that the main is MP), not the actual pressure in the main. Since the actual pressure in the main fluctuates it is not possible to display this 'live' information in Webmaps, so therefore we still require the MP tier requests.
Can the nominated security officer be copied in on password resets and new account creations for Webmaps?	We cannot implement this on password resets as it will breach our data protection policies. However, we are in the process fixing the ability for users to reset their own passwords via a weblink. We will also implement a feedback mechanism so security officers are sent a notification when requested accounts are created.
Can policy, procedure and safety documents be available online and/or send via email?	Policies applicable to UIP/IGT works are available on our website here; http://www2.nationalgrid.com/UK/Industry-information/GT-UIP/supporting-documents-and-forms/. Documents not listed on the above webpage (including safety bulletins) are issued for information only. The Policies or Procedures relating to these are for use by National Grid teams that have attended specific training and not intended for use by those who have not received the training.
Can UIPs receive Fuel Poverty vouchers without going through AWS?	AWS is National Grid's chosen partner for delivering gas connections to those in fuel poverty. If there is a particular scheme you believe may be applicable for a fuel poverty voucher, then please get in touch with National Grid and we will evaluate each instance on a case-by-case basis.
Can there be a fast-track diversions process for diversions driven by mains location/inaccurate data?	If our assets are discovered in locations not shown by our records and it is affecting your works, you can send the enquiry direct to the plant protection team (http://www2.nationalgrid.com/Contact-us/Plant-protection/) marked for the attention of the team manager who will escalate the issue and find a suitable resolution where possible.
Can a reinforcement budget be provided at the land enquiry stage?	Due to regulatory requirements, we are required to process land enquiries within 5 working days and this does not leave us with sufficient time to provide a reinforcement estimate during this stage in the process. This information can be provided however at the quotation stage.
Can a FCA signatory database be created and shared/accessed by UIPs/IGTs?	This data is confidential and cannot be shared due to its sensitive nature.
Can a print option be added the UIP/IGT Portal to confirm what information has been sent for a variation?	A pop up within the UIP/IGT Portal confirms that a variation has been submitted and the attached documents will be visible in the tracking section. You can gain confirmation that we have received the variation by checking if the Variation Received date is completed. If this does not solve the issue, please let us know and we can look at this further.
Does the UIP/IGT Portal need the question, 'Is there an existing supply', if 'New Supply' has been selected as the enquiry type?	Although we agree that this question is not relevant in all circumstances, for industrial/commercial properties an additional supply may be required and it is important that we take account of the full load when completing analysis. This is the reason why the option exists.
Could the inactivity timeout for the UIP/IGT Portal be extended further than 30 minutes?	The timeout period for the UIP/IGT Portal has been set to mirror the timeout period for the other systems it is linked to. This period is set to ensure both systems do not face performance issues and to ensure that jobs are not locked out accidently from one system but not the other.
The copy facility in WebMaps pastes the co-ordinates separated with a comma, however it is two separate fields in the Portal. Can this be made consistent?	Unfortunately due to the number of different systems (including customers systems), it is not possible for us to get it to format to meet all scenarios without significant cost and therefore it is not economic for us to progress this option.
Can an option be added to the telephony system for help with UIP/IGT Portal queries?	Currently we don't receive enough calls in relation to the UIP/IGT Portal to set up a specific option on the telephony system. Please select Option 2 if you need help with the UIP/IGT Portal but we will feed this feedback into an on-going review into our telephony systems.

Conclusion and how to get in touch

We will continue to monitor these items and provide an updated report in June so you are aware with how we are progressing. If you would like to get in touch with us, please visit our Talking Networks website which is a dedicated website for engaging with our stakeholders. The website allows us to share how your views influence our decisions and offers an accessible communication channel for group and one-on-one discussions. You can register with Talking Networks http://www.talkingnetworksngd.com/register.aspx to receive alerts via email when we launch new consultations and publications.

If you require a specific response to a piece of feedback or would like to contact us generally, please contact talkingnetworks.distribution@nationalgrid.com