

# Gas Market Operator Regulatory Instructions & Guidance (RIGs): 2017-18 to 2021-22

# General Instructions

This document sets out the Utility Regulator's (the Authority) Regulatory Instructions and Guidance (RIGs) for the annual reporting of the gas market operator (GMO) costs and outputs. These RIGs provide a framework for the Authority to collect consistent information on an annual basis. The information will help the Authority monitor performance and, over time, will provide a database of performance that will inform subsequent price controls.

## Legal Framework

The information required in these RIGs shall be provided under Condition 1.21 (Regulatory Instructions and Guidance) of the gas TSOs licence. Annual reporting will also fulfil obligations to complete a report on GMO activity required under Condition 2.17.14 of TSO licences.

## Components of the RIGs

The RIGs comprise:

- a) A data reporting template (in MS Excel format), which contains various spreadsheets for completion by the GMO. The template has been developed in line with the GT17 price control.
- b) This document, which contains specific guidance on completion of the data reporting template and also the requirements for supporting commentary.

The annual reporting submission should be well-justified, self-explanatory, consistent in itself and with other submissions. The GMO submission, completed in accordance with these RIGs, will comprise:

- a) A completed data reporting template (in MS Excel format).
- b) Supporting commentary to the various completed worksheets (in MS Word format).
- c) A separate chapter on GMO activity and workings (in MS Word format)
- d) Any additional information or documentation requested in the RIGs and / or which the GMO deems appropriate to provide.

The submission must be accompanied by a letter and statement signed by the General Manager confirming that to the best of their knowledge data is accurate, complete and has been provided in accordance with the guidance.

## Reporting period and timescales

The relevant reporting year for the provision of information runs from 1 October to 30 September of the following calendar year. For example, a reporting year of 2015/16 means the year ended on 30 September 2016. The template and guidance covers the entirety of the existing price control. The UR does not intend issuing guidance each year, unless something is incorrect or changes are required

GMO must provide its submission, completed in accordance with these RIGs, no later than 31 January immediately following the end of the reporting year; that is, four months after the end of the reporting year. For example, information for the reporting year ended 30 September 2018, must be provided by 31 January 2019.

GMO must provide a submission annually. In order to provide a consistent historical database, GMO should complete information [without commentary] on the last year of the previous price control. That is, the submission for reporting year 2017/18 (due no later than 31 January 2019) must also include data on reporting year 2016/17.

For future years, the GMO can simply update the existing template with current year information. No changes should be made to historic information without the express consent of the UR.

## Submission

Completed submissions should be submitted electronically to: [Gas\\_networks\\_responses@uregni.gov.uk](mailto:Gas_networks_responses@uregni.gov.uk)  
cc: [veronika.gallagher@uregni.gov.uk](mailto:veronika.gallagher@uregni.gov.uk)

Further to the initial submission there may be optional further steps:

- Questions and queries.
- Site visit(s) to discuss and understand information.
- Re-submission (only at the express permission/request of UR).
- UR reserves the right to appoint an “examiner” to substantively look at specified areas of the reporting and audit any issues that may arise from time to time.

## Workbook Content

The data reporting template is an MS Excel workbook. This workbook contains:

- a) Reference worksheets, including:
  - i) An index
  - ii) A key
  - iii) Inflation figures for converting monetary values from nominal to real terms
- b) Worksheets for GMO to complete, covering the following areas:
  - i) Overall GMO costs [split by MEL and GNI (UK)]
  - ii) Key Performance Indicators (KPIs)
  - iii) Industry data

The worksheets must be completed by taking into account the requirements set out in this guidance document. This chapter provides some general instruction for the workbook. Subsequent chapters contain more detailed guidance on each of the worksheets.

## Data entry

For ease of use, the cells of the worksheet are colour coded, with a key provided in the workbook. The GMO should enter data into the yellow input cells on an annual basis, providing year end actuals. Future years are shown but should not be completed until after the relevant year end.

Pink cells represent historical data. In order to provide a consistent historical database, TSOs should complete information [without commentary] on the last year of the previous price control. Historic data should not be changed unless numbers previously provided were wrong. If this is the case, the change must be identified and described in the supporting commentary.

