

FOR GAS TRANSMISSION QUERIES ONLY

**FOR DOMESTIC GAS QUERIES, PLEASE
CONTACT YOUR NETWORK OPERATOR**

[Who is my Network Operator](#)

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Our Customer Commitments

Our Customer Commitments are our way of making sure that you know exactly what to expect from us in response to your gas transmission queries.

i. We aim to respond to your query within 24 hours and close out as soon as possible.

Given the very nature of the industry that we operate within, we understand how important it is to have queries responded to within the day. Although we cannot guarantee being able to close them out the same day, we aim at the very least, to respond and articulate closure timescales the same day the query has been received.

If the nature of your query is urgent, please make this clear and we will aim to meet your expectations where possible.

ii. For each query topic / subject, a team's contact details and escalation contact, will be provided.

We understand the importance of transparency, especially when it comes to understanding who to contact with specific queries. In response, each query topic / subject listed within the document will include for both a team's contact details as well as an escalation contact. If you have a query, the team contact should be used in the first instance. Should you need to escalate something then please feel free to use the escalation contact instead.

Connections Services Overview

I have a query about...

Domestic Gas Connections

For domestic gas queries, please contact your local Network Provider. Most of the UK's gas is delivered by Cadent Gas, Northern Gas Networks, SGN or Wales & West Utilities.

- Not sure who you need to contact? Follow the link below to the Energy Networks Association, who provide a postcode search facility to help point you in the right direction ([Who is my Network Operator?](#)).
- To find out who supplies your gas, simply visit the online [Find my Supplier](#) service or call the Meter Point Administration Service on **0870 608 1524**.
- Do you have a gas meter query or wish to move your gas meter? - 24/7 National Gas Metering Contact Centre on **0845 606 6766**.

National Transmission System (NTS) Gas Connections

Not a National Gas Customer?

- Want to request a new National Transmission System (NTS) connection?

Are you a National Gas Customer?

- Want to make a modification to an existing National Transmission System connection?
- Planning and Advanced reservation of Capacity Agreements (PARCAs)
- Want to make contractual changes to NTS connection agreements – NEAs, NExAs, SCAs, IAs, CSEP, Ancillary Agreements, Novation & Accessions
- Want to disconnect and decommission a site?
- Gas shipping (administered by Xoserve)
- Have you made, or are planning to make, changes to your gas plant?

Team contact: box.UKT.Customerlifecycle@nationalgas.com

Operational Information

Gas Diversions

Several National Gas departments are involved when a Gas Transmission pipeline needs to be diverted. If after your initial contact with Plant Protection, they identify a Gas Transmission pipeline, they will put you in touch with the Asset Protection Team. They will discuss the diversion process with you, as well as the safety aspects, and the timescales.

If you have any questions about our power cables, gas lines, or other assets, please contact Cadent's **Plant Protection** team. They provide first-line support for National Gas's assets.

Cadent Plant Protection: plantprotection@cadentgas.com / 0800 688 588

Asset Protection

Please contact our Asset Protection team if you are working near NTS assets, need guidance on submitting an enquiry, or want to check the status of an ongoing enquiry. You should also reach out if you need to update your Gas Grantor details or would like to consult with us about planned works near our assets. Our team is here to ensure safety and compliance when operating close to critical infrastructure.

Asset Protection Team: box.assetprotection@nationalgas.com

Gas Quality & Transportation Flow Advice (TFA)

Operational Risk will be able to assist with queries relating to the management of Gas Quality on the National Transmission System (NTS) in line with the Gas Safety (Management) Regulations, including allowable compositions and our procedures for implementing flow restrictions in the event of non-compliance. The team will also be able to assist with queries relating to NTS pressures (including Pressure TFAs) along with other risks that could impact the NTS.

Team contact: box.OperationalRisk@nationalgas.com

Publishing an urgent market message / REMIT (including FAQs)

Do you want to publish an urgent market message on REMIT? Or do you want to raise an inclusion request?

