

## CDSP SERVICE DOCUMENT

### CDSP SERVICE DESCRIPTION

Version: 4.10 DRAFT

Effective date: 4-December-2018 [TBC]

#### 1 General

##### 1.1 Introduction

1.1.1 This document (**Document**) is the CDSP Service Description referred to in GT Section D3.1.4(a)(i) and Clause 3.3(b) of the DSC Terms and Conditions and is a CDSP Service Document.

1.1.2 This Document is an integral part of and is incorporated in the DSC.

1.1.3 The version of this Document which is in force, and the date from which it is in force, is as stated above.

##### 1.2 Interpretation - general

1.2.1 In this Document:

- (a) **DSC** means the contract which is constituted by the DSC Agreement, the DSC Terms and Conditions and each of the CDSP Service Documents;
- (b) **Uniform Network Code** or **UNC** means the uniform network code prepared pursuant to Standard Special Condition A11(6) of the gas transporter's licence, as from time to time modified, and as made contractually binding (as incorporated into an individual gas transporter's individual network code) by the relevant framework agreement;
- (c) **DSC Terms and Conditions** means the DSC Terms and Conditions as defined in and for the time being in force pursuant to GT Section D;
- (d) terms defined in or for the purposes of the DSC Terms and Conditions and not otherwise defined in this Document have the meanings given to them in the DSC Terms and Conditions;
- (e) terms defined in any other CDSP Service Document and not otherwise defined in this Document have the meanings given to them in that CDSP Service Document; and
- (f) the further provisions of the DSC Terms and Conditions as to interpretation apply.

1.2.2 In the case of any conflict between the provisions of this Document and any other part of the DSC, the provisions of the DSC Terms and Conditions as to priority apply.

##### 1.3 Amendment

1.3.1 This Document may be amended in accordance with the applicable procedures contained in the Change Management Procedures.

## 1.4 Interpretation – specific

### 1.4.1 In this Document:

- (a) **Additional Services Request Form** means the form from time to time specified as such by the CDSP;
- (b) **Service Description Table** is the spread-sheet included as Annex A;
- (c) **Specific Services Acknowledgment** has the meaning given in paragraph 4.2.1;
- (d) **Specific Services Request** has the meaning given in paragraph 4.1.1; and
- (e) **Specific Services Request Form** means, in respect of a Specific Service, the form from time to time specified as such by the CDSP.

## 1.5 Scope and purpose

### 1.5.1 The purposes of this Document is to set out:

- (a) in paragraph 2, the categories of Service provided by the CDSP;
- (b) in paragraph 3, an explanation of the Services Description Table;
- (c) in paragraph 4, the process for requesting a Specific Service;
- (d) in paragraph 5, the process for requesting an Additional Service;
- (e) in Annex A, the Service Description Table.

## 2 Categories of Services

### 2.1 Introduction

#### 2.1.1 The Services provided by the CDSP comprise:

- (a) General Services in accordance with paragraph 2.2;
- (b) Specific Services in accordance with paragraph 2.3;
- (c) Additional Services in accordance with paragraph 2.4;
- (d) Third Party Services in accordance with paragraph 2.5; and
- (e) CSS Services in accordance with paragraph 2.6.

#### 2.1.2 General Services may be Direct Services or Agency Services; while Specific Services are Direct Services.

### 2.2 General Services

#### 2.2.1 **General Services** are Services provided under the DSC to Customers or Customers of a Customer Class on a uniform basis.

#### 2.2.2 General Services are specified in the Service Description Table.

### 2.3 Specific Services

2.3.1 **Specific Services** are Services (other than Additional Services) available under the DSC to all Customer or Customers of a Customer Class but provided to a particular Customer only upon the order of the Customer.

2.3.2 Specific Services are specified in the Service Description Table.

### 2.4 Additional Services

2.4.1 **Additional Services** are Services provided under the DSC to a particular Customer upon the request of and to the specification of that Customer.