More generally, the structure of the worksheets should not be changed, nor should worksheets be deleted or additional ones added, without the instruction of the Authority.

Unless stated otherwise, prices should be entered in nominal terms and provided in units of £m (displayed to three decimal places). If conversion is required between nominal and real terms then the information provided in the ‘Inflation’ workbook of the template should be used. Any values of zero should be entered as such (and not just left blank unless otherwise instructed).

TSOs should provide data for the current reporting year and, for the first submission under this guidance, the previous reporting year in the last price control period.

Unless stated otherwise in the RIGs, TSOs should use the same policies and procedures to estimate and allocate costs as in the preparation of the GT17 submission to the Authority. Where this is not the case, any divergences from previous policies and procedures must be stated in the supporting commentary.

Costs for the GMO per licensee (Table 1a and 1b) should reconcile with information provided in the relevant TSOs annual returns.

GMO may append additional information to their submission, and describe this in the supporting commentary if it considers this is needed to provide an understanding of the information provided in the template and the associated context.

### **GMO Commentary Chapter**

Commentary on each table is required as per the chapter guidance. In addition to this, the UR requests a separate written chapter on the general workings of the GMO. This should include the following detail in summary form:

- 1) A brief description of general GMO activities.
- 2) Description of governance arrangements i.e. number and structure of governance committee meetings, reports to the committee, dispute information etc.
- 3) GMO compliance responsibilities and performance i.e. licence, network code, EU compliance etc.
- 4) Shipper / TSO issues.
- 5) Any other pertinent information.

This chapter is required each reporting year, though the description of GMO activities and governance arrangements need only be provided for the 2017/18 gas year. Thereafter this detail can be provided on an exception basis i.e. where circumstances are outside the norm or change from the base year.

### **Template errors**

In the event of the GMO identifying errors in the templates after they have been sent out for completion, the following procedure shall be followed:

- a) Upon identifying an error, GMO should send details to the Authority using this email: [Gas\\_networks\\_responses@uregni.gov.uk](mailto:Gas_networks_responses@uregni.gov.uk) cc: [veronika.gallagher@uregni.gov.uk](mailto:veronika.gallagher@uregni.gov.uk). GMO should not correct the error in the version to be submitted without the Authority confirming it should do so.
- b) The Authority will assess the details provided to establish if there is an error.
- c) If the Authority considers it feasible and appropriate for the current reporting year, the Authority will correct the error by amending the template and /or clarifying the guidance, and confirm to the GMO that it should use these for their submission.
- d) If the Authority considers it is *not* feasible and appropriate for the current reporting year, the Authority will log the error and address it when preparing templates for the following reporting year.

In the event that UR identifies an error, we will follow the above steps b) to d).

# Table 1

## GMO Costs

Covering:

GMO Staff, GMO Administration, Contracts & Licences, Grid Control, Major IT Projects, Network Codes, SCADA and European Compliance

# Table 1

## GMO Costs

### General Purpose

The purpose of this table is to provide a consistent reporting template for single system operation. It will help provide an understanding of cost movements over time and the differing burdens on each party to the GMO.

### Instructions

This table has 26 lines in total. It covers all **direct** GMO cost elements. It also includes a line (L1a) to capture the number of full time equivalents. Centralised costs such as CEO, Board costs, HR functions etc. should not be reported here.

The table should be completed by the GMO but be consistent with MEL and GNI (UK) figures reported in their annual returns. Table 1a and T1b will provide the split between MEL and GNI (UK) respectively. Table 1 should equal the sum of T1a and T1b.

Lines in *red italicised text* (L4a – L4d & L10a – L10e) are for the GMO to change and customise as required.

All financial costs should be recorded in nominal prices. Costs will generally be recorded in £ millions to 3 decimal places (DP), unless otherwise stated.

Column -1 should contain historic data from the previous price control. Columns 1-5 will contain actual information from GT17, to be completed on an annual basis. This should align with TSO submission figures.

### Company commentary

Alongside the tables the company should provide commentary detailing:

- Explanation of movement in cost lines with emphasis on any changes +/-20% on the previous year.
- Any atypical or 'one-off' costs that have incurred.
- Differences between actuals and GT17 allowances of +/-10% on the summary lines.
- Any additional details explaining cost movements e.g. workload, timings of activity etc.
- Detail around activities and responsibilities allocated to each party.
- Explanation of spend on the IT system and any issues that have arisen.
- Any change in staff numbers and costs.
- Commentary on the accuracy of reported information.

