Gas Market Operator Regulatory Instructions & Guidance (RIGs)

2022-23 to 2027-28

About the Utility Regulator

The Utility Regulator is the economic regulator for electricity, gas and water in Northern Ireland. We are the only multi-sectoral economic regulator in the UK covering both energy and water.

We are an independent non-ministerial government department and our main duty is to promote and protect the short- and long-term interests of consumers.

Our role is to make sure that the energy and water utility industries in Northern Ireland are regulated, and developed within ministerial policy, as set out in our statutory duties.

We are governed by a Board of Directors and are accountable to the Northern Ireland Assembly.

We are based at Queens House in Belfast. The Chief Executive and two Executive Directors lead teams in each of the main functional areas in the organisation: CEO Office; Price Controls, Networks and Energy Futures; and Markets and Consumer Protection.

Our mission

To protect the short- and long-term interests of consumers of electricity, gas and water.

Our vision

To ensure value and sustainability in energy and water.

Our values

- Be a best practice regulator: transparent, consistent, proportionate, accountable and targeted.
- Be professional – listening, explaining and acting with integrity.
- Be a collaborative, co-operative and learning team.
- Be motivated and empowered to make a difference.

Abstract

This document sets out the Utility Regulator's (the Authority) Regulatory Instructions and Guidance (RIGs) for the annual reporting of the gas market operator (GMO) costs and outputs. These RIGs provide a framework for the Authority to collect consistent information on an annual basis. The information will help the Authority monitor performance and, over time, will provide a database of performance that will inform subsequent price controls.

Audience

This document will be of interest to the TSO & GMO and other Northern Ireland gas network stakeholders.

Consumer impact

Annual reporting has been a part of the regulatory framework for gas TSOs & GMO for several years. The RIGs provide a framework for the UR to collect consistent information from TSOs & GMO on an annual basis. This information will help monitor the TSOs & GMO performance and, over time, will provide a database that will inform subsequent gas transmission price controls.

Contents

1. General Instructions

Legal Framework

1.1   The information required in these Regulatory Instructions and Guidance (RIGs) shall be provided under Condition 1.21 (RIGs) of the gas TSOs licence. Annual reporting will also fulfil obligations to complete a report on GMO activity required under Condition 2.17.14 of TSO licences.

Components of the RIGs

1.2   The RIGs comprise:

  a)   A data reporting template (in MS Excel format), which contains various spreadsheets for completion by the GMO. The template has been developed in line with the GT22 price control.

  b)   This document contains specific guidance on completion of the data reporting template and also the requirements for supporting commentary.

1.3   The annual reporting submission should be well-justified, self-explanatory, consistent in itself and with other submissions. The GMO submission, completed in accordance with these RIGs, will comprise:

  a)   A completed data reporting template (in MS Excel format).

  b)   Supporting commentary to the various completed worksheets (in MS Word format).

  c)   A separate chapter on GMO activity and workings (in MS Word format)

  d)   Any additional information or documentation requested in the RIGs and / or which the GMO deems appropriate to provide.

1.4   The submission must be accompanied by a letter and statement signed by the General Manager confirming that to the best of their knowledge data is accurate, complete and has been provided in accordance with the guidance.

Reporting period and timescales

1.5   The relevant reporting year for the provision of information runs from 1 October to 30 September of the following calendar year. For example, a reporting year of 2022/23 means the year ended on 30 September 2023. The template and guidance cover the entirety of the existing price control.

The UR does not intend issuing guidance each year, unless something is incorrect, or changes are required.

1.6   GMO must provide its submission, completed in accordance with these RIGs, no later than 31 January immediately following the end of the reporting year; that is, four months after the end of the reporting year. For example, information for the reporting year ended 30 September 2023, must be provided by 31 January 2024.

1.7   GMO must provide a submission annually. In order to provide a consistent historical database, GMO should complete information [without commentary] on the last year of the previous price control. That is, the submission for current reporting year (due no later than 31 January) must also include data on the previous reporting year.

1.8   For future years, the GMO can simply update the existing template with current year information. No changes should be made to historic information without the express consent of the UR.

Submission

1.9   Completed submissions should be submitted electronically to: Gas_networks_responses@uregni.gov.uk

        cc: ciaran.mcsherry@uregni.gov.uk and daniel.barnes@uregni.gov.uk

1.10   Further to the initial submission there may be optional further steps:

- Questions and queries.

