



# FOR GAS TRANSMISSION QUERIES ONLY

FOR DOMESTIC GAS QUERIES, PLEASE  
CONTACT YOUR NETWORK OPERATOR

[Who is my Network Operator?](#)

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## SMELL GAS/GAS EMERGENCY?

Do you smell gas? Do you need to report a gas or carbon monoxide emergency? If you have been struck (even if no gas leak has occurred)?

Please call: 0800 111 999

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## SMELL GAS/GAS EMERGENCY?

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been struck (even if no gas leak has occurred)?

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\*National Gas does **NOT** supply or bill Domestic consumers. If your query relates to a Domestic gas connection or meter exchange, then please contact your *Network Operator*. To help identify your Network Operator, simply visit the [Energy Networks / who is my Network Operator](#) website. If your query is billing related, then please contact your gas supplier.

## SMELL GAS/GAS EMERGENCY?

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## Our Customer Commitments

Our Customer Commitments are our way of making sure that you know exactly what to expect from us in response to your gas transmission queries.

***i. We aim to respond to your query within 24 hours and close out as soon as possible.***

Given the very nature of the industry that we operate within, we understand how important it is to have queries responded to within the day. Although we cannot guarantee being able to close them out the same day, we aim at the very least, to respond and articulate closure timescales the same day the query has been received.

If the nature of your query is urgent, please make this clear and we will aim to meet your expectations where possible.

***ii. For each query topic / subject, a team's contact details and escalation contact, will be provided.***

We understand the importance of transparency, especially when it comes to understanding who to contact with specific queries. In response, each query topic / subject listed within the document will include for both a team's contact details as well as an escalation contact. If you have a query, the team contact should be used in the first instance. Should you need to escalate something then please feel free to use the escalation contact instead.

## SMELL GAS/GAS EMERGENCY?

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## I have a query about...

### Domestic Gas Connections

*For domestic gas queries, please contact your local Network Provider*

The majority of the UK's gas is delivered by Cadent Gas, Northern Gas Networks, SGN or Wales & West Utilities.

- Not sure who you need to contact? Follow the link below to the Energy Networks Association, who provide a postcode search facility to help point you in the right direction.

#### [Who is my Network Operator?](#)

- To find out who supplies your gas, simply visit the online [Find my Supplier](#) service or call the Meter Point Administration Service on **0870 608 1524**.
- Do you have a gas meter query or wish to move your gas meter? - 24/7 National Gas Metering Contact Centre: **0845 606 6766**

### National Transmission System (NTS) Gas Connections

*Not a National Gas Customer?*

- Want to request a new National Transmission System (NTS) connection?

*Are you a National Gas Customer?*

- Want to make a modification to an existing National Transmission System connection?
- Planning and Advanced reservation of Capacity Agreements (PARCAs)
- Want to make contractual changes to NTS connection agreements – NEAs, NExAs, SCAs, IAs, CSEP, Ancillary Agreements, Novation & Accessions
- Want to disconnect and decommission a site?
- Gas shipping (administered by Xoserve)
- Have you made, or are planning to make, changes to your gas plant?

**Team contact:** [Box.UKT.Customerlifecycle@nationalgas.com](mailto:Box.UKT.Customerlifecycle@nationalgas.com)

**For escalation:** Claire Gumbley - [Claire.Gumbley@nationalgas.com](mailto:Claire.Gumbley@nationalgas.com) / **07717807807**

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## Gas Diversions

Several National Gas departments are involved when a Gas Transmission pipeline needs to be diverted. If after your initial contact with Plant Protection, they identify a Gas Transmission pipeline, they will put you in touch with the Asset Protection Team. They will discuss the diversion process with you, as well as the safety aspects, and the timescales.

If you have any questions about our power cables, gas lines, or other assets, please contact Cadent's **Plant Protection** team. They provide first-line support for National Gas's assets.