### Audit Check

Line	Audit Check
T1, L18	Line 18 should equal T1a, L18 plus T1b, L18.
T1, L19	Line 19 = T1a, L19 plus T1b, L19.
T1, L20	Line 20 = T1a, L20 plus T1b, L20.
T1, L21	Line 21 = T1a, L21 plus T1b, L21.
T1, L22	Line 22 = T1a, L22 plus T1b, L22.
T1, L23	Line 23 = T1a, L23 plus T1b, L23.
T1, L24	Line 24 = T1a, L24 plus T1b, L24.
T1, L25	Line 25 = T1a, L25 plus T1b, L25.
T1, L26	Line 26 = T1a, L26 plus T1b, L26.

**Table 1 - Line Guidance**
**A GMO Staff Costs**

<b>1</b>	<b>Staff Costs</b>	£m	3 dp <sup>1</sup>
<b>Definition</b>	All <b>GMO staff</b> labour related costs incurred by the licence holder including the general manager. This includes: <ul style="list-style-type: none"> <li>• Gross salaries and wages of all employees;</li> <li>• Bonus payments;</li> <li>• Overtime, Standby and Other Allowances;</li> <li>• Employer's National Insurance contributions;</li> <li>• Salary sacrifice payments;</li> <li>• Training costs;</li> <li>• Sick pay;</li> <li>• Pension Costs;</li> <li>• Sickness benefits;</li> <li>• Private health insurance;</li> <li>• (Non pension related) retirement awards;</li> <li>• Death in service benefits;</li> <li>• Paid leave;</li> <li>• Travel and Subsistence;</li> <li>• Medical insurance costs;</li> <li>• Childcare assistance;</li> <li>• Welfare costs;</li> <li>• Car allowances;</li> <li>• Share based schemes; and</li> <li>• Staff Entertainment.</li> </ul>		
<b>Processing rule</b>	Input		

<b>1a</b>	<b>FTE Employees</b>	nr	1 dp
<b>Definition</b>	Total number of full time equivalent employees in the GMO.		
<b>Processing rule</b>	Input		

<sup>1</sup> DP refers to decimal points.  
 Regulatory instructions and guidance definitions manual 2018  
 Version 2.0 – November 2018

**B GMO Administration**

<b>2</b>	<b>Office Costs</b>	£m	3 dp
<b>Definition</b>	Any office or other costs associated with the GMO not captured in other lines. This includes: <ul style="list-style-type: none"> <li>• Rent;</li> <li>• Cleaning;</li> <li>• Utilities;</li> <li>• Laptops or corporate IT costs not captured under line 6 of this table.</li> </ul> Any rates associated with a separate office should be reported in the uncontrollable cost table.		
<b>Processing rule</b>	Input		

<b>3</b>	<b>Insurance, Bank Charges &amp; Fees</b>	£m	3 dp
<b>Definition</b>	Direct administrative charges incurred by the GMO including: <ul style="list-style-type: none"> <li>• Insurance;</li> <li>• Bank charges;</li> <li>• Fees; and</li> <li>• Any other costs.</li> </ul>		
<b>Processing rule</b>	Input		

**C Contracts and Licences**

<b>4</b>	<b>System Licences</b>	£m	3 dp
<b>Definition</b>	Cost of any IT licences or contracts managed by and allocated to the GMO budget, if incurred directly for the purposes of system operation.		
<b>Processing rule</b>	Calc: Sum of L4a – L4d		

<b>4a – 4d</b>	<b>System Licences</b>	£m	3 dp
<b>Definition</b>	Names and costs of each distinct licence, to be customised by the TSOs as required.		
<b>Processing rule</b>	Input		

<b>5</b>	<b>Subscriptions</b>	£m	3 dp
<b>Definition</b>	Cost of subscriptions and professional fees related to system operation e.g. ENTSO-G fees.		
<b>Processing rule</b>	Input		