- Site visit(s) to discuss and understand information.

- Re-submission (only at the express permission/request of UR).

- UR reserves the right to appoint an "examiner" to substantively look at specified areas of the reporting and audit any issues that may arise from time to time.

Workbook Content

1.11   The data reporting template is an MS Excel workbook. This workbook contains:

a)   Reference worksheets, including:

        (i)   An index

        (ii)   A key

      (iii)   Inflation figures for converting monetary values from nominal to real terms

   b)   Worksheets for GMO to complete, covering the following areas:

      (i)   Overall GMO costs [split by MEL and GNI (UK)]

      (ii)   Key Performance Indicators (KPIs)

      (iii)   Industry data

1.12   The worksheets must be completed by taking into account the requirements set out in this guidance document. This chapter provides some general instruction for the workbook. Subsequent chapters contain more detailed guidance on each of the worksheets.

Data Entry

1.13   For ease of use, the cells of the worksheet are colour coded, with a key provided in the workbook. The GMO should enter data into the yellow input cells on an annual basis, providing year end actuals. Future years are shown but should not be completed until after the relevant year end.

1.14   Pink cells represent historical data. In order to provide a consistent historical database, GMO should complete information [without commentary] on the last year of the previous price control. Historic data should not be changed unless numbers previously provided were wrong. If this is the case, the change must be identified and described in the supporting commentary.

1.15   More generally, the structure of the worksheets should not be changed, nor should worksheets be deleted, or additional ones added, without the instruction of the Authority.

1.16   Unless stated otherwise, prices should be entered in nominal terms and provided in units of £m (displayed to three decimal places). If conversion is required between nominal and real terms, then the information provided in the 'Inflation' workbook of the template should be used. Any values of zero should be entered as such (and not just left blank unless otherwise instructed).

1.17   GMO should provide data for the current reporting year and, for the first submission under this guidance, the previous reporting year in the last price control period.

1.18   Unless stated otherwise in the RIGs, GMO should use the same policies and procedures to estimate and allocate costs as in the preparation of the GT22 submission to the Authority. Where this is not the case, any divergences

from previous policies and procedures must be stated in the supporting commentary.

1.19   Costs for the GMO per licensee (Table 1a and 1b) should reconcile with information provided in the relevant TSOs annual returns.

1.20   GMO may append additional information to their submission and describe this in the supporting commentary if it considers this is needed to provide an understanding of the information provided in the template and the associated context.

GMO Commentary Chapter

1.21   Commentary on each table is required as per the chapter guidance. In addition to this, the UR requests a separate written chapter on the general workings of the GMO. This should include the following detail in summary form:

     (i)   A brief description of general GMO activities.

     (ii)   Description of governance arrangements i.e. number and structure of governance committee meetings, reports to the committee, dispute information etc.

     (iii)   GMO compliance responsibilities and performance i.e. licence, network code, EU compliance etc.

     (iv)   Shipper / TSO issues.

     (v)   Any other pertinent information.

1.22   This chapter is required each reporting year, though the description of GMO activities and governance arrangements need only be provided for the current gas year. Thereafter this detail can be provided on an exception basis i.e. where circumstances are outside the norm or change from the base year.

Template Errors

1.23   In the event of the GMO identifying errors in the templates after they have been sent out for completion, the following procedure shall be followed:

     a)   Upon identifying an error, GMO should send details to the Authority using this email: Gas_networks_responses@uregni.gov.uk cc: ciaran.mcsherry@urgni.gov.uk & daniel.barnes@uregni.gov.uk. GMO should not correct the error in the version to be submitted without the Authority confirming it should do so.

b) The Authority will assess the details provided to establish if there is an error.

c) If the Authority considers it feasible and appropriate for the current reporting year, the Authority will correct the error by amending the template and /or clarifying the guidance and confirm to the GMO that it should use these for their submission.

d) If the Authority considers it is not feasible and appropriate for the current reporting year, the Authority will log the error and address it when preparing templates for the following reporting year.

1.24 In the event that UR identifies an error, we will follow the above steps b) to d).

2. Table 1 – GMO Costs

Covering: GMO Staff, GMO Administration, Contracts & Licences, Grid Control, Major IT Projects, Network Codes, SCADA and European Compliance

General Purpose

2.1   The purpose of this table is to provide a consistent reporting template for single system operation. It will help provide an understanding of cost movements over time and the differing burdens on each party to the GMO.