2.4.2 Additional Services are not specified in the Service Description Table but will be specified in an Additional Services Offer in accordance with paragraph 5.2.

### 2.5 Third Party Services

2.5.1 **Third Party Services** are Services provided to a Third Party (other than CSS Services) or to a Customer on terms other than the DSC.

2.5.2 Third Party Services are provided subject to the Third Party and Additional Services Policy and will be specified in the relevant TPS Agreement.

### 2.6 CSS Services

2.6.1 CSS Services are provided to the DCC (or the person nominated by the DCC to enter into the DCC Contract) only, and are specified in the DCC Contract.

## 3 Service Description Table

### 3.1 General

3.1.1 The Service Description Table is the spread-sheet in Annex A.

3.1.2 The Service Description Table provides a specification for each General Service and each Specific Service.

3.1.3 Each individual Service in the Service Description Table is a **Service Line**.

3.1.4 Service Lines are grouped into areas (**Service Areas**) as set out in the Service Description Table.

3.1.5 All Specific Services comprise a single Service Area.

### 3.2 Organisation of Service Description Table

3.2.1 The Service Description Table is in Parts as follows:

Part A	General Services	Direct Services - Code Services
Part B	General Services	Direct Services - Non-Code Services

Part C	General Services	Agency Services for Transporters - Code Services
Part D	General Services	Agency Services for Transporters - Non-Code Services
Part E	Specific Services	All Specific Services
Part F	Specific Services	Defined terms used in Part E (Specific Services)
Part G	Specific Services	Report contents for reports in Part E (Specific Services)
Part H	General Services	Agency Services for Independent Gas Transporters – Code Services
Part I	General Services	Agency Services for Independent Gas Transporters – Non- Code Services

3.2.2 In the Service Description Table:

- (a) Parts A, B, C, D set out Service Areas and Service Lines (for different categories of General Service, H and I) as provided in paragraph 3.2.1);
- (b) Part E sets out Service Lines for Specific Services;
- (c) Part F set out the meaning of terms used (in the specification of Specific Services) in Part E, by reference to individual Service Lines; and
- (d) Part G sets out, for those Specific Services which comprise the giving of reports, the contents of such reports, by reference to individual Service Lines.

3.2.3 The table below sets out the Service Areas within each of Parts A to I of the Service Description Table:

Part	Description of Part	Service Areas effective up to and including 31 March 2021	Service Areas effective from 01 April 2021
Part A	Direct Services - Code Services	Service Area 1: Manage Supply Point Registration  Service Area 2: Provide Query Management  Service Area 3: Record/submit Data in Compliance with UNC  Service Area 5: Metered Volume and Metered Quantity	<a href="#">Service Area 1: Manage Shipper Transfers</a>  <a href="#">Service Area 2: Monthly AQ Process</a>  <a href="#">Service Area 3: Manage Updates to Customer Portfolio</a>