**Cadent Plant Protection:** [plantprotection@cadentgas.com](mailto:plantprotection@cadentgas.com) / 0800 688 588

## Gas Quality & Transportation Flow Advice (TFA)

Operational Risk will be able to assist with queries relating to the management of Gas Quality on the National Transmission System (NTS) in line with the Gas Safety (Management) Regulations, including allowable compositions and our procedures for implementing flow restrictions in the event of non-compliance. The team will also be able to assist with queries relating to NTS pressures (including Pressure TFAs) along with other risks that could impact the NTS.

**Team contact:** [Box.OperationalRisk@nationalgas.com](mailto:Box.OperationalRisk@nationalgas.com)

**For escalation:** Luke Benson – [luke.benson@nationalgas.com](mailto:luke.benson@nationalgas.com) / 07561869995

## Publishing an urgent market message / REMIT (including FAQs)

Do you want to publish an urgent market message on REMIT? Or, do you want to raise an inclusion request?

**Team contact:** [remit@nationalgas.com](mailto:remit@nationalgas.com) / 01926 656 474

**For escalation:**

For REMIT Frequently Asked Questions, please click [here](#).

## Transmission Operational Data (Gas Data Portal) & News

For Gas Transmission data, please click [here](#). The webpage provides operational data to help reduce market uncertainty, ensure equal access to information, and increase information transparency. Our goal is to increase efficiency in the capacity and energy markets, while providing fair and timely access to operational and market information.

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### Data Item Explorer Reports

Balancing	<a href="mailto:Box.EnergyBalancing@nationalgas.com">Box.EnergyBalancing@nationalgas.com</a>	01926 654 641
Calorific Value	<a href="mailto:fwacv@xoserve.com">fwacv@xoserve.com</a>	
Demand	<a href="mailto:box.operationalperformance@nationalgas.com">box.operationalperformance@nationalgas.com</a>	
Entry / Exit Capacity	<a href="mailto:capacityauctions@nationalgas.com">capacityauctions@nationalgas.com</a>	01926 654 057
Linepack	<a href="mailto:box.operationalperformance@nationalgas.com">box.operationalperformance@nationalgas.com</a>	
LNG	<a href="mailto:box.operationalliaison@nationalgas.com">box.operationalliaison@nationalgas.com</a>	01926 656 474
Price	<a href="mailto:box.nts.energybalance@nationalgas.com">box.nts.energybalance@nationalgas.com</a>	
Shrinkage	<a href="mailto:box.Shrinkage&amp;Emissions@nationalgas.com">box.Shrinkage&amp;Emissions@nationalgas.com</a>	
Storage	<a href="mailto:box.operationalliaison@nationalgas.com">box.operationalliaison@nationalgas.com</a>	01926 656 474
Weather	<a href="mailto:box.operationalperformance@nationalgas.com">box.operationalperformance@nationalgas.com</a>	
Physical Flows	<a href="mailto:box.operationalliaison@nationalgas.com">box.operationalliaison@nationalgas.com</a>	01926 656 474

For missing data or general Gas Transmission Data queries:

[box.operationalliaison@nationalgas.com](mailto:box.operationalliaison@nationalgas.com) / 01926 656 474

## Gas Operational Forum

Throughout the year, we hold regular Gas Operational Forum meetings. The forum aims to provide visibility and awareness for our Customers and Stakeholders to help understand and discuss the operation and performance of the National Transmission System (NTS). We also proactively invite any suggestions for operational topics that would promote discussion and awareness. For more information or to register your interest, please get in touch.

**Team contact:** [box.operationalliaison@nationalgas.com](mailto:box.operationalliaison@nationalgas.com) / 01926 656 474

**For escalation:** Rachel Hinsley – [rachel.hinsley1@nationalgas.com](mailto:rachel.hinsley1@nationalgas.com)

## Maintenance

Maintenance is an essential undertaking as part of our role to keep the high pressure NTS safe, fit for purpose and operating efficiently and economically, in line with our obligations.