For REMIT Frequently Asked Questions, please click [here](#)

Team contact: remit@nationalgas.com

Transmission Operational Data (Gas Data Portal) & News

For Gas Transmission data, please click [here](#). The webpage provides operational data to help reduce market uncertainty, ensure equal access to information, and increase information transparency. Our goal is to increase efficiency in the capacity and energy markets, while providing fair and timely access to operational and market information.

Data Item Explorer Reports

Balancing	box.EnergyBalancing@nationalgas.com
Calorific Value	fwacv@xoserve.com
Demand	box.operationalperformance@nationalgas.com
Entry / Exit Capacity	capacityauctions@nationalgas.com
Linepack	box.operationalperformance@nationalgas.com
LNG	box.operationalliaison@nationalgas.com / 01926 568 474
Price	box.nts.energybalance@nationalgas.com
Shrinkage	box.Shrinkage&Emissions@nationalgas.com
Storage	box.operationalliaison@nationalgas.com / 01926 568 474
Weather	box.operationalperformance@nationalgas.com
Physical Flows	box.operationalliaison@nationalgas.com / 01926 568 474

For missing data or general Gas Transmission Data queries:

box.operationalliaison@nationalgas.com / 01926 568 474

National Gas Energy Forum (Previously known as The Operational Forum)

Throughout the year, we hold a regular Gas Energy Forum. The forum aims to provide visibility and awareness for our Customers and Stakeholders to help understand and discuss the operation and performance of the National Transmission System (NTS). We also proactively invite any suggestions for operational topics that would promote discussion and awareness. For more information or to register your interest, please get in touch.

[National Gas Energy Forum \(NGEF\) | National Gas](#)

Team contact: box.operationalliaison@nationalgas.com / 01926 568 474

Maintenance

Maintenance is an essential undertaking as part of our role to keep the high pressure NTS safe, fit for purpose and operating efficiently and economically, in line with our obligations.

- Advice Notices and Maintenance Day Notices
- Want to inform National Gas of any planned maintenance / outages?
- Want to change the date/timescale of planned maintenance?

Team contact: ntsaccessplanning@nationalgas.com

Gas Transmission Capacity Products

- Do you have a Gas Transmission Capacity query?
- Do you have a Gas Transmission Capacity report/data query?
- Do you have an EU Interconnection point Capacity auction related query?

Team contact: capacityauctions@nationalgas.com / 01926 568 057

Gas Transmission System Metering

Please Note: For domestic customers and other sites NOT connected directly to our High-Pressure National Transmission System (NTS), please contact your distribution network operator who can be found in this link - [Find my network operator](#)

We do cover queries for all sites connected to the NTS such as Gas Terminals, Power Stations, Large Industrials, Interconnectors and Storage sites for the following:

- General High-Pressure Gas metering issues
- Post close-out measurement and allocation issues or reconciliation queries
- Meter validation process
- Unaccounted for Gas (UAG) – Gas not accounted when delivered onto or off the NTS.

Team contact: meterassurance@nationalgas.com

System Operations & Market Processes

EU Nomination / Allocation Issues

Please Note: For within-gas-day EU Nomination rescheduling involving Gemini system change please contact Xoserve App Support on servicedesk@xoserve.com in the first instance.

Team contact: box.NTS.energybalance@nationalgas.com

UK Nomination

Team contact: box.NTS.EnergyBalance@nationalgas.com

After the Day Operations

Need to raise a query for an NTS directly connected site measurement or allocation?

For queries regarding Power Stations and Industrials

Team contact: box.UniqueSites@nationalgas.com / 01926 568 641

For queries regarding Interconnectors, Terminals or Storage sites

Team contact: box.energybalancing@nationalgas.com / 01926 568 641

Operating Margins & Contract Services

Operating Margins (OM) relates to how we, National Gas, use gas to manage short-term impacts of operational stresses (e.g., supply loss) where the market response is not sufficient, or during a gas system emergency.