Instructions

2.2   This table has 26 lines in total. It covers all **direct** GMO cost elements. It also includes a line (L1a) to capture the number of full time equivalents. Centralised costs such as CEO, Board costs, HR functions etc. should not be reported here.

2.3   The table should be completed by the GMO but be consistent with MEL and GNI (UK) figures reported in their annual returns. Table 1a and T1b will provide the split between MEL and GNI (UK) respectively. Table 1 should equal the sum of T1a and T1b.

2.4   Lines in *red italicised text* (L4a – L4d & L10a – L10e) are for the GMO to change and customise as required.

2.5   All financial costs should be recorded in nominal prices. Costs will generally be recorded in £ millions to 3 decimal places (DP), unless otherwise stated.

2.6   Column -1&-2 should contain historic data from the previous price control. Columns 1-5 will contain actual information from GT22, to be completed on an annual basis. This should align with TSO submission figures.

Company commentary

2.7   Alongside the tables the company should provide commentary detailing:

- Explanation of movement in cost lines with emphasis on any changes +/-20% on the previous year.

- Any atypical or 'one-off' costs that have incurred.

- Differences between actuals and GT22 allowances of +/-10% on the summary lines.

- Any additional details explaining cost movements e.g. workload,

timings of activity etc.

- Detail around activities and responsibilities allocated to each party.

- Explanation of spend on the IT system and any issues that have arisen.

- Any change in staff numbers and costs.

- Commentary on the accuracy of reported information.

Audit Check

Line	Audit Check
T1, L19	Line 19 = T1a, L19 plus T1b, L19.
T1, L20	Line 20 = T1a, L20 plus T1b, L20.
T1, L21	Line 21 = T1a, L21 plus T1b, L21.
T1, L22	Line 22 = T1a, L22 plus T1b, L22.
T1, L23	Line 23 = T1a, L23 plus T1b, L23.
T1, L24	Line 24 = T1a, L24 plus T1b, L24.
T1, L25	Line 25 = T1a, L25 plus T1b, L25.
T1, L26	Line 26 = T1a, L26 plus T1b, L26.

Table 1 – Line Guidance

A – GMO Staff Costs

1	Staff Costs	£m	3 dp[1]
Definition	All GMO staff labour related costs incurred by the licence holder including the general manager. This includes: • Gross salaries and wages of all employees; • Bonus payments; • Overtime, Standby and Other Allowances; • Employer's National Insurance contributions; • Salary sacrifice payments; • Training costs; • Sick pay; • Pension Costs; • Sickness benefits; • Private health insurance;		

[1] DP refers to decimal points.

	• (Non pension related) retirement awards; • Death in service benefits; • Paid leave; • Travel and Subsistence; • Medical insurance costs; • Childcare assistance; • Welfare costs; • Car allowances; • Share based schemes; and • Staff Entertainment.
Processing rule	Input

1a	FTE Employees	nr	1 dp
Definition	Total number of full time equivalent employees in the GMO.		
Processing rule	Input		

B – GMO Administration

2	Office Costs	£m	3 dp
Definition	Any office or other costs associated with the GMO not captured in other lines. This includes: • Rent; • Cleaning; • Utilities; • Laptops or corporate IT costs not captured under line 6 of this table. Any rates associated with a separate office should be reported in the uncontrollable cost table.		
Processing rule	Input		

3	Insurance, Bank Charges & Fees	£m	3 dp
Definition	Direct administrative charges incurred by the GMO including: • Insurance; • Bank charges; • Fees; and • Any other costs.		

Processing rule	Input

C – Contracts and Licenses

4	System Licenses	£m	3 dp
Definition	Cost of any IT licences or contracts managed by and allocated to the GMO budget, if incurred directly for the purposes of system operation.		
Processing rule	Calc: Sum of L4a – L4d		

4a – 4d	System Licenses	£m	3 dp
Definition	Names and costs of each distinct licence, to be customised by the TSOs as required.		
Processing rule	Input		

5	Subscriptions	£m	3 dp
Definition	Cost of subscriptions and professional fees related to system operation e.g. ENTSO-G fees.		
Processing rule	Input		

6	Server Hosting & IT Support	£m	3 dp
Definition	Cost of hosting the server and any professional fees related to support and maintenance of the IT system.		
Processing rule	Input		