Commented [MJ1]: Amend in line with revised service areas

Formatted Table

Formatted: Not Highlight

Formatted: Not Highlight

Formatted: Not Highlight

		<p>Service Area 6: Annual Quantity, DM Supply Point and Offtake Rate Reviews</p> <p>Service Area 12: Generation of Supply Meter Point Reference Number</p> <p>Service Area 13: Emergency Contact Details</p> <p>Service Area 14: Shipper Agreed Reads</p> <p>Service Area 15: Demand Estimation</p> <p>Service Area 17: UK Link Services</p> <p>Service Area 18: Provision of User Reports and Information</p>	<p><a href="#">Service Area 4: Meter Read/Asset Processing</a></p> <p><a href="#">Service Area 5: Demand Estimation Obligations</a></p> <p><a href="#">Service Area 7: Customer Joiners/Leavers (UK Gas Market)</a></p> <p><a href="#">Service Area 9: Customer Reporting (all forms)</a></p> <p><a href="#">Service Area 12: Customer Contacts</a></p>
Part B	Direct Services - Non-Code Services	<p>Service Area 3: Record/submit Data in Compliance with UNC</p> <p>Service Area 18: Provision of User Reports and Information</p> <p>Service Area 23: CSS Bid Services</p>	<p><a href="#">Service Area 3: Manage Updates to Customer Portfolio</a></p> <p><a href="#">Service Area 4: Meter Read/Asset Processing</a></p> <p><a href="#">Service Area 9: Customer Reporting (all forms)</a></p> <p><a href="#">Service Area 10: Invoicing Customers</a></p>
Part C	Agency Services for Transporters - Code Services	<p>Service Area 1: Manage Supply Point Registration</p> <p>Service Area 2: Provide Query Management</p>	<p><a href="#">Service Area 1: Manage Shipper Transfers</a></p> <p><a href="#">Service Area 2: Monthly AQ Process</a></p>

Formatted: Highlight

Formatted: Not Highlight

		<p>Service Area 4: Interruption Auction Services in accordance with UNC</p> <p>Service Area 5: Metered Volume and Metered Quantity</p> <p>Service Area 7: NTS Capacity, LDZ Capacity, Commodity, Reconciliation, Ad-Hoc Adjustment and Energy Balancing Invoices</p> <p>Service Area 8: Credit Risk Management (including Cash Collection) and Management of Neutrality Accounting Processes</p> <p>Service Area 9: User Admission and Termination</p> <p>Service Area 10: Connected System Exit Points</p> <p>Service Area 11: NEXA Supply Meter Points</p> <p>Service Area 13: Emergency Contact Information</p> <p>Service Area 15: Demand Estimation</p> <p>Service Area 20: UK Link Gemini System Services</p>	<p><a href="#">Service Area 3: Manage Updates to Customer Portfolio</a></p> <p><a href="#">Service Area 4: Meter Read/Asset Processing</a></p> <p><a href="#">Service Area 5: Demand Estimation Obligations</a></p> <p><a href="#">Service Area 7: Customer Joiners/Leavers (UK Gas Market)</a></p> <p><a href="#">Service Area 8: Energy Balancing (Credit Risk Management)</a></p> <p><a href="#">Service Area 9: Customer Reporting (all forms)</a></p> <p><a href="#">Service Area 10: Invoicing Customers</a></p> <p><a href="#">Service Area 12: Customer Contacts</a></p> <p><a href="#">Service Area 14: Gemini Services</a></p>
Part D	Agency Services for Transporters - Non-Code Services	<p>Service Area 1: Manage supply point registration</p> <p>Service Area 7: NTS Capacity, LDZ Capacity, Commodity, Reconciliation, Ad-Hoc Adjustment and</p>	<p><a href="#">Service Area 3: Manage Updates to Customer Portfolio</a></p> <p><a href="#">Service Area 6: Customer Relationship Management</a></p>

Formatted: Not Highlight

		<p>Energy Balancing Invoices</p> <p>Service Area 15: Demand Estimation</p> <p>Service Area 16: Provision of Supply Point Information Services and Other Services Required to be Provided Under Condition of the GT Licence</p> <p>Service Area 18: Provision of User Reports and Information</p> <p>Service Area 19: Network Operator and User Relationship Management</p> <p>Service Area 21: Data Flows and Services to Network Operators</p>	<p><a href="#">Service Area 7: Customer Joiners/Leavers (UK Gas Market)</a></p> <p><a href="#">Service Area 9: Customer Reporting (all forms)</a></p> <p><a href="#">Service Area 10: Invoicing Customers</a></p> <p><a href="#">Service Area 12: Customer Contacts</a></p>
Part E	Specific Services	Service Area 22: Specific Services	<a href="#">Service Area 22: Specific Services</a>
Part F	Specific Services defined terms		
Part G	Specific Services report specifications		
Part H	Agency Services for Independent Gas Transporters – Code Services	<p>Service Area 1: Manage Supply Point Registration</p> <p>Service Area 9: User Admission and Termination</p> <p>Service Area 11: NEXA Supply Meter Points</p>	<p><a href="#">Service Area 3: Manage Updates to Customer Portfolio</a></p> <p><a href="#">Service Area 4: Meter Read/Asset Processing</a></p> <p><a href="#">Service Area 7: Customer Joiners/Leavers (UK Gas Market)</a></p> <p><a href="#">Service Area 9: Customer Reporting (all forms)</a></p>

