

I have a query...

Putting you in touch with the RIGHT people.



FOR GAS TRANSMISSION QUERIES ONLY

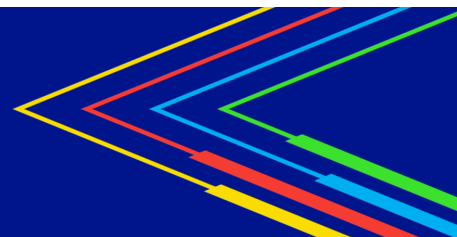
FOR DOMESTIC GAS QUERIES, PLEASE CONTACT YOUR NETWORK OPERATOR

[Who is my Network Operator?](#)

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



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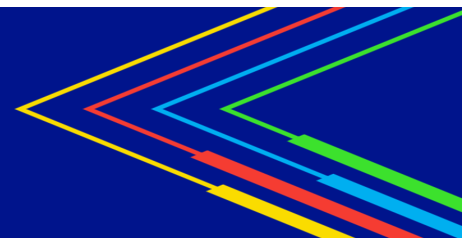
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Please Note: National Grid does **NOT** supply or bill Domestic consumers. If your query relates to a Domestic gas connection or meter exchange, then please contact your Network Operator. To help identify your Network Operator, simply visit the [Energy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

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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.

We want you to use these commitments to hold us to account, so if you don't receive the level of service as laid out in our commitments, please let us know!

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 National Grid query raised, we will issue you a Case Number which can then be used to track the status of your query when contacting us.

We appreciate how frustrating it can be when you have someone else pick up the phone to help you understand the status of a query. No need to worry! A query Case Number will be articulated to you to help not only you but also the person on the receiving end of your query, locate the information you need.

iii. 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.

iv. Access to National Grid and Xoserve central points of contact.

We have included two central points of contact both within National Grid and at Xoserve. These individuals act as relationship managers and can help direct or escalate your query if need be.

- **National Grid**

- Karen Thompson – karen/thompson@nationalgrid.com / 07989 147 584

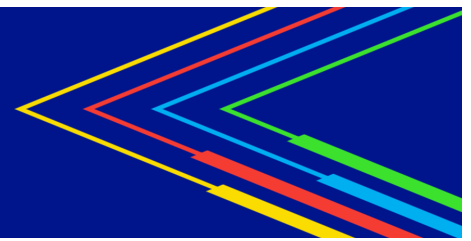
- **Xoserve**

- Helen Field – helen.field@xoserve.com / 0121 623 2536 / 07887 423 740

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I have a query about...

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

For escalation: Eddie Blackburn - eddie.j.blackburn@nationalgrid.com / 01926 656 022

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 / 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).

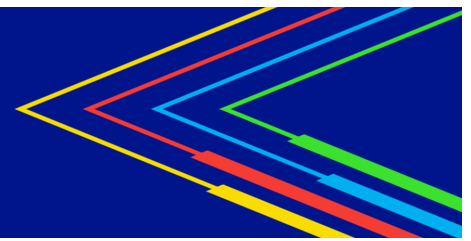
Team contact: Box.ProjectCLoCC@nationalgrid.com

For escalation: Anne Marie Liszczyk - Anne-Marie.Liszczyk@nationalgrid.com / 07973 615 680

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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

For escalation: **Craig James** – Craig.James@nationalgrid.com / **01926 656 372**

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 / **01926 656 474**

For escalation: **Karen Thompson** – karen.thompson@nationalgrid.com / **07989 147 584**

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	box.energytracking@nationalgrid.com	01926 654 641
Calorific Value	box.energytracking@nationalgrid.com	01926 654 641
Demand	box.operationalperformance@nationalgrid.com	
Entry / Exit Capacity	capacityauctions@nationalgrid.com	01926 654 057
Linepack	box.operationalperformance@nationalgrid.com	
LNG	box.operationalliaison@nationalgrid.com	01926 656 474
Price	box.nts.energybalance@nationalgrid.com	
Shrinkage	box.Shrinkage&Emissions@nationalgrid.com	
Storage	box.operationalliaison@nationalgrid.com	01926 656 474
Weather	box.operationalperformance@nationalgrid.com	
Physical Flows	box.operationalliaison@nationalgrid.com	01926 656 474

For general Gas Transmission Data queries: box.operationalliaison@nationalgrid.com / **01926 656 474**

For escalation: **Karen Thompson** – karen.thompson@nationalgrid.com / **07989 147 584**

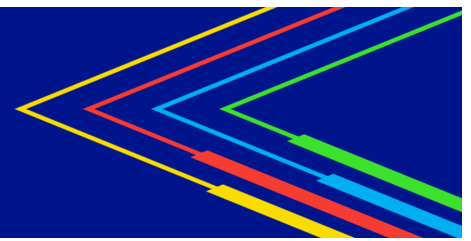
Gas Operational Forum

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.

