

# I HAVE A QUERY...



Putting you in touch with the **RIGHT** people...

**FOR GAS TRANSMISSION QUERIES ONLY**

**FOR DOMESTIC GAS QUERIES, PLEASE CONTACT YOUR NETWORK OPERATOR**

[Energy Networks / Who is my Network Operator?](#)

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**Please Note:** National Grid 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 [Energy Networks / who is my Network Operator](#) website. If however your query is billing related, then please contact your gas supplier.

## ...PREFACE

Recent Customer satisfaction survey feedback has revealed an inherent difficulty experienced by you, our customers, in finding the right person to talk to in relation to specific operational gas queries and indeed resolution of those queries in an efficient manner. In response, we have developed the following

'I have a QUERY...' Contact List.

The Contact List is derived from a number of Gas Transmission common queries; queries raised by you, our customers. Its purpose is to make finding the right subject matter expert within National Grid, quicker and easier than ever before.

However, if your query relates to a **Domestic** gas connection or meter exchange, please contact your Network Operator. To help identify your Network Operator, simply visit [Energy Networks / Who is my Network Operator](#) website. If your query is billing related, then please contact your gas supplier.

We hope you find the contact list comprehensive and useful and, urge you to get in touch with us should you feel there is anything that we have missed.

Kind regards,

**Hayley Johnson**

Operational Liaison

[Hayley.Johnson@nationalgrid.com](mailto:Hayley.Johnson@nationalgrid.com)

***Please Note: Should you need to raise a query, please make initial contact by using the 'Team Contact' details. Escalation contacts should ONLY be used if a query has already been raised, but has not been responded to in a timely manner.***

## SMELL GAS / GAS EMERGENCY?

Or, do you need to report a gas or carbon monoxide emergency. Has a pipeline been struck (even if no gas leak has occurred)?

If so, please call:

**0800 111 999** (24 hrs a day)

# I have a QUERY about...

## ...NATIONAL GRID PUBLICATIONS

- Gas Ten Year Statement (GTYS) - [Box.SystemOperator.GTYS@nationalgrid.com](mailto:Box.SystemOperator.GTYS@nationalgrid.com)
- Gas Future Operability Planning (GFOP) - [Box.GFOP@nationalgrid.com](mailto:Box.GFOP@nationalgrid.com)
- Future Energy Scenarios - [FES@nationalgrid.com](mailto:FES@nationalgrid.com)
- Winter & Summer Outlook - [Marketoutlook@nationalgrid.com](mailto:Marketoutlook@nationalgrid.com)
- Winter Review & Consultation - [Marketoutlook@nationalgrid.com](mailto:Marketoutlook@nationalgrid.com)
- Transmission Planning Code – [ntsinvestment@nationalgrid.com](mailto:ntsinvestment@nationalgrid.com)
- Generic Revenue Driver Methodology – [ntsinvestment@nationalgrid.com](mailto:ntsinvestment@nationalgrid.com)

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

## ...GAS CONNECTIONS

### **Not a National Grid Customer?**

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

### **Are you a National Grid Customer?**

- Want to make a modification to an existing National Transmission System (NTS) 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@nationalgrid.com](mailto:Box.UKT.Customerlifecycle@nationalgrid.com)

**For escalation:** Eddie Blackburn - [eddie.j.blackburn@nationalgrid.com](mailto:eddie.j.blackburn@nationalgrid.com)

### **Do you have a gas meter query or wish to move your gas meter?**

**24/7 National Grid Metering Contact Centre: 0845 606 6766**

## ...GAS DIVERSIONS

Several National Grid 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 Grid's assets.

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

**...PROJECT CLOCC (CUSTOMER LOW COST CONNECTIONS)**

Project CLoCC is National Grid's successful entry into the 2015 Gas National Innovation Competition (NIC) and aims to minimise the cost and time of new Customer connections to the National Transmission System (NTS).

