

National Grid Gas Distribution UIP/IGT Connections Workshop Feedback Report – Update

Introduction
<p>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. Following this workshop, National Grid produced a ‘Feedback Report’ in early February 2014 which summarises the feedback received, the work we’ve already completed and what National Grid are taking forward; this report is available on National Grid’s website (http://www2.nationalgrid.com/UK/Industry-information/GT-UIP/latest-news/).</p> <p>This report is to provide an update on the actions that were open in the February feedback report.</p>

1. In Progress – Systems		
You Said	Update	Status
19 specific improvements were suggested to our WebMaps and GT/UIP Portal systems during the workshop.	<p>The range of improvements has being created under a single Change Request (CR) that has been scoped. The CR is currently in the ‘acceptance testing’ stage of the CR implementation process and is forecast to be implemented in October or November 2014. These improvements include;</p> <ul style="list-style-type: none"> Several enhancements to usability and data entry Improved system performance of search functionality Ability to generate a list of outstanding completion files The facility to request a job is cancelled through the Portal ‘Design Houses’ able to submit designs on behalf of a UIP 	Ongoing
The facility to recover forgotten passwords for External Webmaps is not functioning correctly. Can this be resolved?	<p>This issue has being raised with our Information Systems team as a fault to be rectified with WebMaps. After investigation the issue is more complicated than first envisioned and due to this complexity, the fix for this fault needs to be deployed with a major update to our core systems. This fix has being included in the next update which is currently scheduled for October or November 2014.</p>	Ongoing

2. In Progress – Process		
You Said	Update	Status
When disconnecting an existing service and relaying a new service, why does the Meter Point Reference Number (MPRN) change?	<p>A cross industry working group (led by Scotia Gas Network) is currently reviewing material around the MPRN allocation process as part of the “Shipperless and Unregistered Sites Working Group” (http://www.gasgovernance.co.uk/industryinfo/UnconSites). National Grid will seek to implement this revised industry practice when agreed and we will create some supporting material to support UIPs/IGTs; the working group is expected to complete its work in Winter 2014.</p>	Ongoing
Several comments were received relating to our telephony systems: - e.g. numbers withheld and 0800 costing number from mobiles.	<p>Following a review of the telephony system currently in use, it is anticipated that replacing the current system will not be feasible due to the cost and complexity making it uneconomic so we are reviewing how best to use the current system. Review sessions have being held and several improvements have being identified;</p> <ol style="list-style-type: none"> 1. Changing the menu options at the beginning of the call. We have found that most calls come through to one team and the caller is then transferred to the correct team; having clearer 	Closed

	<p>options will reduce this.</p> <ol style="list-style-type: none"> 2. Having staff logged in to the phones for a minimum of 75% of available time so it easier to contact the individuals. Previous 3 months performance was 48% and wasn't being monitored. We now have reports in place to monitor this to ensure we are achieving the 75% figure. 3. Developing a call script and handout that can be used to determine the appropriate action to resolve common queries on the 1st call. 4. Developing a contact list for customers that provides the correct phone number and team to contact depending on the stage the job. <p>Dates for these improvements to be implemented are still being finalised however the team can be contacted on 0845 366 6758 (charged at local rate from land lines and network rates from mobiles) and feedback on the phone systems is welcomed either by phone or to the team via email at networkdesign@nationalgrid.com.</p>	
<p>Can you reduce timescales for the plant protection process?</p>	<p>EAGLES (Electricity & Gas Location Enquiry System) is a system run by National Grid that allows users to query the location of National Grid's gas (distribution and transmission) and electricity transmission assets as well as notify National Grid of works being undertaken near our assets and seek advice.</p> <p>Customers can register for free and use the EAGLES system at www.beforeyoudig.nationalgrid.com to resolve the majority of their queries. The system currently has over 2000 companies registered with 74% of all queries being managed automatically by the system and responses provided to customers within hours of their request.</p> <p>The Plant Protection team are on hand should you have any questions about using our EAGLES system or have any queries that cannot be made via EAGLES. Queries that cannot or are not made via the EAGLES system are currently being resolved within a few days.</p>	<p>Closed</p>
<p>Can you reduce timescales for the mains locations process and on-site support?</p>	<p>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.</p> <p>However, since the introduction of Performance Excellence we have been collecting data on mains location issues and these are now discussed daily with any issues escalated. We also have visual management in place to track each Mains Location request through to completion. This data currently suggests that the average time from receipt to resolution of a Mains Location issue is 28 days and we are using this data to work with the business to provide a better service going forwards.</p> <p>We are currently developing a set of Service Level Agreements (SLAs) with stakeholders in the process within National Grid so that ultimately, we can create a similar set of SLAs between National Grid and UIPs. These SLAs will provide greater certainty to you on future Mains Locations issues. We will provide more information on this during a follow-up engagement workshop in late 2014.</p> <p>If you require urgent assistance on site in the meantime however, please escalate your issue to Damien Hawke (Damien.Hawke@nationalgrid.com).</p>	<p>Ongoing</p>
<p>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?</p>	<p>The process for reinforcement delivery has inbuilt lead times owing to a number of factors that ultimately delivers safe security of supply for the new connection. All projects follow the same process of design evaluation, costing, approvals and sanctions. Some projects, by their very nature vary and need more time to understand the feasibility of the design ie extensive lengths, complex engineering difficulties (rail / river crossings) and land issues. In these cases the lead time is designed so these checks can be made and investigated properly before a quote or delivery can be discussed. In these cases the team have taken on-board your feedback and now actively look to provide communications</p>	<p>Closed</p>