<b>6</b>	<b>Server Hosting &amp; IT Support</b>	£m	3 dp
<b>Definition</b>	Cost of hosting the server and any professional fees related to support and maintenance of the IT system.		
<b>Processing rule</b>	Input		



<b>7</b>	<b>PSA Admin Fees</b>	£m	3 dp
<b>Definition</b>	Cost of the postalised system administration.		
<b>Processing rule</b>	Input		

**D Grid Control**

<b>8</b>	<b>Contractor Fee</b>	£m	3 dp
<b>Definition</b>	Contractor fee for system control room services to monitor and control the operational performance of the transmission network, and manage the gas supply interface with the upstream and downstream transporters		
<b>Processing rule</b>	Input		

<b>9</b>	<b>Other Costs</b>	£m	3 dp
<b>Definition</b>	Any other grid control costs not covered by the contractor fee.		
<b>Processing rule</b>	Input		

**E Major IT System Development**

<b>10</b>	<b>Major IT System Upgrades</b>	£m	3 dp
<b>Definition</b>	The sum of any costs related to major system development projects as determined by the UR.		
<b>Processing rule</b>	Calc: Sum of L10a – L10e		

<b>10a</b>	<b>Major IT System Upgrades</b>	£m	3 dp
<b>Definition</b>	Names and costs of each distinct project, to be customised by the TSOs as required.		
<b>Processing rule</b>	Input		

**F Network Code Development**

<b>11</b>	<b>Systems Planning</b>	£m	3 dp
<b>Definition</b>	Management cost of network analysis, network code developments, arrangements and processes. Also includes cost of the preparation of the Gas Capacity Statement and other annual publications required for licence and code compliance		
<b>Processing rule</b>	Input		

<b>12</b>	<b>Shipper Services &amp; Account Management</b>	£m	3 dp
<b>Definition</b>	Includes the costs of shipper services, liaison and account management.		
<b>Processing rule</b>	Input		

<b>13</b>	<b>Network Code IT System Costs</b>	£m	3 dp
<b>Definition</b>	Development and support related to the grid control Gas Transmission Management System (GTMS), and gas transportation services IT systems.		
<b>Processing rule</b>	Input		

<b>14</b>	<b>External Support</b>	£m	3 dp
<b>Definition</b>	Includes the cost of external advisors / consultancy support engaged to implement necessary code modifications.		
<b>Processing rule</b>	Input		

**G SCADA and Comms**

<b>15</b>	<b>SCADA Modifications</b>	£m	3 dp
<b>Definition</b>	SCADA and communications systems and equipment associated with monitoring of transmission system operational performance.		
<b>Processing rule</b>	Input		

<b>16</b>	<b>RTU Support</b>	£m	3 dp
<b>Definition</b>	Remote terminal unit support and modification costs.		
<b>Processing rule</b>	Input		

**H European Compliance**

<b>17</b>	<b>European Compliance</b>	£m	3 dp
<b>Definition</b>	Any costs arising from ensuring compliance with European directives or regulations (to the extent not covered by other lines).		
<b>Processing rule</b>	Input		

**I Totals**

<b>18</b>	<b>GMO Staff Costs</b>	£m	3 dp
<b>Definition</b>	Cumulative admin costs.		
<b>Processing rule</b>	Copied: copied from L1		

<b>19</b>	<b>GMO Administration</b>	£m	3 dp
<b>Definition</b>	Cumulative admin costs.		
<b>Processing rule</b>	Calc: Sum of L2 – L3		

<b>20</b>	<b>Contracts &amp; Licences</b>	£m	3 dp
<b>Definition</b>	Cumulative contract and licence costs.		
<b>Processing rule</b>	Calc: Sum of L4 – L7		

<b>21</b>	<b>Grid Control</b>	£m	3 dp
<b>Definition</b>	Cumulative grid control costs.		
<b>Processing rule</b>	Calc: Sum of L8 – L9		

<b>22</b>	<b>Major IT System Development</b>	£m	3 dp
<b>Definition</b>	Cumulative IT system development costs.		
<b>Processing rule</b>	Copied: copied from L10		