**Team contact:** [Box.ProjectCLOCC@nationalgrid.com](mailto:Box.ProjectCLOCC@nationalgrid.com)

**For escalation:** Anne Marie Liszczyk - [Anne-Marie.Liszczyk@nationalgrid.com](mailto:Anne-Marie.Liszczyk@nationalgrid.com)

**...GAS QUALITY**

Want to find out about how we regulate gas quality in the National Transmission System (NTS) as a safety measure, including details on gas contents and components?

**Team contact:** [Box.OperationalCompl@nationalgrid.com](mailto:Box.OperationalCompl@nationalgrid.com)

**For escalation:** Craig James – [Craig.James@nationalgrid.com](mailto:Craig.James@nationalgrid.com)

**...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@nationalgrid.com](mailto:remit@nationalgrid.com) / 01926 656 474

**For escalation:** Karen Thompson – [karen.thompson@nationalgrid.com](mailto:karen.thompson@nationalgrid.com)

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

**...TRANSMISSION OPERATIONAL DATA (MIPI) & 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.

**DATA ITEM EXPLORER REPORTS**

Balancing	<a href="mailto:box.energytracking@nationalgrid.com">box.energytracking@nationalgrid.com</a>	01926 65 46 41
Calorific Value	<a href="mailto:box.energytracking@nationalgrid.com">box.energytracking@nationalgrid.com</a>	01926 65 46 41
Demand	<a href="mailto:box.operationalperformance@nationalgrid.com">box.operationalperformance@nationalgrid.com</a>	
Entry / Exit Capacity	<a href="mailto:capacityauctions@nationalgrid.com">capacityauctions@nationalgrid.com</a>	01926 65 40 57
Linepack	<a href="mailto:box.operationalperformance@nationalgrid.com">box.operationalperformance@nationalgrid.com</a>	
LNG	<a href="mailto:box.operationalliaison@nationalgrid.com">box.operationalliaison@nationalgrid.com</a>	01926 65 64 74
Price	<a href="mailto:box.nts.energybalance@nationalgrid.com">box.nts.energybalance@nationalgrid.com</a>	
Shrinkage	<a href="mailto:box.Shrinkage&amp;Emissions@nationalgrid.com">box.Shrinkage&amp;Emissions@nationalgrid.com</a>	
Storage	<a href="mailto:box.operationalliaison@nationalgrid.com">box.operationalliaison@nationalgrid.com</a>	01926 65 64 74
Weather	<a href="mailto:box.operationalperformance@nationalgrid.com">box.operationalperformance@nationalgrid.com</a>	
Physical Flows	<a href="mailto:box.operationalliaison@nationalgrid.com">box.operationalliaison@nationalgrid.com</a>	01926 65 64 74

**For general Gas Transmission Data queries:** [box.operationalliaison@nationalgrid.com](mailto:box.operationalliaison@nationalgrid.com) / 01926 65 64 74

**For escalation:** Karen Thompson – [karen.thompson@nationalgrid.com](mailto:karen.thompson@nationalgrid.com)

## ...MAINTENANCE

Maintenance is an essential undertaking as part of our role to keep the high pressure gas National Transmission System (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 Grid of any planned maintenance / outages?
- Want to change the date/timescale of planned maintenance?

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

**For escalation:** Toby Thornton – [Toby.Thornton@nationalgrid.com](mailto:Toby.Thornton@nationalgrid.com)

## ...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@nationalgrid.com](mailto:box.operationalliaison@nationalgrid.com) / 01926 656 474

**For escalation:** Karen Thompson – [karen.thompson@nationalgrid.com](mailto:karen.thompson@nationalgrid.com)

## ...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@nationalgrid.com](mailto:capacityauctions@nationalgrid.com) / 01926 65 40 57

**For escalation:** Mike Wassell – [mike.j.wassell@nationalgrid.com](mailto:mike.j.wassell@nationalgrid.com)

## ...GAS TRANSMISSION SYSTEM METERING

**Please Note:** Does not cover domestic or industrial meters installed in the Gas Distribution Networks.

- General metering issues
- Post close-out measurement or allocation issues
- Customer billing issues concerned with reconciliation of post close-out meter or data issues
- Meter validation process
- Unaccounted for Gas (UAG) - This is gas that is not accounted for as delivered to, or offtaken from the National Transmission System (NTS).