- Advice Notices and Maintenance Day Notices
- Want to inform National Gas of any planned maintenance / outages?
- Want to change the date/timescale of planned maintenance?

**Team contact:** [ntsaccessplanning@nationalgas.com](mailto:ntsaccessplanning@nationalgas.com)

**For escalation:** Luke Benson – [luke.benson@nationalgas.com](mailto:luke.benson@nationalgas.com) / 07561869995

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## Gas Transmission Capacity Products

- Do you have a Gas Transmission Capacity query?
- Do you have a Gas Transmission Capacity report/data query?
- Do you have an EU Interconnection point Capacity auction related query?

**Team contact:** [capacityauctions@nationalgas.com](mailto:capacityauctions@nationalgas.com) / 01926 654 057

**For escalation:** Alison Tann – [Alison.Tann@nationalgas.com](mailto:Alison.Tann@nationalgas.com) / 07810 180348

## Gas Transmission System Metering

*Please Note: For domestic customers and other sites NOT connected directly to our High Pressure National Transmission System (NTS), please contact your distribution network operator who can be found in this link - [Find my network operator](#)*

We do cover queries for all sites connected to the NTS such as Gas Terminals, Power Stations, Large Industrials, Interconnectors and Storage sites for the following:

- General High-Pressure Gas metering issues
- Post close-out measurement and allocation issues or reconciliation queries
- Meter validation process
- Unaccounted for Gas (UAG) – Gas not accounted when delivered onto or off the NTS.

**Team contact:** [meterassurance@nationalgas.com](mailto:meterassurance@nationalgas.com)

**For escalation:** Mike Wassell – [mike.j.wassell@nationalgas.com](mailto:mike.j.wassell@nationalgas.com) / 07765 220843

## EU Nomination / Allocation issues

*Please Note: For within-gas-day EU Nomination rescheduling involving Gemini system change please contact Xoserve App Support on [servicedesk@xoserve.com](mailto:servicedesk@xoserve.com) in the first instance.*

**Team contact:** [box.NTS.energybalance@nationalgas.com](mailto:box.NTS.energybalance@nationalgas.com)

**For escalation:** Mike Wassell – [mike.j.wassell@nationalgas.com](mailto:mike.j.wassell@nationalgas.com) / 07765 220843

## UK Nomination

**Team contact:** [Box.NTS.EnergyBalance@nationalgas.com](mailto:Box.NTS.EnergyBalance@nationalgas.com)

**For escalation:** Mike Wassell – [mike.j.wassell@nationalgas.com](mailto:mike.j.wassell@nationalgas.com) / 07765 220843



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## Operational Balancing Agreements

An Operational Balancing Agreement (OBA) is an agreement established between the National Transmission System and an adjacent Transmission System Operator, in which the OBA parties are responsible for managing any imbalances created at the location of flow due to differences in scheduled and measured quantities.

**Team contact:** [box.NTS.energybalance@nationalgas.com](mailto:box.NTS.energybalance@nationalgas.com)

**For escalation:** Mike Wassell – [mike.j.wassell@nationalgas.com](mailto:mike.j.wassell@nationalgas.com) / 07765 220843

## After the Day Operations

Need to raise a query for an NTS directly connected site measurement or allocation?

**Team contact:** [Box.UniqueSites@nationalgas.com](mailto:Box.UniqueSites@nationalgas.com) / 01926 65 46 41

**For escalation:** Mike Wassell – [mike.j.wassell@nationalgas.com](mailto:mike.j.wassell@nationalgas.com) / 07765 220843

## Operating Margins & Contract Services

Operating Margins (OM) relates to how we, National Gas, use gas to manage short-term impacts of operational stresses (e.g., supply loss) where the market response is not sufficient, or during a gas system emergency.

