

Gas MaP Project

MPD20 – Quotation and New Connection Request

Version 3.0

Approved

3rd November 2008

Market Process Definitions

Table of Contents

Table of Contents.....	ii
Revision History	ii
1. Introduction.....	3
1.1 Scope	3
1.2 History of Changes	3
2 Market Process Map.....	4
3 Market Process Description.....	5
4 Supplementary Information.....	8
4.1 Key Notes	8

Revision History		
Version	Date	Revision Description
2.0	26/10/2006	Base-lined on the basis of CER approval on 15/09/2006
2.9	16/09/2008	Draft for approval – baselining for go-live
3.0	03/11/2008	Base-lined on the basis of CER Approval on 17/10/2008.

1. Introduction

1.1 Scope

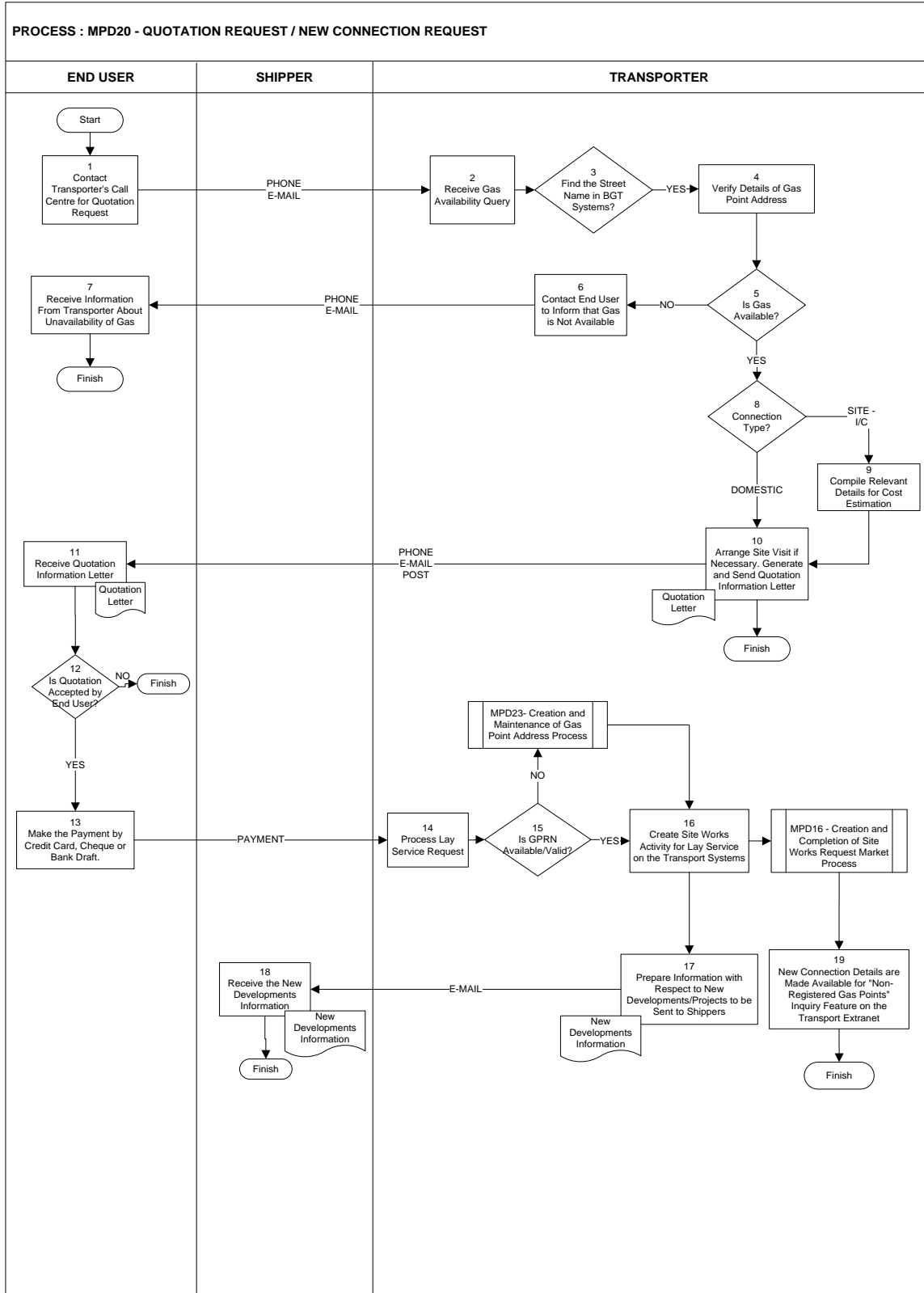
This document covers the processing of quotations and new connection requests for all distribution related NDM sites including domestic, small and large I/C, and site connections. This process covers the receipt of the quotation/new connection request and the related tasks that are completed by the Transporter.