Formatted: Not Highlight

Formatted: Not Highlight

Part I	Agency Services for Independent Gas Transporters – Non-Code Services	Service Area 1: Manage Supply Point Registration Service Area 2: Provide Query Management Service Area 16; Provision of Supply Point Information Services and Other Services Required to be provided under Condition of the GT Licence Service Area 18: Provision of User Information and Reports Service Area 21: Data Flows and Services to Independent Gas Transporters	<a href="#">Service Area 3: Manage Updates to Customer Portfolio</a>  <a href="#">Service Area 4: Meter Read/Asset Processing</a>  <a href="#">Service Area 9: Customer Reporting (all forms)</a>  <a href="#">Service Area 12: Customer Contacts</a>
--------	--	--	---

Formatted: Not Highlight

3.2.4 As set out in paragraph 3.2.3, certain Service Areas in respect of General Services are specified in more than one Part of the Service Description Table; they constitute the same Service Areas (and the Service Lines within them constitute the same Service Lines) even though they are specified in more than one Part of the table.

### 3.3 Explanation of Service Description Table

3.3.1 For each Service Line, the Service Description Table sets out (in separate columns) the following:

- (a) **Service Reference:** a unique reference for the Service;
- (b) **Service Requirement Description:** a narrative description of the Service to be performed by the CDSP;
- (c) **Service Requirement Trigger:** identifies or describes the event, the occurrence of which gives rise to the requirement the CDSP perform the Service (subject where relevant to the satisfaction of any Corresponding Customer Responsibilities);
- (d) **Service Requirement Output:** the action to be taken or communication to be given by the CDSP in performing the Service;
- (e) **Time for delivery of Service Requirement:** the time by which the CDSP must take the action or give the communication constituting the Service Requirement Output;
- (f) **How Service Requirement Delivered:** identifies the means by which the CDSP delivers the Service Requirement Output;
- (g) **Corresponding UNC Requirement:** identifies any provision of the UNC which is relevant to the performance of the Service;
- (h) **Other Requirement:** identifies any other document which is relevant to the performance of the Service;



- (i) **Service Volume Constraint:** where a Service is subject to a volume constraint, identifies or describes the nature of the constraint;
- (j) **Performance Standard:** means a specific standard to which the CDSP must provide the Service;
- (k) **KPI/Service Priority:** the Service priority level, which identifies the priority of performance of the Service where overall performance of Services by the CDSP is constrained (priority level 1 having the greatest importance and priority level 4 having the least importance); ~~and~~

~~(l)~~ **Corresponding Customer Responsibility:** identifies, where relevant, an obligation on the Customer, the satisfaction of which is a pre-condition to the performance by the CDSP on the Service; ~~and~~

~~(m)~~ **Process Journey:** ~~identifies or describes, the Process Journey that each Service is measured under;~~

and in respect of a Service Line for a Specific Service:

~~(n)~~ **Charging Measure:** has the meaning given in the Budget and Charging Methodology; and

~~(o)~~ **Charging Period:** has the meaning given in the Budget and Charging Methodology.