7	PSA Admin Fees	£m	3 dp
Definition	Cost of the postalised system administration.		
Processing rule	Input		

D – Grid Control

8	Contractor Fee	£m	3 dp
Definition	Contractor fee for system control room services to monitor and control the operational performance of the transmission network and manage the gas supply interface with the upstream and downstream transporters.		
Processing rule	Input		

9	Other Costs	£m	3 dp
Definition	Any other grid control costs not covered by the contractor fee.		
Processing rule	Input		

E – Major IT System Development

10	Major IT System Upgrades	£m	3 dp
Definition	The sum of any costs related to major system development projects as determined by the UR.		
Processing rule	Calc: Sum of L10a – L10e		

10a	Major IT System Upgrades	£m	3 dp
Definition	Names and costs of each distinct project, to be customised by the TSOs as required.		
Processing rule	Input		

F – Network Code Development

11	Systems Planning	£m	3 dp
Definition	Management cost of network analysis, network code developments, arrangements and processes. Also includes cost of the preparation of the Gas Capacity Statement and other annual publications required for licence and code compliance.		
Processing rule	Input		

12	Shipper Services & Account Management	£m	3 dp
Definition	Includes the costs of shipper services, liaison and account management.		
Processing rule	Input		

13	Network Code IT System Costs	£m	3 dp
Definition	Development and support related to the grid control Gas Transmission Management System (GTMS), and gas transportation services IT systems.		
Processing rule	Input		

14	External Support	£m	3 dp
Definition	Includes the cost of external advisors / consultancy support engaged to implement necessary code modifications.		
Processing rule	Input		

G – SCADA and Comms

15	SCADA Modifications	£m	3 dp
Definition	SCADA and communications systems and equipment associated with monitoring of transmission system operational performance.		
Processing rule	Input		

16	RTU Support	£m	3 dp
Definition	Remote terminal unit support and modification costs.		
Processing rule	Input		

H – UK Compliance & European Engagement

17	UK Compliance & European Engagement	£m	3 dp
Definition	Any costs arising from UK Compliance & European		

	Engagement (to the extent not covered by other lines).		
Processing rule	Input		

I – Network Data

18	**Gas Shrinkage**	kWh	0
Definition	Losses of gas on the respective transmission networks due to leakage, theft etc.		
Processing rule	Input		

J – Totals

19	**GMO Staff Costs**	£m	3 dp
Definition	Cumulative admin costs.		
Processing rule	Copied: copied from L1		

20	**GMO Administration**	£m	3 dp
Definition	Cumulative admin costs.		
Processing rule	Calc: Sum of L2 – L3		

21	**Contracts & Licences**	£m	3 dp
Definition	Cumulative contract and licence costs.		
Processing rule	Calc: Sum of L4 – L7		

22	**Grid Control**	£m	3 dp
Definition	Cumulative grid control costs.		
Processing rule	Calc: Sum of L8 – L9		

23	**Major IT System Development**	£m	3 dp
Definition	Cumulative IT system development costs.		
Processing rule	Copied: copied from L10		

24	Network Code Development	£m	3 dp
Definition	Total network code costs.		
Processing rule	Calc: Sum of L11 – L14		

25	SCADA & Comms	£m	3 dp
Definition	Cumulative SCADA costs.		
Processing rule	Calc: Sum of L15 – L16		

26	UK Compliance & European Engagement	£m	3 dp
Definition	UK Compliance & European Engagement costs.		
Processing rule	Copied: copied from L18		

27	Total GMO costs	£m	3 dp
Definition	Cumulative GMO costs.		
Processing rule	Calc: Sum of L18 – L25		

3. Table 2 – Key Performance Indicators

Covering: Invoice Performance, Costs & Tariffs, IT System Performance, Customer Contacts and Satisfaction Levels

General Purpose

3.1   The purpose of this table is to provide more detailed reporting around key performance indicators (KPIs) of the GMO. It will help provide an understanding of performance over a range of metrics.

Instructions

3.2   This table has 31 lines in total. It covers invoice performance, costs and tariffs, IT system performance, customer contacts and satisfaction levels.

3.3   All financial costs should be recorded in nominal prices. Costs will generally be recorded in £ millions to 3 decimal places (DP), unless otherwise stated.