**Team contact:** [Box.GasContractServices@nationalgas.com](mailto:Box.GasContractServices@nationalgas.com) / 07964 556 083

**For escalation:** Richard Loukes – [Richard.Loukes@nationalgas.com](mailto:Richard.Loukes@nationalgas.com)

07342 085565

## NTS Shrinkage

As shrinkage provider, we are responsible for managing the end-to-end service of forecasting, accounting for and procuring energy to satisfy the daily NTS shrinkage components. The NTS Shrinkage Scheme incentivises minimising energy costs associated with operation of the network.

**Team contact:** [Box.Shrinkage&Emissions@nationalgas.com](mailto:Box.Shrinkage&Emissions@nationalgas.com)

**For escalation:** Omar Choudry – [omar.choudry@nationalgas.com](mailto:omar.choudry@nationalgas.com) / 07964 057919

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## Demand Forecasting

**Team contact:** Abbie Sheppard - [Abbie.Sheppard@nationalgas.com](mailto:Abbie.Sheppard@nationalgas.com)

**For escalation** Darren Lond - [Darren.Lond@nationalgas.com](mailto:Darren.Lond@nationalgas.com)

## Network Emergency Co-ordinator (NEC), Network Gas Supply Emergencies (NGSE) & Exercises

In the event of a national emergency on the gas network, known as a Network Gas Supply Emergency (NGSE), National Gas fulfils the role of the Network Emergency Co-ordinator (NEC). During this type of emergency, the NEC oversees everything from supply of gas onto the network through to the meter at a property. A NGSE may be caused by unforeseen circumstances, such as pipeline or equipment failure, or where system demand exceeds either total supply or planned system capacity.

Exercises are arranged regularly to rehearse and test the actions required by the NEC and NEC Officers in the event of a national supply emergency. This includes an annual industry wide, full-scale exercise to provide assurance that the industry can respond to a NGSE.

For matters concerning issues with gas supplies at domestic properties please get in contact with your Distribution Network Operator. To check who the operator in your area is, please visit the [Energy Network Association – Who is my Network Operator](#) website.

**Team contact:** [gasops.emergencyplanning@nationalgas.com](mailto:gasops.emergencyplanning@nationalgas.com)

**For escalation:** Thomas Wilcock – [Thomas.Wilcock@nationalgas.com](mailto:Thomas.Wilcock@nationalgas.com) / 01926 656 948

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## National Gas Forecasting

- Gas Ten Year Statement (GTYS) [box.operationalliaison@nationalgas.com](mailto:box.operationalliaison@nationalgas.com)
- Gas Future Operability Planning (GFOP) [box.operationalliaison@nationalgas.com](mailto:box.operationalliaison@nationalgas.com)
- Winter & Summer Outlook [box.operationalliaison@nationalgas.com](mailto:box.operationalliaison@nationalgas.com)
- Winter Review & Consultation [box.operationalliaison@nationalgas.com](mailto:box.operationalliaison@nationalgas.com)
- Transmission Planning Code [box.operationalliaison@nationalgas.com](mailto:box.operationalliaison@nationalgas.com)
- Annual Network Capability Assessment Report (ANCAR) [box.operationalliaison@nationalgas.com](mailto:box.operationalliaison@nationalgas.com)
- Future Energy Scenarios [FES@nationalgas.com](mailto:FES@nationalgas.com)

For full access to these publications, please follow the [link](#).

## Markets

To find out more or speak to a member of the Gas Markets Team regarding any of the below topics please visit their section of the National Grid website [here](#) where you can find specific contact details covering each area:

- Energy related UNC Modifications
- Balancing Neutrality
- System Management Principles Statement (SMPS)
- Procurement Guidelines
- Gas Quality framework (non-operational)
- Demand Side Response Framework (non-operational)
- Charging Methodology (UNC section Y)
- Charging & Capacity UNC Modification Proposals & Reviews
- Transportation Charges Model
- NTS Optional Commodity Charge
- Scottish Independent Undertakings (SIU)
- Information relating to existing NTS charges/tariff (Capacity & Commodity)
- Capacity Methodologies
- For live modifications, please visit the Joint Office website <https://www.gasgovernance.co.uk/livemods>

