

STCP14-3 Issue 006 Customer Charging Enquiries

STC Procedure Document Authorisation

Company	Name of Party Representative	Signature	Date
The Company			
National Grid Electricity Transmission plc			
SP Transmission Ltd			
Scottish Hydro-Electric Transmission Ltd			
Offshore Transmission Owners			
Competitively Appointed Transmission Owners			

STC Procedure Change Control History

Issue 001	13/10/2004	BETTA Go-Live version
Issue 002	25/10/2005	Issue 002 incorporating PA034 and PA037
Issue 003	18/09/2009	Issue 003 incorporating changes for Offshore Regime
Issue 004	01/04/2019	Issue 004 incorporating changes for National Grid Legal Separation
Issue 005	25/04/2023	Issue 005 incorporating use of 'The Company' definition as made in the STC PM0130
Issue 006	26/11/2025	Issue 006 incorporating Competitively Appointed Transmission Owners to TO Lists on all Definitions – PM0151

1 Introduction

1.1 Scope

- 1.1.1 This process defines the data exchange required between The Company, as defined in the STC and meaning the licence holder with system operator responsibilities, and TOs for the purposes of charging enquiries.
- 1.1.2 This procedure applies to The Company and each TO.
- 1.1.3 For the purposes of this document, the TOs are:
- NGET;
 - SPT;
 - SHETL;
 - All Offshore Transmission License holders as appointed by Ofgem; and
 - All Competitively Appointed Transmission License holders as appointed by Ofgem.

1.2 Objectives

- 1.2.1 The objective of this document is to provide for effective data exchange between The Company and TOs for the purposes of customer charging enquiries.
- 1.2.2 This process specifies the following:
- the responsibilities of The Company 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 The Company 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. The Company will be the point of contact for enquiries from Users concerning charges billed by The Company. Users who receive bills from The Company 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 The Company 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 **The Company Charging Contact** is the named contact within The Company 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 The Company from time to time.

3 Procedure

3.1 Customer Charging Enquiries

- 3.1.1 The Company Charging Contact will inform the TO Charging Contact by email of any enquiry received from a customer that The Company cannot answer without input from the TO. The sample format for this email is set out in Appendix B. The Company shall advise the customer when discussions with the TO are required prior to contacting the TO. Wherever possible The Company 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 Company 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 The Company and the TO.
- 3.1.3 The TO will provide to The Company the information requested in 3.1.1 in the format agreed within the timescales agreed. **The Company** is responsible for the manner in which the information is sent to the customer.
- 3.1.4 Where further queries are received by The Company 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 The Company requires supplementary information or has further queries of the TO the procedure will begin once again from 3.1.1.
- 3.1.6 The Company will provide all reasonable assistance to respond to any reasonable query from the TO regarding the information request from The Company.
- 3.1.7 The TO will provide all reasonable assistance to respond to any reasonable query from The Company regarding the information submitted to The Company by the TO.

4 Use of Substitute Data

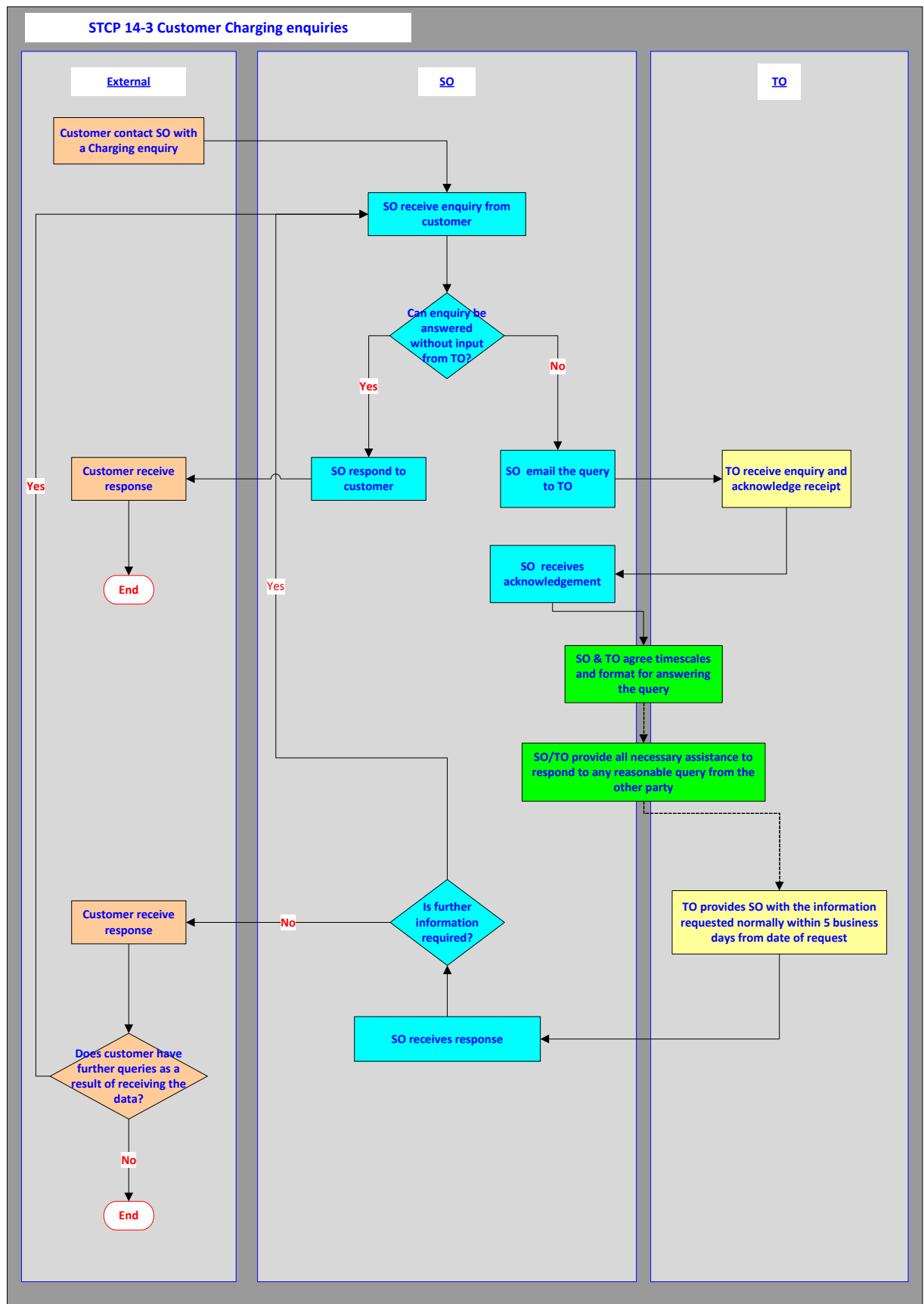
- 4.1 Where no information is provided by the TO within the timescales agreed or the information is subject to dispute, The Company can use information that it believes to be the most accurate whilst the information is verified.
- 4.2 Where substitute information has been used this will be communicated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

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Appendix B

Email template

Charging Enquiry under STCP 14-3	
Request no.:	(Format: YYYY/MM/DD/TO/????)
To (at TO):	
From (at The Company):	
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

The Company

NGET

User