<b>23</b>	<b>Network Code Development</b>	£m	3 dp
<b>Definition</b>	Total network code costs.		
<b>Processing rule</b>	Calc: Sum of L11 – L14		
<b>24</b>	<b>SCADA &amp; Comms</b>	£m	3 dp
<b>Definition</b>	Cumulative SCADA costs.		
<b>Processing rule</b>	Calc: Sum of L15 – L16		
<b>25</b>	<b>European Compliance</b>	£m	3 dp
<b>Definition</b>	European compliance costs.		
<b>Processing rule</b>	Copied: copied from L17		
<b>26</b>	<b>Total GMO Costs</b>	£m	3 dp
<b>Definition</b>	Cumulative GMO costs		
<b>Processing rule</b>	Calc: Sum of L18 – L25		

# Table 2

## Key Performance Indicators

Covering:

Invoice Performance, Costs & Tariffs, IT System  
Performance, Customer Contacts and Satisfaction Levels

# Table 2

## Key Performance Indicators

### General Purpose

The purpose of this table is to provide more detailed reporting around key performance indicators (KPIs) of the GMO. It will help provide an understanding of performance over a range of metrics.

### Instructions

This table has 31 lines in total. It covers invoice performance, costs and tariffs, IT system performance, customer contacts and satisfaction levels.

All financial costs should be recorded in nominal prices. Costs will generally be recorded in £ millions to 3 decimal places (DP), unless otherwise stated.

Columns 1-5 will contain actual information from GT17 completed on an annual basis.

For Section B a number of the lines have the format of the following example:

Line Number	Description	Input to Columns 1-5
1	Name & FD Allowance	<b>No input required:</b> GT17 allowance already hardcoded in the columns.
1a	Actual Spend	<b>Copied:</b> Actual spend on the line item [in nominal terms].
1b	Actual Spend [Real]	<b>Calc:</b> Conversion of spend to March 2016 prices [using inflation tab].
1c	Differential from GT17	<b>Calc:</b> Percentage over/underspend from GT17 allowance.

For Section B, Columns 1-5 will contain hardcoded GT17 allowances for each area of spend. These should not be amended. UR will re-issue template if an interim allowance is given.

### Company commentary

Alongside the table the company should provide commentary detailing:

- Explanation of current KPI levels and internal targets the GMO is working toward.
- Reason for any performance reasonably below or above expectation.
- Commentary on improvements or deterioration from previous years.
- Commentary on the accuracy of reported information.
- Detail on customer satisfaction survey size and relevant findings.

### Invoices

For the purposes of clarity:

- PS transmission invoices refers to the transmission amounts owed to or by the shipper in accordance with the licence [Gas Transmission Code – Section 17.1.1 (a)].
- CC invoices refers to code charges owed to or by the shipper in accordance with the code [Gas Transmission Code – Section 17.1.1 (b)].
- Balancing gas invoices refers to disbursement amounts associated with balancing the network as per the code [Gas Transmission Code – Section 9.7].
- The “Invoice Day” refers to the 10<sup>th</sup> business day after the end of each month as per the code [Gas Transmission Code – Section 17.8.1].

- Business day is defined as normal working days excluding Saturday, Sunday and public holidays.

## GMO Contacts

Queries refers to significant written, email, fax or telephone correspondence received by the GMO. All complaints no matter how insignificant must be recorded. Response time is the number of business days between receipt of a complaint/query by the GMO up to and including the day of despatch of a response. For the purpose of this calculation, the day of receipt is counted as day zero and the next business day as day one.

The number of business days between receipt of a complaint and the despatch of a response is calculated as follows:

Complaint received	Wednesday 30 May 2018	
Response despatched	Tuesday 05 June 2018	
Total days	30/31/01/02/03/04/05 May & June	7
Less day of receipt	30 May	1
		6
Less non-business days	01/02 June	2
Response time (business days)		4

The date of receipt is the date that the complaint/query arrives at the GMO. It is not therefore necessarily the date when it reaches, a customer services section or the date when it is opened, both of which could be later than the date of arrival.

For the purpose of clarity, a response (Line 26) is defined as a response that does one or more of the following:

- Provides an explanation of the relevant policy or procedure and indicates why, in the GMO's opinion, no further action on the complaint is required; or
- Provides a holding response for further action.

A comprehensive response (Line 28) is defined as one that does one or more of the following:

- Informs the customer that action to resolve the complaint has been taken and identifies when the action occurred; or
- Informs the customer of when action to resolve his/her complaint will be taken if action cannot be taken immediately.