3.3.2 In respect of a Service Line:

- (a) the Service Requirement Trigger will only be deemed to have occurred where, if the Service Requirement Trigger is:
  - (i) the receipt of or the submission of a UK Link Communication, the UK Link Communication is given or submitted in the form specified in, and otherwise in accordance with the requirements of, the UK Link Manual;
  - (ii) the receipt of submission of a Conventional Notice, the Conventional Notice is given or submitted in the form specified in, and otherwise in accordance with the requirements of, the Uniform Network Code;
  - (iii) a particular time during a day or a particular day during a month, the falling of the particular time or day and otherwise in accordance with the DSC; and
  - (iv) at the discretion of the CDSP, the CDSP is aware of the requirement to deliver the Service Requirement Output;
- (b) the time at which the Service Requirement Trigger will be deemed to have occurred for the purposes of the DSC shall be the time at which the UK Link Communication, the Conventional Notice or other notice or step is deemed to have been received or taken in accordance with the UK Link Manual, the Uniform Network Code or the DSC, or at such time as the CDSP decided to exercise its discretion.

3.3.3 Where in relation to a Service Line the Time for delivery of Service Requirement is expressed as being:

- (a) within a specified number of Business Days following the Service Requirement Trigger, the first of such Business Days shall be the Business Day following the Day on which the Service Requirement Trigger is deemed to have occurred; and
  - (b) within a specified number of hours following the Service Requirement Trigger, the number of hours shall be calculated from the hour bar next following the time at which the Service Requirement Trigger is deemed to have occurred.
- 3.3.4 In respect of a Service Requirement Output the How Service Requirement Delivered shall be treated as including a requirement that where the means of delivery is expressed as being by:
- (a) UK Link Communication, the UK Link Communication is given in the form specified in, and otherwise in accordance with, the UK Link Manual;
  - (b) Conventional Notice, the Conventional Notice is given in the form specified in the UK Link Manual, and otherwise in accordance with the Uniform Network Code.
- 3.3.5 In respect of a Service:
- (a) the Corresponding UNC Requirement is the requirement in the UNC which is fulfilled by the CDSP performing the Service and the delivery of the Service Requirement Output;
  - (b) the Corresponding UNC Requirement is to be construed subject to the prevailing provisions of the Transition Document forming part of the UNC;
  - (c) the Other Requirement details included in the Service Description Table are for information purposes only.
- 3.3.6 In respect of a Service where a Service Volume Constraint applies, the CDSP shall only be required to deliver the Service Requirement Output by the Time for delivery of Service Requirement where the data volume is within the Service Volume Constraint (or as described in the Service Description).
- 3.3.7 The Performance Standard is set at 100% for each Service unless otherwise stated.
- 3.3.8 In respect of a Service in relation to which there is a Corresponding Customer Responsibility, the CDSP shall not be required to deliver the Service Requirement Output until and unless the Customer has satisfied the Corresponding Customer Responsibility.
- 3.3.9 Where the CDSP is notified of the appointment of a User Agent, the CDSP shall send such Code Communications and deliver such Service Requirement Outputs (as are consistent with the terms of the User Agent's appointment) to the User Agent, and references to the Customer in the Service Description Table shall be deemed to be references to the User Agent.
- 3.3.10 Where paragraph 3.3.9 applies and the CDSP is notified that:
- (a) the terms of appointment of a User Agent have been revised, it shall continue to apply consistent with the revised terms of appointment as revised from the date the revisions are to have effect; or
  - (b) the appointment of a User Agent is terminated, it shall cease to apply with effect from the date of termination.

3.3.11 Where a User notifies the CDSP that it wishes to receive TPD Communications for the purposes of TPD Section G1 to 3 by Conventional Notice, the CDSP shall deliver all relevant Service Requirement Outputs by way of a Conventional Notice.

## **4 Specific Services**

### **4.1 Specific Services Request**

4.1.1 A Customer may request the provision of a Specific Service by submitting a Specific Service Request Form to the CDSP (a **Specific Services Request**).