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Team contact: box.operationaliaison@nationalgrid.com / 01926 656 474

For escalation: Karen Thompson – karen.thompson@nationalgrid.com / 07989 147 584

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

For escalation: Glenn Townsend – Glenn.Townsend@nationalgrid.com / 01926 656 010

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 / 01926 654 057

For escalation: Alison Tann – Alison.Tann@nationalgrid.com / 01926 654 122

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

For escalation: Mike Wassell – mike.j.wassell@nationalgrid.com / 07765 220 843

UK/EU Nomination / Allocation issues

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

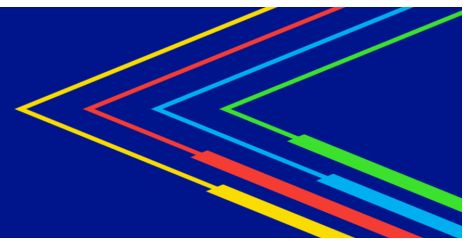
Team contact: Box.NTS.EnergyBalance@nationalgrid.com

For escalation: Mike Wassell – mike.j.wassell@nationalgrid.com / 07765 220 843

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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@nationalgrid.com

For escalation: Mike Wassell – mike.j.wassell@nationalgrid.com / 07765 220 843

After the Day Operations

- Measurement or allocation

Team contact: box.energybalancing@nationalgrid.com / 01926 65 46 41

For escalation: Mike Wassell – mike.j.wassell@nationalgrid.com / 07765 220 843

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 / 01926 656 005

For escalation: Tahir Mahmood – tahir.mahmood@nationalgrid.com / 07964 556 083

NTS 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

For escalation: George Charalampous – Georgios.Charalampous@nationalgrid.com / 07976 406 687

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 (for non-urgent queries)

For escalation: Karen Thompson – karen.thompson@nationalgrid.com / 07989 147 584

Demand Forecasting

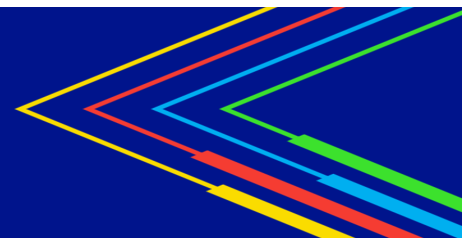
Team contact: box.ntsoperatingplan@nationalgrid.com

For escalation: Craig James – Craig.James@nationalgrid.com / 01926 656 372

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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 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

For escalation: Robert Gibson – Robert.Gibson2@nationalgrid.com / 01926 655 219

National Grid Publications

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

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

Market Delivery

- 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

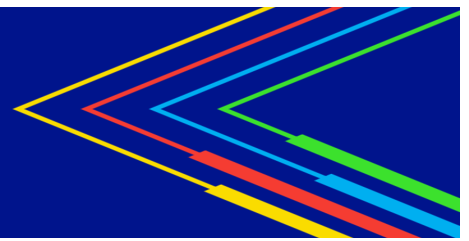
For escalation: Chris Logue – Chris.Logue@nationalgrid.com / 01926 656 733

- 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)

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- Capacity Methodologies

Team contact: box.transmissioncapacityandcharging@nationalgrid.com

For escalation: Chris Logue – Chris.Logue@nationalgrid.com / 01926 656 733

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: Neil Rowley – Neil.Rowley@nationalgrid.com / 07785 381 424

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)
- Brexit

For more information: Dipali Raniga – Dipali.Raniga@nationalgrid.com / 01926 653 462

Neil Rowley – Neil.Rowley@nationalgrid.com / 07785 381 424

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

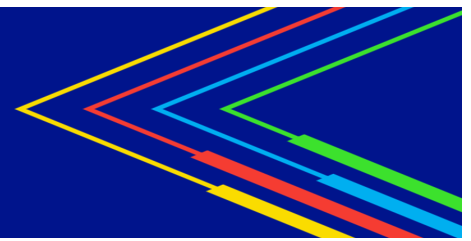
Operational Liaison Team: box.operationalliaison@nationalgrid.com / 01926 656 474

For escalation: Karen Thompson – karen.thompson@nationalgrid.com / 07989 147 584

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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 Helen Field – Xoserve Customer Advocate & point of contact.

Helen Field (Xoserve Customer Advocate) – Helen.field@xoserve.com / 0121 623 2536 / 07887 423 740

Gemini

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

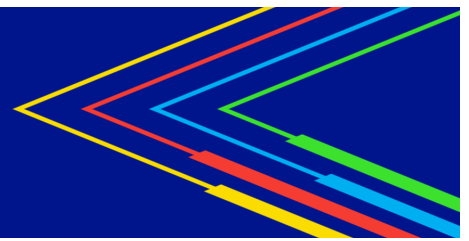
To report a fault or issue with Gemini, follow this [link](#).

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 Xoserve enquiries, please contact the Customer Lifecycle Team:

Team contact: customerlifecycle.spa@xoserve.com