	<p>on a regular basis so that your customer can be kept informed of progress and/or issues that are exposed through the investigation of the feasibility.</p> <p>In cases of more 'standard' projects, we do experience long lead times also as the same process is followed as above, albeit less extensively. We assist where we can to provide prompt information and are working alongside the new GDSPs to help with the design of projects and now hold regular bi-monthly meetings with both National Grid and GDSP teams to discuss, escalate and share information on the current projects. This information can then be shared with you so your customer can be kept informed of progress.</p> <p>There are instances where the design of the project is determined as 'contiguous' ie laid to the customers connection point; in these cases we offer these to yourselves to deliver the works (if you have the correct GIRS) and bring down lead times.</p> <p>Should you have any specific feedback or projects that need escalating, please contact Damien Hawke with details of the job on Damien.Hawke@nationalgrid.com.</p>	
Responses to design queries are taking too long. Can this be reduced?	<p>Since the introduction of Performance Excellence, we have been collecting data on the design queries raised and open queries are being discussed and monitored on a daily basis. This allows us to balance our workload and resource and means we can ensure we action these queries in a timely manner. Our average performance in responding to queries is currently 3 working days.</p> <p>If you have further information which the team can use to identify and resolve root causes, please get in touch at networkdesign@nationalgrid.com.</p>	Closed
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.	<p>We currently have an in-flight project underway to merge the teams previously involved in the completion file validation process. Previously, completion files were validated by two teams in two different departments (Network Strategy and Data Assurance). From early August, the full validation process has been transferred to Data Assurance and so they are now completing all the required checks on the completion files so this should be minimised going forwards.</p> <p>The project is still underway to identify any issues and ensure this change is fully embedded so if you do experience any issues, please contact Data Assurance (on CompletionFiles@nationalgrid.com).</p>	Closed

5. In Progress – Policy

You Said	Update	Status
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 been fed into future revisions of the NP/14 policy but the review of the policy has been placed on hold due to changes in the team reviewing the document. There are no indications at present when this review will be continued or completed, however we will keep this action on hold so that it can be monitored.	On hold
Can the Final Connections Agreement be extended to include works on mains (e.g. single, 1-way mains)?	<p>National Grid is not in a position to support this request at present because a significant amount of work is required. To support this, we need to complete several pieces of work including;</p> <ol style="list-style-type: none"> 1. Update and approve changes to National Grid policy, 2. Define and agree the conditions/scope of such work, 3. Create suitable processes and associated terms and conditions (reviewed by the industry) to administer these requests. <p>Due to this volume of work and other priorities we are not able to progress the work above. Should a specific job benefit from work on mains however, we do have the option for jobs to be assessed on a</p>	Closed

	case-by-case basis via a 'policy deviation'.	
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Conclusion and how to get in touch

We will continue to monitor the remaining outstanding actions and provide an update at a further workshop in late 2014. We will engage with you closer to the time with specific details of this event and to identify topics to be covered in this workshop to ensure it is fully relevant to your needs.

If you would like to get in touch with us, please visit our Talking Networks website (<http://www.talkingnetworksngd.com>) which is a dedicated website for engaging with our stakeholders and lists key commitments which National Grid will deliver against over the coming year. 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.