4.1.2 The CDSP shall not be obliged to accept any Specific Services Request, where:

- (a) the Customer does not submit a Specific Services Request Form for the relevant Specific Service;
- (b) the Customer does not complete any or all the fields of the Specific Services Request Form for the relevant Specific Service; or
- (c) the Specific Services Request Form is not signed by the Customer's Individual Contract Manager.

4.1.3 A single Specific Services Request Form may be submitted in respect of more than one Specific Service.

4.1.4 In submitting a Specific Services Request Form, the Customer warrants to the CDSP that it is entitled to receive the Specific Service, and if at anytime during the performance of the Service the Customer ceases to be so entitled, the Customer shall promptly notify the CDSP and the CDSP may suspend the provision of the Specific Service immediately by notice to the Customer.

### **4.2 Specific Services Acknowledgement**

4.2.1 Following receipt of a Specific Service Request Form the CDSP shall issue a written acknowledgement to the Customer to confirm the CDSP accepts the Specific Services Request (**Specific Services Acknowledgement**).

4.2.2 A Specific Services Request shall not be deemed accepted by the CDSP, and the CDSP shall not be obliged to perform the Specific Service, until the CDSP issues a Specific Services Acknowledgement.

4.2.3 Subject to paragraph 4.2.1, the CDSP shall perform the Specific Services identified in a Specific Services Acknowledgement:

- (a) subject to paragraph (b), in accordance with the applicable timeframe specified in the Service Description; and
- (b) after the Customer has satisfied any Corresponding Customer Responsibilities in respect of the Specific Service.

## **5 Additional Services**

### **5.1 Third Party and Additional Services Policy**

- 5.1.1 The Third Party and Additional Services Policy sets out the terms and conditions upon and subject to which the CDSP may offer to provide an Additional Service requested by a Customer.
- 5.1.2 A Customer may request the provision of an Additional Service by submitting an Additional Services Request Form to the CDSP signed by the Customer's Individual Contract Manager.
- 5.1.3 An Additional Services Request Form may not be submitted in respect of more than one Additional Service.

## **5.2 Additional Services Offer**

- 5.2.1 The CDSP shall make any offer (**Additional Services Offer**) in the form from time to time specified by the CDSP.
- 5.2.2 The Customer may accept an Additional Services Offer by:
- (a) completing and signing the relevant section of the Additional Services Offer and returning the completed and signed Additional Services Offer to the CDSP; or
  - (b) responding by email to the CDSP's Additional Services Offer stating that the Customer accepts the Additional Services Offer.
- 5.2.3 The commitment of the CDSP to provide and of the Customer to receive and pay for an Additional Service pursuant to the DSC arises when the Customer's Individual Contract Manager or other representative accepts the Additional Services Offer.
- 5.2.4 The Customer warrants, represents and undertakes that, for the purposes of paragraph 5.2.3, where a Customer representative other than the Customer's Individual Contract Manager accepts an Additional Services Offer on behalf of the Customer, the representative shall have all necessary rights and authority to do so.
- 5.2.5 Any change, qualification or term applied (or purported to be applied) by a Customer to an Additional Services Offer shall not apply and shall have no force or effect unless and to the extent expressly agreed in writing by the CDSP.
- 5.2.6 Subject to paragraph 5.2.3, the CDSP shall provide the Additional Services(s) identified in an Additional Services Offer:
- (a) subject to paragraph (b), in accordance with the applicable timeframe specified in the Additional Services Offer; and
  - (b) after the Customer has (to the CDSP's reasonable satisfaction) satisfied any conditions specified in the Additional Services Offer as conditions to be met by the Customer in respect of the Additional Service.
- 5.3 The Charges payable by the Customer for an Additional Service provided by the CDSP shall be as specified in the Additional Services Offer.

## **5.4 Terms of Additional Services**

- 5.5 The terms on which an Additional Service is provided to a Customer are the terms of the DSC together with the terms of the Additional Services Offer.



**ANNEX A**  
**SERVICE DESCRIPTION TABLE**  
*[See separate spread-sheet]*