3.4   Columns 1-5 will contain actual information from GT22 completed on an annual basis.

3.5   For Section B, a number of the lines have the format of the following example:

Line Number	Description	Input to Columns 1-5
1	Name & FD Allowance	**No input required:** GT22 allowance already hardcoded in the columns.
1a	Actual Spend	**Copied:** Actual spend on the line item [in nominal terms].
1b	Actual Spend [Real]	**Calc:** Conversion of spend to March 2021 prices [using inflation tab].
1c	Differential from GT22	**Calc:** Percentage over/underspend from GT22 allowance.

3.6   For Section B, Columns 1-5 will contain hardcoded GT22 allowances for each area of spend. These should not be amended. UR will re-issue template if an interim allowance is given.

Company commentary

3.7   Alongside the table the company should provide commentary detailing:

- Explanation of current KPI levels and internal targets the GMO is working toward.

- Reason for any performance reasonably below or above expectation.

- Commentary on improvements or deterioration from previous years.

- Commentary on the accuracy of reported information.

- Detail on customer satisfaction survey size and relevant findings.

Invoices

3.8   For the purposes of clarity:

- PS transmission invoices refers to the transmission amounts owed to or by the shipper in accordance with the licence [Gas Transmission Code – Section 17.1.1 (a)].

- CC invoices refers to code charges owed to or by the shipper in accordance with the code [Gas Transmission Code – Section 17.1.1 (b)].

- Balancing gas invoices refers to disbursement amounts associated with balancing the network as per the code [Gas Transmission Code – Section 9.7].

- The "Invoice Day" refers to the 10th business day after the end of each month as per the code [Gas Transmission Code – Section 17.8.1].

- Business day is defined as normal working days excluding Saturday, Sunday and public holidays.

GMO Contacts

3.9   Queries refers to significant written, email, fax or telephone correspondence received by the GMO. All complaints no matter how insignificant must be recorded. Response time is the number of business days between receipt of a complaint/query by the GMO up to and including the day of despatch of a response. For the purpose of this calculation, the day of receipt is counted as day zero and the next business day as day one.

3.10   The number of business days between receipt of a complaint and the despatch of a response is calculated as follows:

Complaint received	Wednesday 30 May (Year)	
Response despatched	Tuesday 05 June (Year)	
Total days	30/31/01/02/03/04/05 May & June	7
Less day of receipt	30 May	1
		6
Less non-business days	01/02 June	2
Response time (business days)		4

3.11   The date of receipt is the date that the complaint/query arrives at the GMO. It is not therefore necessarily the date when it reaches, a customer services section or the date when it is opened, both of which could be later than the date of arrival.

3.12   For the purpose of clarity, a response (Line 26) is defined as a response that does one or more of the following:

- Provides an explanation of the relevant policy or procedure and indicates why, in the GMO's opinion, no further action on the complaint is required; or

- Provides a holding response for further action.

3.13   A comprehensive response (Line 28) is defined as one that does one or more of the following:

- Informs the customer that action to resolve the complaint has been taken and identifies when the action occurred; or

- Informs the customer of when action to resolve his/her complaint will be taken if action cannot be taken immediately.

3.14   A comprehensive response must substantively answer all issues/questions raised by the customer/shipper.

Customer Satisfaction

3.15   The satisfaction section covers two lines; a customer advocacy measure and a satisfaction score.

Line 30 – Customer Advocacy Measure

3.16   The customer advocacy measure is a **net promoter** satisfaction score generated by survey responses where customers stipulate how likely they would be to recommend the GMO. The question should refer, '*How likely would you be to recommend the GMO to a friend or colleague?*' (1 = 'not at all likely' and 10 = 'extremely likely').

3.17   The advocacy score is calculated by grouping respondents as follows:

- **Promoters** (score 9 – 10) are enthusiastic about the service being provided.

- **Passives** (score 7 – 8) are satisfied but unenthusiastic.

- **Detractors** (score 1 – 6) are unhappy about GMO services.

3.18   The score is calculated by subtracting the percentage of detractors from the percentage of promoters. It can therefore range from -100 to +100. For example, following a survey where the results are as follows: 70% promoter, 20% passive and 10% detractors, the customer advocacy score = (70% - 10%) * 100 = 60.

3.19   Following a survey where the results are as follows: 30% promoter, 20% passive and 50% detractors, the advocacy score = (30% - 50%) * 100 = -20.

Line 31 – Satisfaction Score

3.20   The satisfaction score is a percentage generated by survey responses where customers stipulate how satisfied are with the GMO. The question should refer, '*I am satisfied with the services provided by the GMO*' (1 = 'strongly agree and 5 = 'strongly disagree').

