

Gas MaP Project

MPD21 – Site Works Inspection

Version 3.0

Approved

3rd November 2008

Market Process Definitions

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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

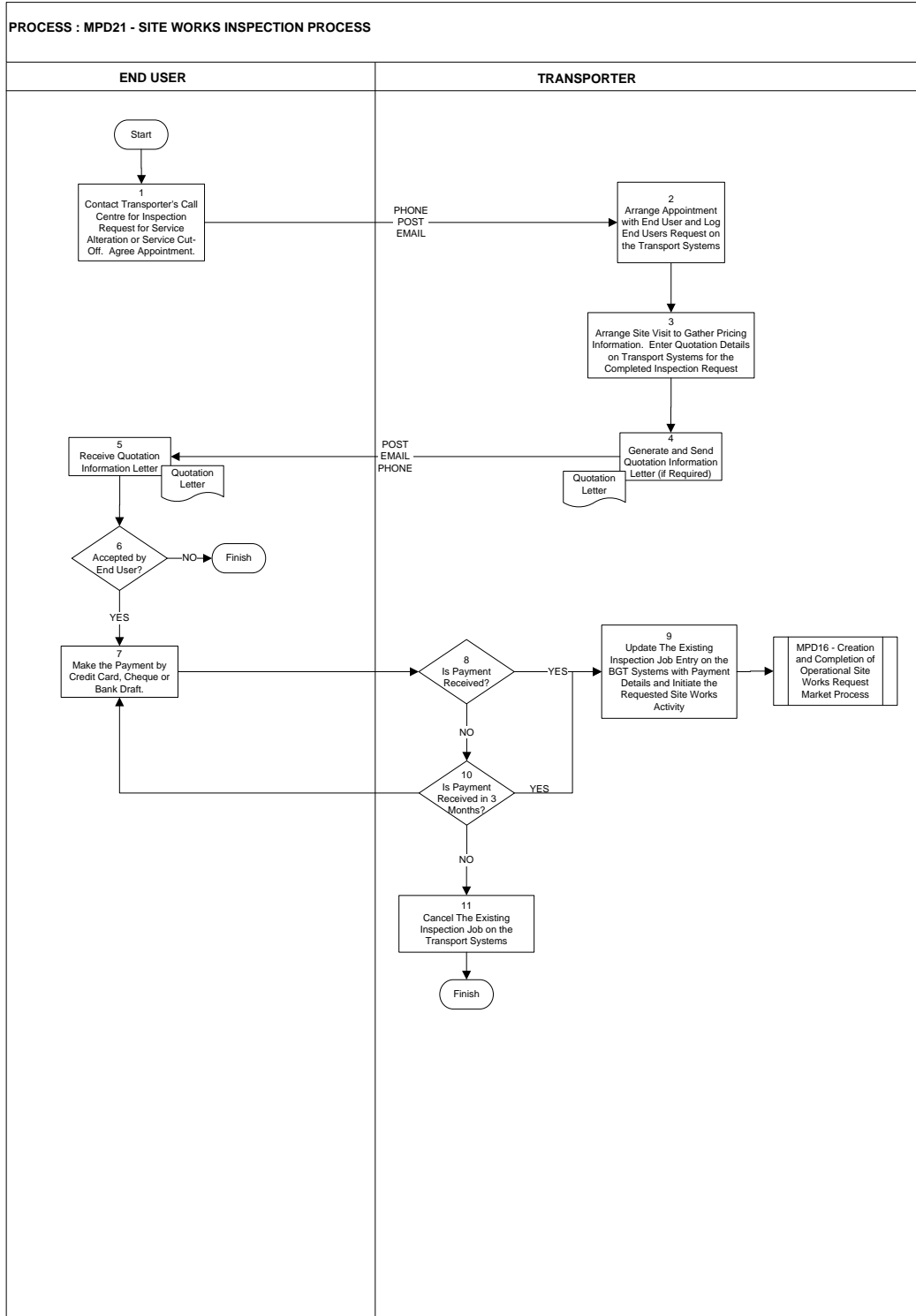
1.1 Scope

This document outlines the Site Works process for managing End User requested inspections for service alterations or service cut-offs.

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

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2 Market Process Map



3 Market Process Description			
Step	Role	Actions	Interfaces
1	End User	The End User contacts the Transporter's Call Centre to request an Inspection for Service Alteration or Service Cut-off.	Post / E-Mail / Telephone from End User
2, 3 and 4	Transporter	<p>The Transporter agrees an appointment with the End User over the phone and logs the Inspection Request on the Transport Systems. A site visit is arranged to gather quotation information and the Quotation Details are entered on the Transport Systems.</p> <p>A Quotation Letter is generated and sent to the End User by post or email or Quotation details are relayed by telephone.</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 ⇒ GPRN ⇒ Quotation Reference Number ⇒ Quotation Details 	Post / E-Mail / Telephone to End User
5	End User	The End User receives the Quotation Letter and decides whether to proceed. If proceeding, the End User makes payment to the Transporter by	Post / Telephone from Transporter

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		credit card, cheque or bank draft.	
8, 10 and 11	Transporter	The Transporter waits for payment to be made. If payment is not received within 3 months, the Inspection Job is cancelled on the Transport Systems.	
9		When payment is received, the existing Inspection Job record is updated on the Transport Systems and the <i>MPD16 – Creation and Completion of Operational Site Works Request Process</i> is initiated.	

4 Supplementary Information

4.1 Key Notes

- ⇒ Shippers will not be involved in Site Works Inspection Requests. End Users will deal with the Transporter directly. The Transporter will directly communicate with the End User by Post or Telephone.
- ⇒ Site Works Inspection Jobs can lead to Service Alteration or Cut-off Site Works Activities. Shippers will not be involved in this process because they require the Transporter to provide Quotations directly to the End User. Shippers will advise End Users to deal with the Transporter directly.
- ⇒ If the service Cut-Off includes disconnection of a registered meter, the relevant Shipper will be notified via daily Meter Read Information market message (M803N). There will be no charge to the shipper for the meter disconnection.