

## EU Phase 2 – Lessons Learned



## Background

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- EU Phase 2 project began in 2013 and completed in Q4 2015.
- Implemented CAM, Balancing and much of Interoperability codes
- Key changes
  - Interconnection point capacity rules – PRISMA
  - Gas Day
  - IP Nominations
  - Operational Balancing Accounts at IPs
- Lessons learned session in January

# Feedback Received

## EU Code Development

Area		Feedback
Info / insights provided during the EU code development stage.		Updates provided by NG are very useful and widely circulated. Considered to be the most transparent of EU TSOs. Stakeholders understood how to contribute to the debate.
Awareness of key issues		Generally the impacts were well understood by NG and stakeholders. Gas day impacts were slow to be understood.

### Actions

Continue to provide regular updates of forthcoming developments (e.g. Tariff Code)

Continue to encourage GB stakeholder involvement

Try to better understand the wider impacts of proposals and have a less TSO centric view

# Feedback Received

## Code Translation / UNC Development

Area		Feedback
Packaging of issues into UNC mods		12 UNC mods in total. Stakeholders felt that this was well managed although some mods were still “beasts”.
Creation of the European Interconnection Document		Having most of the new rules in one place was a pragmatic way to minimise changes to the rest of the legal text.
Approach to debate on issues		Generally very good but occasionally National Grid took an entrenched position. “BBL units” issue cited as an example of this.
Delays in approvals		Some criticism of Ofgem that mod 501 (Bacton split) was approved very late and this impacted some shippers.

### Actions

Continue to work through issues with stakeholders from an early stage and liaise with Ofgem to try to minimise any delays to approvals (recognising that due process needs to be followed).

# Feedback Received

## Change / Systems Implementation

Area		Feedback
Comms to the industry throughout 2015		Generally, communications leading up to October were good. The workshops and seminars held in Warwick were particularly welcomed as an opportunity for the “right people” to get together.
Gemini system testing / user trials		Environment issues meant that original User Trial period was inadequate. Decision to extend user trials by 3 weeks was taken quite late.
Comms in the period just before and just after go-live		Dedicated web-page and FAQs welcomed but was a “typical NG web-page. Hard to find and some contradictory information”. Communication of post go-live issues was poor.
Issue ownership and resolution during Post Implementation Support period		Major concern from some stakeholders. Poor ownership of issues by NG staff. Not clear who to contact to get things resolved. Shippers needed to raise issues several times and escalate in order to get resolution. Some issues took too long to resolve
Gemini Service Desk		Issues reported with the performance of and service provided by the Gemini Service Desk

# Feedback Received

## Change / Systems Implementation

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### Actions

Dedicated communication and engagement manager for EU phase 3 implementation, responsible for ensuring clear and timely messages are delivered. Act as a single point of contact into the project team.

Web page(s) to be redesigned and in place much earlier for phase 3. Web page to focus on the impacts to shippers and be more actively managed.

Use of mail chimp for regular communications to stakeholders; Giving the readers options to opt in or out of receiving info and giving us much better intelligence about whether key messages are being read.

We will ensure that better post implementation support is available across the project i.e. better support / training in the NG control room, more effect support from the Xoserve project team (including service desk) and more effective management of issues from the project team and the business.

Work ongoing to understand the issues with and improve the service provided by the Gemini Service Desk. New scripts are being developed, (re-)training where needed, faster service from Application Support team, etc. Ahead of phase 3, additional support and training will be provided.

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**Any further issues?**