3.21   The satisfaction score is calculated by reporting the percentage of respondents who either strongly agree or agree that they are satisfied with GMO services.

3.22   For example, following a survey where the results are as follows: 30% strongly agree, 50% agree, 5% don't know, 10% disagree, 5% strongly disagree, the customer satisfaction score = (30% + 50%) = 80%.

3.23   Following a survey where the results are as follows: 20% strongly agree, 25% agree, 15% don't know, 30% disagree, 10% strongly disagree, the customer satisfaction score = (20% + 25%) = 45%.

Audit Check

Line	Audit Check
T2, L19a	Line 19a should equal T1, L26

Table 2 – Line Guidance

A – Financial KPIs – Invoices

1	Total number of PS transmission invoices issued	nr	0 dp
Definition	Total number of Postalised System transmission invoices issued throughout the year in accordance with the licence.		
Processing rule	Input		

2	Number of PS invoices issued by the "Invoice Day"	nr	0 dp
Definition	Number of PS invoices issued by the 10th business day of the following month.		
Processing rule	Input		

3	% of PS transmission invoices issued on time	%	1 dp
Definition	Percentage of invoices issued on time.		
Processing rule	Calc: (L2 ÷ L1) * 100		

4	Total number of CC invoices issued	nr	0 dp
Definition	Total number of Code Charge invoices issued throughout the year in accordance with the Gas Transmission Code.		
Processing rule	Input		

5	Number of CC invoices issued by the "Invoice Day"	nr	0 dp
Definition	Number of CC invoices issued by the 10th business day of the following month.		
Processing rule	Input		

6	% of PS transmission invoices issued on time	%	1 dp
Definition	Percentage of invoices issued on time.		
Processing rule	Calc: (L5 ÷ L4) * 100		

7	Total number of balancing gas invoices issued	nr	0 dp
Definition	Total number of balancing gas invoices issued throughout the year in accordance with the Gas Transmission Code.		
Processing rule	Input		

8	Number of balancing invoices issued by the "Invoice Day"	nr	0 dp
Definition	Number of balancing gas invoices issued by the 10th business day of the following month.		
Processing rule	Input		

9	% of balancing gas invoices issued on time	%	1 dp
Definition	Percentage of invoices issued on time.		
Processing rule	Calc: (L8 ÷ L7) * 100		

10	Number of prior period adjustments - due to GMO error	nr	0 dp
Definition	Number of prior period adjustments to invoices as a result of GMO calculation errors.		
Processing rule	Input		

B – Financial KPIs – Costs & Tariffs

11	GMO Staff Costs (All) – FD Allowance (Real)	£m	3 dp
Definition	GT22 allowance in March 2016 prices for staff costs.		
Processing rule	GT22 data: No input required		

11a	Actual GMO Staff Costs – (Nominal)	£m	3 dp
Definition	Actual GMO staff by the TSO in nominal prices.		
Processing rule	Copied: copied from T1, L58		

11b	Actual GMO Staff Costs – (Real)	£m	3 dp
Definition	Actual GMO staff opex by the TSO in March 2016 prices.		
Processing rule	Calc: L11a ÷ L3 [Inflation table]		

11c	Percentage Differential from GT22	%	1 dp
Definition	Performance against GT22 allowances in terms of the percentage of over or underspend.		
Processing rule	Calc: (L11b – L11) ÷ L11		

3.24   Lines 12 to line 19 are calculated on the same basis as line 11. They reflect performance against the summary opex lines in Table 1, Section I [Totals].

20	Tariff setting process carried out accurately (pre-gas year)	Y/N	
Definition	Tariff process carried out accurately and correctly without need for revision pre-gas year.		
Processing rule	Input: Yes or No		

21	Reconciliation process carried out accurately (post-gas year)	Y/N	
Definition	Reconciliation process carried out accurately and correctly without need for revision post-gas year.		
Processing rule	Input: Yes or No		

C – GMO IT System

22	Delphi IT system - Number of planned outages	nr	0 dp
Definition	Number of planned outages throughout the year.		
Processing rule	Input		

23	Delphi IT system - Number of unplanned outages	nr	0 dp
Definition	Number of unplanned outages throughout the year.		
Processing rule	Input		

24	Delphi IT system - Availability of use	%	1 dp
Definition	Percentage of time that the Delphi system is available for users. Full usage would be reported as 100%.		
Processing rule	Input		

