



Meter Read Query Resolution Policy

Version 1.0
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IMPORTANT NOTE

The Commission has directed Bord Gáis Éireann to develop legal drafting of the Unified Code of Operations (“UCOP”) to reflect the Business Rules published by the Commission on 23 July 2004 and the underlying principles of the GMOWG Business Models, and to publish the legal drafting so developed for consultation with industry.

Legal drafting for the General Principles, Capacity, Nominations, Allocations, Balancing, Shrinkage, Administration and NDM Sections of the UCOP was published on 8 October 2004. The remaining sections of the UCOP and the Ancillary Agreements referred to therein is scheduled for publication on or about 19 November 2004. The Procedures, as referenced in the UCOP with respect to the GPRO, FAR and MDS, are based on the relevant GMOWG Business Models.

The attached represents the MDS Meter Read Query Resolution Policy as referenced in the MDS Procedures and is being circulated for consultation with all industry participants including the Commission, Shippers and the Transporter.

The Transporter, therefore, reserves its position accordingly.

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1. Introduction

- 1.1 This policy sets out the responsibilities of the Transporter with respect to queries arising in connection with NDM Meter Reads carried out in accordance with the Meter Data Services (MDS) Procedures.
- 1.2 This policy relates to the following documents:
- Unified Code of Operations – Part D, Section 5 (*Meter Data Services*)
 - Unified Code of Operations – Part I, Section 6 (*Dispute Resolution*)
 - Unified Code of Operations - Part G, Section 3 (*Measurement*)
 - Unified Code of Operations - Part G, Section 4 (*Measurement Equipment Verification*)
 - MDS Procedures
 - Siteworks Procedures
- 1.3 This policy applies only to NDM Meter Reads queries raised by a Shipper on its own behalf or on behalf of an End User.

2. Query occurrence

- 2.1 The Shipper may raise a query with the Transporter, whenever it suspects inaccuracies or errors related to a NDM Meter Read provided by the Transporter.
- 2.2 The Shipper shall notify the Transporter of the nature of its query, in a form prescribed by the Transporter, within twenty (20) Business Days from the date the relevant NDM Meter Read was made available. The Shipper may request that its query be resolved by reference to NDM Meter Reads recorded on the BGT Systems and, subject to section 3.2, by requesting a special read.

3. Query resolution mechanism

- 3.1 A Shipper may request from the Transporter information in respect of NDM Meter Reads recorded on the BGT Systems. If the query is resolved to the Shipper's reasonable satisfaction by recourse to said information no special read will be necessary.
- 3.2 Where the query cannot be resolved pursuant to Section 3.1 above, the Shipper may request the Transporter to visit the premises. The Shipper shall in this circumstance request a special read from the Transporter. The Transporter shall endeavour to read the meter at the relevant NDM Gas Point meter and pass the NDM Meter Read on to the Shipper in accordance with the MDS Procedures.
- 3.3 Should the result of the special read not resolve the query to the reasonable satisfaction of the Shipper, the Shipper may request that the Transporter exchange the meter and test it. The test shall be carried out in accordance with the Siteworks Procedures. Where the meter is found to be working incorrectly, the meter data will be reconciled and a report issued to the Shipper.

4. Query resolution process charges

- 4.1 Where applicable, if the special read data does not reasonably support the NDM Meter Read issued by the Transporter, in respect of which the query arose, the Transporter shall be liable for the cost of the special read.
- 4.2 Where applicable, if the special read does reasonably support the original NDM Meter Read issued by the Transporter, in respect of which the query arose, the cost of the special read shall be borne by the relevant Shipper.
- 4.3 Where the meter is found by the Transporter to be working incorrectly, the cost of replacing the meter will be borne by the Transporter, provided that the same is not due directly or indirectly to the acts or omissions of the End User, the Shipper or any third party.
- 4.4 If a meter test is requested by the Shipper, and the meter is found to be operating correctly, the Shipper shall be liable for the cost of replacing and testing the meter in accordance with the Siteworks Procedures.
- 4.5 The Transporter shall invoice special reads and meter exchange in accordance with the Shipper's Operational Siteworks Service Agreement.
- 4.6 Any query that results in a Dispute (for the purpose of the Code) shall be dealt with in accordance with Part I, Section 6 (*Disputes Resolution*) of the Code.