

# CODE OF OPERATIONS MODIFICATION PROPOSAL



MODIFICATION DETAILS				
<b>Modification Number:</b> A090		<b>Modification Title:</b> Invoice Dispute Process		
<b>Modification Proposer:</b>	<b>Modification Representative:</b>	<b>Modification Representative Contact Details (email address):</b>	<b>Date Submitted:</b>	<b>Proposed Implementation Date:</b>
Bord Gáis Energy Limited	Kevin Murray	<a href="mailto:kemurray@bordgais.ie">kemurray@bordgais.ie</a>	February 14th 2018	1 June 2018
<b>Proposal (including rationale):</b>				
<p>It is proposed that a Shipper would be entitled to Dispute all or part of an Invoice issued by GNI and as is accepted practice be entitled to withhold the disputed amount until the matter is resolved.</p> <p>Where the parties are unable to resolve the issue under dispute within three months either party may refer the matter to the Commission for Regulation of Utilities (CRU) to be resolved with the CRU decision being final.</p> <p>GNI may also request the CRU to decide whether a dispute was legitimate or not and where the CRU considers a dispute not be legitimate then if Shipper has raised 2 spurious disputes then the Shipper may be excluded from raising any further disputes for a period of 24 months from a date notified by the CRU or the date when the second dispute was resolved.</p>				
<b>Proposed Implementation Date:</b>				
1 June 2018				
<b>Proposed section of the Code to be modified:</b>				
Part I – 11.7				
MODIFICATION MOTIVATION				
<b>Intended Outcome of the Proposed Modification:</b>				
<p>This modification will help improve the billing process for all parties ensuring Shippers receive the level of back up detail required when approving invoices and as a direct result reducing any frustration which arises between Shippers and GNI.</p> <p>The modification also provides GNI and shippers with protection in being able to escalate the matter to the CRU , while at the same time further protecting GNI from spurious dispute claims, through the exclusion process.</p>				
<b>Benefits of implementing this Modification:</b>				
This provides a dispute process consistent with standard practice.				
<b>Consequences of not making this Modification:</b>				
The current process does not provide a Shipper to proper opportunity to legitimately Dispute an invoice as the 'pay now dispute later' approach provides no incentive on GNI to resolve any disputes.				
<b>Illustrative Example (Please enter a scenario where the issue and solution are illustrated):</b>				
<ol style="list-style-type: none"> <li>1) Provision of an Invoice without any supporting information</li> <li>2) Incorrectly calculated invoice including capacity overruns caused by GNI meter read errors.</li> </ol>				