Team contact: box.GasContractServices@nationalgas.com

NTS Shrinkage

As the NTS Shrinkage Provider, we are responsible for managing the end-to-end service of forecasting, accounting for and procuring energy and emissions allowances to satisfy the daily NTS shrinkage components. These costs are recovered from network users through non-transmission charges.

Team contact: box.ShrinkageEmissions@nationalgas.com

Demand Forecasting

We provide a demand forecast ahead of each gas day, and this incentive is designed to ensure that forecast is as accurate as possible. The forecast is a critical input for Shippers, supporting their own balancing processes and demand planning.

It benefits large Shippers by providing a benchmark to validate their internal forecasts, and it supports smaller Shippers who may lack the resources to produce detailed demand forecasts themselves. In doing so, it helps create a level playing field across all Shippers.

Team contact: box.operationaldelivery@nationalgas.com

Greenhouse Gas (GHG) Emissions

We are incentivised to consider the environmental impact of our network use and maintenance operations, particularly in relation to greenhouse gas emissions from compressor use. When we use a compressor we will have some venting from its use, pressurising and depressurising including some additional surrounding pipework that is vented, these activities are sometimes necessary for safe and reliable network operation, but they contribute to overall GHG emissions. This incentive allows us to optimise and factor these activities into our operations to innovate and align maintenance activities into a more socialised cost of venting.

Team contact: box.operationaldelivery@nationalgas.com

Network Emergency Co-ordinator (NEC), Network Gas Supply Emergencies (NGSE) & Exercises

In the event of a national emergency on the gas network, known as a Network Gas Supply Emergency (NGSE), National Gas fulfils the role of the Network Emergency Co-ordinator (NEC). During this type of emergency, the NEC oversees everything from supply of gas onto the network through to the meter at a property. A NGSE may be caused by unforeseen circumstances, such as pipeline or equipment failure, or where system demand exceeds either total supply or planned system capacity.

Exercises are arranged regularly to rehearse and test the actions required by the NEC and NEC Officers in the event of a national supply emergency. This includes an annual industry wide, full-scale exercise to provide assurance that the industry can respond to a NGSE.

For matters concerning issues with gas supplies at domestic properties please get in contact with your Distribution Network Operator. To check who the operator in your area is, please visit the [Energy Network Association – Who is my Network Operator](#) website.

Team contact: gasops.emergencyplanning@nationalgas.com

National Gas Forecasting

National Gas publishes forecasts of gas demand over a range of timescales to help the industry make efficient decisions in balancing their supply and demand positions. All the forecasts we release are available on our [Operational Data](#) pages.

- Gas Ten Year Statement (GTYS) box.operationalliaison@nationalgas.com
- Gas Future Operability Planning (GFOP) box.operationalliaison@nationalgas.com
- Winter & Summer Outlook box.operationalliaison@nationalgas.com
- Winter Review & Consultation box.operationalliaison@nationalgas.com
- Transmission Planning Code box.operationalliaison@nationalgas.com
- Annual Network Capability Assessment Report (ANCAR)
box.operationalliaison@nationalgas.com
- Future Energy Scenarios FES@nationalgrid.com

For full access to these publications, please follow the link below

[Gas Ten Year Statement \(GTYS\) | National Gas](#)

Markets

To find out more or speak to a member of the Gas Markets Team regarding any of the below topics please visit their section of the National Gas website [here](#) where you can find specific contact details covering each area:

- Balancing Neutrality
- Charging & Capacity UNC Modification Proposals & Reviews
- Capacity Methodologies
- Charging Methodology (UNC section Y)
- Demand Side Response Framework (non-operational)
- Energy related UNC Modifications
- Gas Quality framework (non-operational)
- Information relating to existing NTS charges/tariff (Capacity & Commodity)
- NTS Optional Commodity Charge
- Procurement Guidelines
- Scottish Independent Undertakings (SIU) System Management Principles Statement (SMPS)
- Transportation Charges Model
- For live modifications, please visit the Joint Office website
<https://www.gasgovernance.co.uk/livemods>

Team contact: box.gsoconsultations@nationalgas.com

Commercial & Regulatory

Charging Team

Organisations using the National Transmission System (NTS) to transport gas must pay charges to National Gas for use of the network. These users are predominantly gas shippers and regional gas distribution networks (GDNs). Gas shippers buy gas from producers and sell it on to gas suppliers. You can learn more about network charges [here](#).