A comprehensive response must substantively answer all issues/questions raised by the customer/shipper.

## Customer Satisfaction

The satisfaction section covers two lines; a customer advocacy measure and a satisfaction score.

### Line 30 – Customer Advocacy Measure

The customer advocacy measure is a **net promoter** satisfaction score generated by survey responses where customers stipulate how likely they would be to recommend the GMO. The question should refer, '*How likely would you be to recommend the GMO to a friend or colleague?*' (1 = 'not at all likely' and 10 = 'extremely likely').

The advocacy score is calculated by grouping respondents as follows:

- *Promoters* (score 9 – 10) are enthusiastic about the service being provided.
- *Passives* (score 7 – 8) are satisfied but unenthusiastic.

- *Detractors* (score 1 – 6) are unhappy about GMO services.

The score is calculated by subtracting the percentage of detractors from the percentage of promoters. It can therefore range from -100 to +100. For example, following a survey where the results are as follows: 70% promoter, 20% passive and 10% detractors, the customer advocacy score =  $(70\% - 10\%) * 100 = 60$ .

Following a survey where the results are as follows: 30% promoter, 20% passive and 50% detractors, the advocacy score =  $(30\% - 50\%) * 100 = -20$ .

### **Line 31 – Satisfaction Score**

The satisfaction score is a percentage generated by survey responses where customers stipulate how satisfied are with the GMO. The question should refer, '*I am satisfied with the services provided by the GMO*' (1 = 'strongly agree and 5 = 'strongly disagree').

The satisfaction score is calculated by reporting the percentage of respondents who either strongly agree or agree that they are satisfied with GMO services.

For example, following a survey where the results are as follows: 30% strongly agree, 50% agree, 5% don't know, 10% disagree, 5% strongly disagree, the customer satisfaction score =  $(30\% + 50\%) = 80\%$ .

Following a survey where the results are as follows: 20% strongly agree, 25% agree, 15% don't know, 30% disagree, 10% strongly disagree, the customer satisfaction score =  $(20\% + 25\%) = 45\%$ .

### **Audit Check**

<b>Line</b>	<b>Audit Check</b>
T2, L19a	Line 19a should equal T1, L26

Table 2 - Line Guidance

## A Financial KPIs - Invoices

<b>1</b>	<b>Total number of PS transmission invoices issued</b>	nr	0 dp
<b>Definition</b>	Total number of Postalised System transmission invoices issued throughout the year in accordance with the licence.		
<b>Processing rule</b>	Input		
<b>2</b>	<b>Number of PS invoices issued by the "Invoice Day"</b>	nr	0 dp
<b>Definition</b>	Number of PS invoices issued by the 10 <sup>th</sup> business day of the following month.		
<b>Processing rule</b>	Input		
<b>3</b>	<b>% of PS transmission invoices issued on time</b>	%	1 dp
<b>Definition</b>	Percentage of invoices issued on time.		
<b>Processing rule</b>	Calc: $(L2 \div L1) * 100$		
<b>4</b>	<b>Total number of CC invoices issued</b>	nr	0 dp
<b>Definition</b>	Total number of Code Charge invoices issued throughout the year in accordance with the Gas Transmission Code.		
<b>Processing rule</b>	Input		
<b>5</b>	<b>Number of CC invoices issued by the "Invoice Day"</b>	nr	0 dp
<b>Definition</b>	Number of CC invoices issued by the 10 <sup>th</sup> business day of the following month.		
<b>Processing rule</b>	Input		
<b>6</b>	<b>% of PS transmission invoices issued on time</b>	%	1 dp
<b>Definition</b>	Percentage of invoices issued on time.		
<b>Processing rule</b>	Calc: $(L5 \div L4) * 100$		
<b>7</b>	<b>Total number of balancing gas invoices issued</b>	nr	0 dp
<b>Definition</b>	Total number of balancing gas invoices issued throughout the year in accordance with the Gas Transmission Code.		
<b>Processing rule</b>	Input		
<b>8</b>	<b>Number of balancing invoices issued by the "Invoice Day"</b>	nr	0 dp
<b>Definition</b>	Number of balancing gas invoices issued by the 10 <sup>th</sup> business day of the following month.		
<b>Processing rule</b>	Input		
<b>9</b>	<b>% of balancing gas invoices issued on time</b>	%	1 dp
<b>Definition</b>	Percentage of invoices issued on time.		
<b>Processing rule</b>	Calc: $(L8 \div L7) * 100$		