D – GMO Contacts

25	Number of queries / complaints received	nr	0 dp
Definition	Number of significant written, email, fax or telephone queries and all complaints received by the GMO throughout the year.		
Processing rule	Input		

26	Number of responses issued within 5 business days	nr	0 dp
Definition	Number of responses [including holding responses] provided within five business days.		
Processing rule	Input		

27	% of issues responded to within 5 business days	%	1 dp
Definition	Percentage of queries and complaints responded to in some fashion within five business days, even if not comprehensively resolved.		
Processing rule	Calc: (L26 ÷ L25) * 100		

28	Number of comprehensive responses issued within 10 business days	nr	0 dp
Definition	Number of comprehensive responses provided within ten business days. A comprehensive response is defined as one that does one or more of the following: • Informs the customer that action to resolve the complaint has been taken and identifies when the action occurred; or • Informs the customer of when action to resolve his/her complaint will be taken if action cannot be taken immediately.		
Processing rule	Input		

29	% of issues resolved within 10 business days	%	1 dp
Definition	Percentage of queries and complaints comprehensively resolved within ten business days.		
Processing rule	Calc: (L28 ÷ L25) * 100		

E – Customer Satisfaction Levels

30	Customer advocacy measure	nr	1 dp
Definition	Net promoter satisfaction score generated by survey responses where customers stipulate how likely they would be to recommend the GMO. The score is calculated by subtracting the percentage of detractors from the percentage of promoters. It can therefore range from -100 to +100.		
Processing rule	Input		

31	Satisfaction score	%	1 dp
Definition	Percentage of survey responses who either 'strongly agree' or 'agree' that they are satisfied with GMO services.		
Processing rule	Input		

4. Table 3 – Industry Data

Covering: Relevant Gas Industry Information

General Purpose

4.1 The purpose of this table is to provide gas industry data for interested parties.

Instructions

4.2 This table has 10 lines in total. It covers trading activity and volumes, balancing transactions, tariff performance against forecasts and the reconciliation payments.

4.3 Costs will generally be recorded in £ millions to 3 decimal places (DP), unless otherwise stated.

4.4 Columns -2 and -1 should contain historic data from the previous price control. Columns 1-5 will contain actual information from GT22 period completed on an annual basis.

Company commentary

4.5 Alongside the table the company should provide some brief commentary detailing:

- Reasons for significant changes from previous years.

- Atypical outcomes and the cause.

- Explanation for the size of bullet payments.

A – Industry Data

1	NIBP - Number of trades	nr	0 dp
Definition	Number of gas trades at the NI Balancing Point.		
Processing rule	Input		

2	NIBP - Volume of trades	kWh	0 dp
Definition	Volume of gas trades at the NI Balancing Point.		
Processing rule	Input		

3	Secondary capacity - Number of trades	nr	0 dp
Definition	Number of secondary capacity gas trades.		
Processing rule	Input		

4	Secondary capacity - Volume of trades	kWh/d	0 dp
Definition	Volume of secondary capacity gas trades.		
Processing rule	Input		

5	Number of balancing transactions	nr	0 dp
Definition	Number of balancing transactions.		
Processing rule	Input		

6	Volume of balancing transactions	kWh	0 dp
Definition	Volume of balancing transactions.		
Processing rule	Input		

7	Transportation capacity vs forecast	kWh/d	0 dp
Definition	Difference between actual booked capacity versus that forecast in the tariff process. Either a +/- number depending if actuals are greater (+) or less than (-) forecast.		
Processing rule	Input		

8	Transportation volume vs forecast	kWh	0 dp
Definition	Difference between actual gas volumes versus that forecast in the tariff process. Either a +/- number depending if actuals are greater (+) or less than (-) forecast.		
Processing rule	Input		

9		Transportation revenue vs forecast	£m	3 dp
Definition		Difference between actual revenue recovered versus that forecast in the tariff process. Either a +/- number depending if actuals are greater (+) or less than (-) forecast.		
Processing rule		Input		

10		Reconciliation payment at year end	£m	3 dp
Definition		Reconciliation payment to/from shippers based on the difference between actual revenue recovered versus that required by TSOs.		
		Figure should be entered as either a +/- number depending if payments will be made to shippers (+) or addition revenue is required from shippers (-).		
Processing rule		Input		

Annex A

GT22 Final Determination accompanies this document.