

## ***STCP14-3 Issue 003 Customer Charging Enquiries***

### **STC Procedure Document Authorisation**

<b>Company</b>	<b>Name of Party Representative</b>	<b>Signature</b>	<b>Date</b>
National Grid Electricity Transmission plc			
SP Transmission Ltd			
Scottish Hydro-Electric Transmission Ltd			
Offshore Transmission Owners			

### **STC Procedure Change Control History**

Issue 1	13/10/2004	BETTA Go-Live version
Issue 2	25/10/2005	Issue 002 incorporating PA034 and PA037
Issue 3	18/09/2009	Issue 003 incorporating changes for Offshore Regime

## **1 Introduction**

### **1.1 Scope**

- 1.1.1 This process defines the data exchange required between the NGET and TOs for the purposes of charging enquiries.
- 1.1.2 This procedure applies to NGET and each TO.
- 1.1.3 For the purposes of this document, the TOs are:
- SPT; and
  - SHETL; and
  - Offshore Transmission Owners

### **1.2 Objectives**

- 1.2.1 The objective of this document is to provide for effective data exchange between NGET and TOs for the purposes of customer charging enquiries.
- 1.2.2 This process specifies the following:
- the responsibilities of NGET and the TOs in relation to charging enquiries;
  - the requirements for exchange of information relating to charging enquiries; and
  - the lines of communication to be used.

### **1.3 Background**

- 1.3.1 NGET will be responsible, inter alia, for the contractual interface with the Users, and will produce the GB Charging Methodologies and levy charges on Users for use of the National Electricity Transmission System. NGET will be the point of contact for enquiries from Users concerning charges billed by NGET. Users who receive bills from NGET will be referred in this STCP to as customers.
- 1.3.2 Enquiries from customers on charging issues may necessitate the provision of information from the TOs where NGET cannot otherwise answer the enquiry.

## **2 Key Definitions**

### **2.1 For the purposes of STCP14-3:**

- 2.1.1 **GB Charging Methodologies** means the Statement of Use of System Charges, the Statement of the Use of System Charging Methodology and the Statement of the Connection Charging Methodology.
- 2.1.2 **NGET Charging Contact** is the named contact within NGET for charging issues as advised to TOs from time to time.
- 2.1.3 **TO Charging Contact** is the named contact within each TO for charging issues as advised to NGET from time to time.