Please note: This is separate from domestic billing inquiries. For those, customers should contact their gas supplier. If you're unsure who your supplier is, visit the ["Who is my supplier?"] page.

Team contact: box.ntsgascharges@nationalgas.com

The Future of Gas Forum and Gas Markets Plan (GMaP)

Subscribe to the website detailed below, to receive direct communications from National Gas in relation to the Gas Market Plan activities and projects.

Future of Gas website: <http://futureofgas.uk/>

EU Policy (Gas)

- Developments in EU Gas Market Legislation
- Participation in the European Network of Transmission System Operators for Gas (ENTSOG) and Gas Infrastructure Europe (GIE)

For more information:

Market Change: box.gsoconsultations@nationalgas.com

Still not sure who your query sits with or want to make a complaint?

Operational Liaison Team: box.operationalliaison@nationalgas.com

Other Complaints: complaints@nationalgas.com

Xoserve & Others

Xoserve

Jointly owned by NGT business and Britain's four major gas distribution network companies (Cadent, Northern Gas Networks, SGN and Wales & West Utilities), Xoserve is the gas industry's Central Data Service Provider (CDSP), who delivers a full suite of vital services to gas suppliers, shippers and transporters.

Below, you will find reference to several services offered by Xoserve. Should you have any questions in relation to such services, please navigate yourself to the relevant webpage (links provided below). Alternatively, please feel free to use the Xoserve - [Accessing our Services](#) webpage which includes for the relevant contact details dependant on the nature of your query.

Gemini

The Gemini System is a component part of the UK Link suite of applications governed by the Uniform Network Code, managed by Xoserve on behalf of NGT. Gemini is a system of online applications used by Great Britain's gas industry to account for the commercial flow of gas through the network. The system is used for processes involved within Gas Transportation including energy balancing and the purchasing of entry and exit capacity.

These online applications are used for:

- Capacity Management (Entry and Exit Capacity)
- Capacity Trading
- Commercial Balancing
- Invoicing (Capacity and Energy Balancing)

The Gemini System is available 24 hours a day, seven days a week.

To report a fault or issue with Gemini, follow this [link](#).

For general Gemini system information and User Guides, follow this [link](#)

General System Questions

For general system information and questions, follow this [link](#).

Registering a new Shipper / Trader / Supplier

For more information about registering a new shipper, trader or supplier, follow this [link](#).

Unidentified Gas

For more background information about Unidentified Gas and links to other useful information, follow this [link](#).

Invoicing Training Support

For invoicing training support and other related material, follow this [E-learning courses - XOSERVE](#)

Commercial Contracts

For procurement queries related to nonregulated/energy based commercial contracts only:
Please use this email address: Box.GasContractServices@nationalgas.com

Commercial Contracts & Settlements

This area includes queries:

- NBP15 and EFET Trading agreements
- Broker and Counterparty queries
- System Independent Undertakings queries (relating to settlement to certain Distribution Network operators to recompense them for the extra costs they incur in operating 'Independent Systems'.)
- Settlements of trading clearing accounts used for shrinkage trading only

Please use this email address: box.GSOsettlements@nationalgas.com

Energy Identification Codes

Xoserve is the Local Issuing Office (LIO) for the Energy Identification Coding Scheme (EIC) for gas in Great Britain. The link below will allow you the option to:

- Request new codes
- Request code modifications
- Deactivate codes

For more information about EIC Codes and the processes surrounding them, follow this [link](#).

General Xoserve Enquires

For general enquiries, please follow this [link](#).