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

**For escalation:** Andy Bailey – [Andy.Bailey@nationalgrid.com](mailto:Andy.Bailey@nationalgrid.com)

## ...UK/EU NOMINATION / ALLOCATION ISSUES

Need to raise a measurement or allocation issue for an interconnector?

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

For escalation: Andy Bailey – [Andy.Bailey@nationalgrid.com](mailto:Andy.Bailey@nationalgrid.com)

## ...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@nationalgrid.com](mailto:box.nts.energybalance@nationalgrid.com)

For escalation: Andy Bailey – [Andy.Bailey@nationalgrid.com](mailto:Andy.Bailey@nationalgrid.com)

## ...AFTER THE DAY OPERATIONS

- Measurement or allocation

Team contact: [box.energybalancing@nationalgrid.com](mailto:box.energybalancing@nationalgrid.com) / 01926 65 46 41

For escalation: Andy Bailey – [Andy.Bailey@nationalgrid.com](mailto:Andy.Bailey@nationalgrid.com)

## ...OPERATING MARGINS & CONTRACT SERVICES

Operating Margins (OM) relates to how we, National Grid, 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@nationalgrid.com](mailto:Box.GasContractServices@nationalgrid.com) / 01926 656 005

For escalation: Tahir Mahmood/Mike McCluskey – [tahir.mahmood@nationalgrid.com](mailto:tahir.mahmood@nationalgrid.com) / [Mike.McCluskey@nationalgrid.com](mailto:Mike.McCluskey@nationalgrid.com)

## ...NTS SHRINKAGE INCENTIVE / SHRINKAGE INCENTIVE METHODOLOGY

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

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

For escalation: George Charalampous – [Georgios.Charalampous@nationalgrid.com](mailto:Georgios.Charalampous@nationalgrid.com)

## ...WITHIN DAY OPERATIONS

The following queries are dealt with by our 24 hr manned Gas National Control Centre:

- Physical Notifications, Offtake / Entry Flow Rates: **0870 191 0635**
- Nominations, Capacity Auctions: **0870 191 0636 / 0637**

Gas National Control Centre: [Box.GNCC.ControlRoom@nationalgrid.com](mailto:Box.GNCC.ControlRoom@nationalgrid.com) (for non-urgent queries)

For escalation: Karen Thompson – [karen.thompson@nationalgrid.com](mailto:karen.thompson@nationalgrid.com)

### ...STORAGE OPERATORS DATA OBLIGATION

Team contact: [box.operationalperformance@nationalgrid.com](mailto:box.operationalperformance@nationalgrid.com)

For escalation: Harj Kandola – [Harjinder.Kandola@nationalgrid.com](mailto:Harjinder.Kandola@nationalgrid.com)

### ...DEMAND FORECASTING

Team contact: [box.operationalperformance@nationalgrid.com](mailto:box.operationalperformance@nationalgrid.com)

For escalation: Harj Kandola – [Harjinder.Kandola@nationalgrid.com](mailto:Harjinder.Kandola@nationalgrid.com)

### ...NETWORK EMERGENCY CO-ORDINATOR (NEC), NETWORK GAS SUPPLY EMERGENCIES (NGSE) AND EXERCISES

In the event of a national emergency on the gas network, known as a Network Gas Supply Emergency (NGSE), National Grid 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.

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 [Energy Networks / Who is my Network Operator](#) website.

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

For escalation: Robert Gibson – [Robert.Gibson2@nationalgrid.com](mailto:Robert.Gibson2@nationalgrid.com)

### ...METER POINT REFERENCE NUMBERS

A meter point reference number (MPRN) is the unique identifier for your gas supply point. If you need to know your MPRN, please call the meter point reference line, operated by Xoserve.