### **3 Procedure**

#### **3.1 Customer Charging Enquiries**

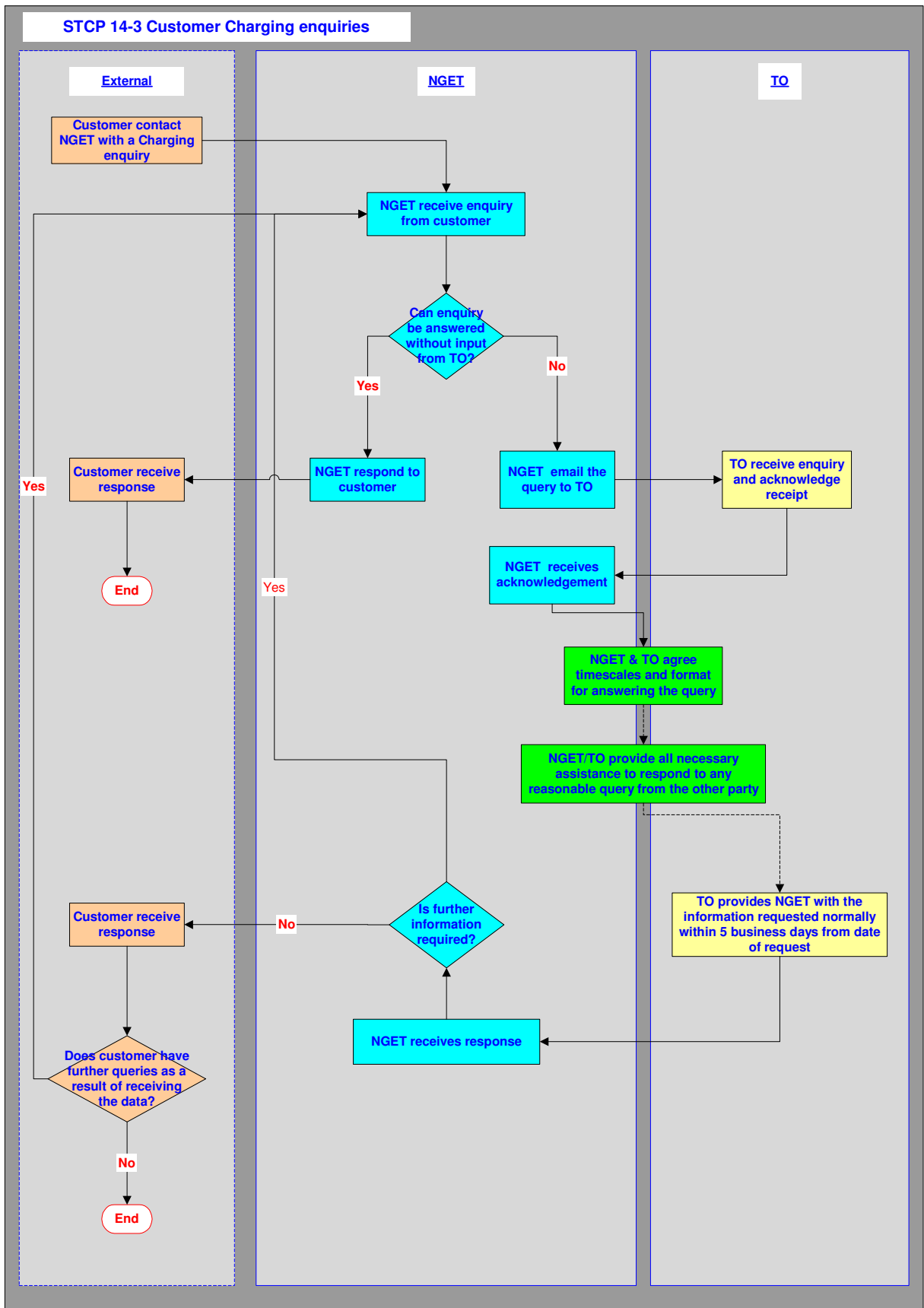
- 3.1.1 The NGET Charging Contact will inform the TO Charging Contact by email of any enquiry received from a customer that NGET cannot answer without input from the TO. The sample format for this email is set out in Appendix B. NGET shall advise the customer when discussions with the TO are required prior to contacting the TO. Wherever possible NGET will request data in advance from the TO where it envisages it would otherwise generate a customer enquiry.
- 3.1.2 The TO Charging Contact will email the NGET Charging Contact upon receipt of the request in 3.1.1, to acknowledge receipt and to agree the format required. Five business days will be given for the production of data from the date of request unless a variation to this timescale is agreed by both NGET and the TO.
- 3.1.3 The TO will provide to NGET the information requested in 3.1.1 in the format agreed within the timescales agreed. **NGET** is responsible for the manner in which the information is sent to the customer.
- 3.1.4 Where further queries are received by NGET from the customer resulting from the information provided by the TO, this procedure will begin once again from 3.1.1.
- 3.1.5 Where NGET requires supplementary information or has further queries of the TO the procedure will begin once again from 3.1.1.
- 3.1.6 NGET will provide all reasonable assistance to respond to any reasonable query from the TO regarding the information request from NGET.
- 3.1.7 The TO will provide all reasonable assistance to respond to any reasonable query from NGET regarding the information submitted to NGET by the TO.

### **4 Use of Substitute Data**

- 4.1 Where no information is provided by the TO within the timescales agreed or the information is subject to dispute, NGET can use information that it believes to be the most accurate whilst the information is verified.
- 4.2 Where substitute information has been used this will be communicated to each relevant User and the TO.

## Appendix A: Flow Diagram

Note that the Process Diagrams shown in this Appendix A are for information only. In the event of any contradiction between the process represented in this Appendix and the process described elsewhere in this STCP, then the text elsewhere in this STCP shall prevail.



## ***Appendix B***

### **Email template**

<b>Charging Enquiry under STCP 14-3</b>	
Request no.:	(Format: YYYY/MM/DD/TO/????)
To (at TO):	
From (at NGET):	
Contact at SO:	
Date of request:	
Date response required:	
User concerned:	
Site:	
Details of enquiry:	

## ***Appendix C: Abbreviations & Definitions***

### ***Abbreviations***

SHETL	Scottish Hydro-Electric Transmission Limited
SPT	SP Transmission Limited
TO	Transmission Owner or Offshore Transmission Owner

### ***Definitions***

#### **STC definitions used:**

National Electricity Transmission System

NGET

User