**For escalation:** Liz Ferry - [elizabeth.ferry@grid.nationalgas.com](mailto:elizabeth.ferry@grid.nationalgas.com) / 07887 635372

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## Charging Team

**Team contact:** [box.ntsgascharges@nationalgas.com](mailto:box.ntsgascharges@nationalgas.com)

**For escalation:** Colin Williams – [colin.williams@nationalgas.com](mailto:colin.williams@nationalgas.com)/ 07785 451776

## The Future of Gas Forum and Gas Markets Plan (GMaP)

Subscribe to the website detailed below, to receive direct communications from National Grid in relation to the Gas Market Plan activities and projects.

**Future of Gas website:** <http://futureofgas.uk/>

**For more information:**

**Jennifer Randall** – [jennifer.randall@nationalgas.com](mailto:jennifer.randall@nationalgas.com)/ 07768 251404

## EU Policy (Gas)

- Developments in EU Gas Market Legislation
- Participation in the European Network of Transmission System Operators for Gas (ENTSOG) and Gas Infrastructure Europe (GIE)

**For more information:**

**Matthew Newman** – [matthew.newman2@nationalgas.com](mailto:matthew.newman2@nationalgas.com)

## Still not sure who your query sits with or want to make a complaint?

**Operational Liaison Team:** [box.operationalliaison@nationalgas.com](mailto:box.operationalliaison@nationalgas.com)

## SMELL GAS/GAS EMERGENCY?

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## Xoserve

Jointly owned by National Grid's gas transmission business and Britain's four major gas distribution network companies (Cadent, Northern Gas Networks, SGN and Wales & West Utilities), Xoserve is the gas industry's Central Data Service Provider (CDSP), who delivers a full suite of vital services to gas suppliers, shippers and transporters.

Below, you will find reference to several services offered by Xoserve. Should you have any questions in relation to such services, please navigate yourself to the relevant webpage (links provided below). Alternatively, please feel free to use the Xoserve - [Accessing our Services](#) webpage which includes for the relevant contact details dependant on the nature of your query. Should your query not sit with any of the services detailed below or, if you are unsure where within Xoserve your query sits, please contact Victoria Mustard – Xoserve Customer Advocate & point of contact.

Helen Field (Xoserve Customer Advocate) – [helen.field@correla.com](mailto:helen.field@correla.com) / 0121 623 2449

## Gemini

Xoserve has full responsibility as system manager and system operator of Gemini, on behalf of National Gas. Gemini includes applications for essential gas market processes, including:

- Capacity Management
- Capacity Trading
- Commercial Balancing
- Billing

*Processes that can be carried out in the Gemini application include:*

- GB / EU Entry Trading
- GB / EU Entry Capacity Transfers
- GB / EU Entry Capacity Auctions
- GB / EU Invoicing
- GB / EU Entry Nominations
- GB / EU Entry Allocations

*Processes that can be carried out in the Gemini Exit application include:*

- GB / EU Exit Capacity Trading
- Exit Capacity Transfers
- GB / EU Exit Capacity Auctions
- GB / EU Invoicing
- 

To report a fault or issue with Gemini, follow this [link](#).

**For general Gemini system information and User Guides, follow this [link](#).**

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## General System Questions

For general system information and questions, follow this [link](#).

## Registering a new Shipper / Trader / Supplier

For more information about registering a new shipper, trader or supplier, follow this [link](#).

## Unidentified Gas

For more background information about Unidentified Gas and links to other useful information, follow this [link](#).

## Invoicing Training Support

For invoicing training support and other related material, follow this [link](#).

## Energy Identification Codes

Xoserve is the Local Issuing Office (LIO) for the Energy Identification Coding Scheme (EIC) for gas in Great Britain. The link below will allow you the option to:

- Request new codes
- Request code modifications
- Deactivate codes

For more information about EIC Codes and the processes surrounding them, follow this [link](#).

## General Xoserve Enquires

For general enquiries, please follow this [link](#).