The helpline covers all the following distribution networks:

**Cadent** – West Midlands, North West, East of England and North London

**Northern Gas Networks Limited (NGN)** – North East England (including Yorkshire and Northern Cumbria)

**Wales and West Utilities Limited (WWU)** – Wales and South West England

**Scotia Gas Networks (SGN)** – Scotland and Southern England (including South London)

Xoserve Meter Point Reference line: 0870 6081 524

### ...REGISTERING A NEW SHIPPER / TRADER / SUPPLIER

Xoserve: [customerlifecycle.spa@xoserve.com](mailto:customerlifecycle.spa@xoserve.com) / 0845 600 0506 / +44 (0)1216 232 858 (if based overseas)

### ...UNIDENTIFIED GAS (UIG)

Xoserve: [externalrequests.cpm@xoserve.com](mailto:externalrequests.cpm@xoserve.com) / 0845 600 0506 / +44 (0)1216 232 858 (if based overseas)



**...GEMINI**

Xoserve has full responsibility as system manager and system operator of Gemini, on behalf of National Grid.

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

- Gas Nominations / Trades
- Energy Balancing
- NTS Entry Capacity Booking
- NTS Entry Capacity Trading

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

- Long Term NTS Exit Capacity Applications
- NTS Exit Capacity Transfers / Assignments
- Daily NTS Exit Capacity Auctions
- Constraint Management Actions
- NTS Exit Capacity Invoicing

**Xoserve: Service Desk:** [servicedesk@xoserve.com](mailto:servicedesk@xoserve.com) / 0845 600 0506 / +44 (0) 1216 232 858 (if based overseas)

**...ENERGY IDENTIFICATION CODES (EIC) SCHEME**

European Network of Transmission System Operators for Gas (ENTSOG) is acting as Local Issuing Office (LIO) for the Energy Identification Coding Scheme (EIC) for natural gas transmission.

A list of already approved codes per type (Z) can be found by clicking [here](#).

**For more information:** Anton Kolisnyk – [Anton.Kolisnyk@entsog.eu](mailto:Anton.Kolisnyk@entsog.eu) / +32 (0)2 894 51 43

Antonio Gomez – [Antonio.GomezBruque@entsog.eu](mailto:Antonio.GomezBruque@entsog.eu) / +32 (0)2 894 51 27

**...MARKET DEVELOPMENT (GAS)**

- Energy related UNC Modifications
- Balancing Neutrality
- System Management Principles Statement (SMPS)
- Procurement Guidelines
- Gas Quality framework (non-operational)
- Demand Side Response Framework (non-operational)

**Team contact:** [box.gas.market.devel@nationalgrid.com](mailto:box.gas.market.devel@nationalgrid.com)

**For escalation:** Chris Logue – [Chris.Logue@nationalgrid.com](mailto:Chris.Logue@nationalgrid.com)

- Charging Methodology (UNC sections 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

Team contact: [box.transmissioncapacityandcharging@nationalgrid.com](mailto:box.transmissioncapacityandcharging@nationalgrid.com)

For escalation: Chris Logue – [Chris.Logue@nationalgrid.com](mailto:Chris.Logue@nationalgrid.com)

## ...THE FUTURE OF GAS

Subscribe to the website detailed below, to receive direct communications from National Grid in relation to the Future of Gas activities.

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

For more information: Gareth Davies – [Gareth.Davies5@nationalgrid.com](mailto:Gareth.Davies5@nationalgrid.com)

## ...EU POLICY & STRATEGY (GAS)

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

For more information: Mike Thorne – [Mike.Thorne@nationalgrid.com](mailto:Mike.Thorne@nationalgrid.com)

Emma Piercy – [Emma.Piercy@nationalgrid.com](mailto:Emma.Piercy@nationalgrid.com)

## ...STILL NOT SURE WHO YOUR QUERY SITS WITH? WANT TO ESCALATE A QUERY? WANT TO MAKE A COMPLAINT?

Operational Liaison Team: [box.operationalliaison@nationalgrid.com](mailto:box.operationalliaison@nationalgrid.com) / 01926 65 64 74

## ...SMELL GAS / GAS EMERGENCY?

Do you smell gas? Or, do you need to report a gas or carbon monoxide emergency, or has a pipeline been struck (even if no gas leak has occurred)? Please call:

**0800 111 999** (24 hrs a day)