1.2 History of Changes

Source of Changes	Description of Change
CR021	Baselined for go-live and changes made in line with Change Request 021

Market Process Definitions

2 Market Process Map



Market Process Definitions

3 Market Process Description			
Step	Role	Actions	Interfaces
1	End User	The End User contacts the Transporter's Call Centre to request a quotation by telephone or email.	Telephone / E-Mail from End User
2, 3, 4 and 5	Transporter	The Transporter receives the quotation request and attempts to locate the Street Name on the Transport Systems. The Transporter verifies the details of the Gas Point Address and checks if gas is available.	
6		If there is no gas available at the Gas Point Address, the Transporter informs the End User/ Shipper of this fact by telephone or email.	Telephone / E-Mail to End User
7	End User	The End User receives the information about the lack of gas availability from the Transporter. Please refer to "New Connections Policy" document for more information.	
8, 9 and 10	Transporter	If gas is available at the Gas Point Address, the Transporter generates and sends a "Quotation Information Letter" to the End User. (Quotation information is always sent directly from the Transporter to the End User – the Shipper is never	Post / E-Mail to End User

Market Process Definitions

		<p>involved). It may be necessary to arrange a site visit before a quotation can be sent. If the Connection Type is for Site, Small or Large I/C, the Transporter will need to compile Cost Estimation Details in advance of sending the “Quotation Information Letter”.</p> <p>The key data elements of the “Quotation Information Letter” will include:</p> <ul style="list-style-type: none"> ⇒ Customer Name ⇒ Customer Address ⇒ Customer Contact Details ⇒ Premise Point Number ⇒ Quotation Reference Number ⇒ Quotation Details 	
11, 12 and 13	End User	The End User receives the “Quotation Information Letter” and decides whether to proceed with the new connection. If the quotation is acceptable, the End User makes payment to the Transporter by credit card, cheque or bank draft.	Post, Email from Transporter
14, 15	Transporter	The Transporter receives payment and processes the Lay Service Request. If no GPRN is available, The Transporter will initiate <i>MPD23 – Creation and Maintenance of Gas Point Address Market Process</i> .	
16		The Transporter creates a Site Works Activity for	

Market Process Definitions

		Lay Service on the Transport Systems and <i>MPD16</i> – <i>Creation and Completion of Operational Site Works Request Market Process</i> is initiated.	
17		The Transporter prepares the information about New Developments/Projects on the Transport Systems to be sent to Shippers (by email in Excel or Word format).	Email to Shipper
18	Shipper	The Shipper receives the Report sent by the Transporter.	Email from Transporter
19	Transporter	New Connection Details are also made available as part of the “Non-Registered Gas Points Inquiry” feature on the Transport Extranet for Shippers to view.	

4 Supplementary Information

4.1 Key Notes

- ⇒ Shippers will either direct End Users to the Transporter's Call Centre or act on behalf of the End User and contact the Transporter's Call Centre for Quotation and New Connections Requests.
- ⇒ End Users may deal with the Transporter directly. The Shipper may initiate the Quotations Request on behalf of the End User. Once quotation request is received, the Transporter will directly communicate with the End User by Post, Telephone or E-Mail.
- ⇒ Premise Point Number will be given as a reference to the End Users for Transporter's quotations.
- ⇒ Shippers will not be involved in End User New Lay Service Connection Requests. End Users will deal with the Transporter directly. All exchanges of information between the Transporter and End Users will be done manually by Post, Telephone or E-Mail.
- ⇒ Details of New Developments/Projects will be sent to Shippers by email (in Excel or Word format). In advance of Lay Service Completion, the Transporter will issue a report, as agreed in GMARG, on a monthly basis via email. This report will also be available via the Transport Extranet. Please refer to the *Transport Extranet High Level Design Document* for more information. The Transporter will begin issuing reports two months prior to the confirmed Market Opening date. The Report will be for indicative purposes only and will cover projects that have been released for construction. The Report will contain the following information:
 - Area
 - Project Number
 - Location
 - Number of Houses
 - Project Status
 - Builder Name
 - Builder Address

Market Process Definitions

- Builder Phone Number
- ⇒ Shippers will be able to search for New Connections on the Transport Extranet using date range, gas point address and GPRN as search criteria. The completion of Lay Service Site Works activities will trigger the publication of new connection details on the Transport Extranet. Please refer to the *Transport Extranet High Level Functional Design Document* for more information.