<b>10</b>	<b>Number of prior period adjustments - due to GMO error</b>	nr	0 dp
<b>Definition</b>	Number of prior period adjustments to invoices as a result of GMO calculation errors.		
<b>Processing rule</b>	Input		

**B Financial KPIs – Costs & Tariffs**

<b>11</b>	<b>GMO Staff Costs (All) – FD Allowance (Real)</b>	£m	3 dp
<b>Definition</b>	GT17 allowance in March 2016 prices for staff costs.		
<b>Processing rule</b>	GT17 data: No input required		

<b>11a</b>	<b>Actual GMO Staff Costs – (Nominal)</b>	£m	3 dp
<b>Definition</b>	Actual GMO staff opex by the TSO in nominal prices.		
<b>Processing rule</b>	Copied: copied from T1, L18		

<b>11b</b>	<b>Actual GMO Staff Costs – (Real)</b>	£m	3 dp
<b>Definition</b>	Actual GMO staff opex by the TSO in March 2016 prices.		
<b>Processing rule</b>	Calc: L11a ÷ L3 [Inflation table]		

<b>11c</b>	<b>Percentage Differential from GT17</b>	%	1 dp
<b>Definition</b>	Performance against GT17 allowances in terms of the percentage of over or underspend.		
<b>Processing rule</b>	Calc: (L11b – L11) ÷ L11		

Lines 12 to line 19 are calculated on the same basis as line 11. They reflect performance against the summary opex lines in Table 1, Section I [Totals].

<b>20</b>	<b>Tariff setting process carried out accurately (pre-gas year)</b>	Y / N	
<b>Definition</b>	Tariff process carried out accurately and correctly without need for revision pre-gas year.		
<b>Processing rule</b>	Input: Yes or No		

<b>21</b>	<b>Reconciliation process carried out accurately (post-gas year)</b>	Y / N	
<b>Definition</b>	Reconciliation process carried out accurately and correctly without need for revision post-gas year.		
<b>Processing rule</b>	Input: Yes or No		

**C GMO IT System**

<b>22</b>	<b>Delphi IT system - Number of planned outages</b>	nr	0 dp
<b>Definition</b>	Number of planned outages throughout the year.		
<b>Processing rule</b>	Input		

<b>23</b>	<b>Delphi IT system - Number of unplanned outages</b>	nr	0 dp
<b>Definition</b>	Number of unplanned outages throughout the year.		
<b>Processing rule</b>	Input		

<b>24</b>	<b>Delphi IT system - Availability of use</b>	%	1 dp
<b>Definition</b>	Percentage of time that the Delphi system is available for users. Full usage would be reported as 100%.		
<b>Processing rule</b>	Input		

#### D GMO Contacts

<b>25</b>	<b>Number of queries / complaints received</b>	nr	0 dp
<b>Definition</b>	Number of significant written, email, fax or telephone queries and all complaints received by the GMO throughout the year.		
<b>Processing rule</b>	Input		

<b>26</b>	<b>Number of responses issued within 5 business days</b>	nr	0 dp
<b>Definition</b>	Number of responses [including holding responses] provided within five business days.		
<b>Processing rule</b>	Input		

<b>27</b>	<b>% of issues responded to within 5 business days</b>	%	1 dp
<b>Definition</b>	Percentage of queries and complaints responded to in some fashion within five business days, even if not comprehensively resolved.		
<b>Processing rule</b>	Calc: $(L26 \div L25) * 100$		

<b>28</b>	<b>Number of comprehensive responses issued within 10 business days</b>	nr	0 dp
<b>Definition</b>	Number of comprehensive responses provided within ten business days. A comprehensive response is defined as one that does one or more of the following: <ul style="list-style-type: none"> <li>• Informs the customer that action to resolve the complaint has been taken and identifies when the action occurred; or</li> <li>• Informs the customer of when action to resolve his/her complaint will be taken if action cannot be taken immediately.</li> </ul>		
<b>Processing rule</b>	Input		

<b>29</b>	<b>% of issues resolved within 10 business days</b>	%	1 dp
<b>Definition</b>	Percentage of queries and complaints comprehensively resolved within ten business days.		
<b>Processing rule</b>	Calc: $(L28 \div L25) * 100$		

**E Customer Satisfaction Levels**

<b>30</b>	<b>Customer advocacy measure</b>	nr	1 dp
<b>Definition</b>	Net promoter satisfaction score generated by survey responses where customers stipulate how likely they would be to recommend the GMO.  The score is calculated by subtracting the percentage of detractors from the percentage of promoters. It can therefore range from -100 to +100.		
<b>Processing rule</b>	Input		

<b>31</b>	<b>Satisfaction score</b>	%	1 dp
<b>Definition</b>	Percentage of survey responses who either 'strongly agree' or 'agree' that they are satisfied with GMO services.		
<b>Processing rule</b>	Input		

# Table 3

# Industry Data

Covering:  
Relevant Gas Industry Information

## Table 3 Industry Data

### General Purpose

The purpose of this table is to provide gas industry data for interested parties.

### Instructions

This table has 10 lines in total. It covers trading activity and volumes, balancing transactions, tariff performance against forecasts and the reconciliation payments.

Costs will generally be recorded in £ millions to 3 decimal places (DP), unless otherwise stated.

Columns -2 and -1 should contain historic data from the previous price control. Columns 1-5 will contain actual information from GT17 period completed on an annual basis.

### Company commentary

Alongside the table the company should provide some brief commentary detailing:

- Reasons for significant changes from previous years.
- Atypical outcomes and the cause.
- Explanation for the size of bullet payments.

**Table 3 - Line Guidance**
**A Industry Data**

<b>1</b>	<b>NIBP - Number of trades</b>	nr	0 dp
<b>Definition</b>	Number of gas trades at the NI Balancing Point.		
<b>Processing rule</b>	Input		
<b>2</b>	<b>NIBP - Volume of trades</b>	kWh	0 dp
<b>Definition</b>	Volume of gas trades at the NI Balancing Point.		
<b>Processing rule</b>	Input		
<b>3</b>	<b>Secondary capacity - Number of trades</b>	nr	0 dp
<b>Definition</b>	Number of secondary capacity gas trades.		
<b>Processing rule</b>	Input		
<b>4</b>	<b>Secondary capacity - Volume of trades</b>	kWh/d	0 dp
<b>Definition</b>	Volume of secondary capacity gas trades.		
<b>Processing rule</b>	Input		
<b>5</b>	<b>Number of balancing transactions</b>	nr	0 dp
<b>Definition</b>	Number of balancing transactions.		
<b>Processing rule</b>	Input		
<b>6</b>	<b>Volume of balancing transactions</b>	kWh	0 dp
<b>Definition</b>	Volume of balancing transactions.		
<b>Processing rule</b>	Input		
<b>7</b>	<b>Transportation capacity vs forecast</b>	kWh/d	0 dp
<b>Definition</b>	Difference between actual booked capacity versus that forecast in the tariff process. Either a +/- number depending if actuals are greater (+) or less than (-) forecast.		
<b>Processing rule</b>	Input		
<b>8</b>	<b>Transportation volume vs forecast</b>	kWh	0 dp
<b>Definition</b>	Difference between actual gas volumes versus that forecast in the tariff process. Either a +/- number depending if actuals are greater (+) or less than (-) forecast.		
<b>Processing rule</b>	Input		
<b>9</b>	<b>Transportation revenue vs forecast</b>	£m	3 dp
<b>Definition</b>	Difference between actual revenue recovered versus that forecast in the tariff process. Either a +/- number depending if actuals are greater (+) or less than (-) forecast.		
<b>Processing rule</b>	Input		

10	Reconciliation payment at year end	£m	3 dp
<b>Definition</b>	Reconciliation payment to/from shippers based on the difference between actual revenue recovered versus that required by TSOs.  Figure should be entered as either a +/- number depending if payments will be made to shippers (+) or addition revenue is required from shippers (-).		
<b>Processing rule</b>	Input		