

Voluntary Discontinuance

User Information Pack

Introduction

Voluntary Discontinuance is the controlled process from the Uniform Network Code (UNC) that must be undertaken to exit the UK Gas Market.

A User cannot cease to be a User until they have completely satisfied all their obligations under the UNC and any Ancillary Agreements that may be in place.

How to start the process

To commence the Voluntary Discontinuance process, Xoserve require notification on company headed paper. An example of which can be found at the end of this document.

To discuss the process further then please contact the Xoserve Customer Life Cycle Team.

Email: customerlifecycle.spa@xoserve.com

Address: Lansdowne Gate
65 New Road
Solihull
B91 3DL

Revocation of Licence(s)

A licensee that no longer wants to retain its licence may apply to the Gas and Electricity Markets Authority (Ofgem) for the revocation of its licence. Such requests must be made in writing by a duly authorised person and be addressed to Ofgem and marked for the attention of their Licensing Team.

For more in-depth information, please visit the Ofgem website at:

<https://www.ofgem.gov.uk/>

Securing Continuity of Supply

A gas supply licensee applying for a revocation is obliged by standard condition 18 of its licence to provide details of its arrangements for securing continuity of supply for all relevant customers. Where there are no customers, the licensee should provide written confirmation to that effect.

For more in-depth information, please visit the Ofgem website at:

<https://www.ofgem.gov.uk/>

Removal of IX and Arrangements for Decommission

Under the terms highlighted in section 17.4 (a) of the DSC Terms & Conditions, Withdrawing Parties must pay in cleared funds all outstanding sums payable to Xoserve within its role as the CDSP and any applicable charge in connection with the removal and / or decommissioning of IX kit. Please note that we will invoice you prior to the removal of the IX kit.

Decommission and Removal of IX Equipment

All IX equipment must remain in place until a User has ceased to become a UNC and DSC Party and has completed the Voluntary Discontinuance process.

The IX equipment can only be decommissioned once Xoserve confirm that the User no longer needs to receive invoices via that means.

Users will need to submit a Specific Services Request form alongside their Notice of Discontinuance to the Customer Life Cycle Team to request for the decommission of the IX kit.

The request form can be found on Xoserve's website under the [DSC Extra Services](#) heading on [Xoserve.com](#).

For reference a copy of the latest CDSP Annual Charging Statement can be found under the [CDSP/DSC Documents](#) section on the Joint Office website.

Appointing a User Agent if required

If the office of the User must close, or the company wish to wind down before all invoices have been issued and Supply Points transferred, Xoserve will advise that a User Agent is appointed to maintain the link with Xoserve and the Transporter[s].

Section V 6.3 of Uniform Network Code states that:

6.3.1 “A User wishing to appoint a User Agent shall give notice to the Transporters and the CDSP:

- (a) specifying the identity of the appointing User and the proposed User Agent.
- (b) specifying the categories of Code Communication (in the case of UK Link Communications, in accordance with paragraph 6.2.2) for which the User Agent is to be appointed, or specifying that the User Agent is appointed for all such categories; and
- (c) specifying the Day in accordance with paragraph 6.3.4 with effect from which the appointment is to take effect.

If the IXN Equipment is to be relocated to the User Agent’s premise, then Xoserve’s Customer Lifecycle Team will facilitate the relocation of the equipment which is subject to charge. Xoserve’s Customer Lifecycle Team would also facilitate the drawing up of an IXN Sharing Agreement between the User and the User Agent to support the relocation of the equipment.

The User Agent would also need to complete and submit a Security Access Request Form (available on Xoserve.com under User Administration/Publications) in order for them to nominate themselves as the Local Security Officer (LSO) for the User and continue the required activities on the User’s behalf (more details of the activities that a User Agent could undertake can be found in Appendix 5b of the UK Link Manual).

Final Steps

Uniform Network Code Section V 4.2.4 states that:

“Where a User has given notice under paragraph 4.2.1, after the satisfaction of the last of the requirements of paragraph 4.2.2 to be satisfied:

- (a) with effect from the 5th Business Day following such satisfaction, the User will cease to be a User.
- (b) without prejudice to paragraph 4.2.5, the Transporter will as soon as reasonably practicable (and where possible before such date) inform the User of the date on which it ceases to be a User under paragraph (a)

Notices

In accordance with section 22 of the DSC Terms & Conditions, Xoserve, within its role as the CDSP shall issue notices by email.

Finally, Xoserve’s Customer Life Cycle Team will notify the relevant Transporter[s] via email that the User has discontinued.

Discontinuance Notice Template

[Insert User registered address and letter head]

Customer Lifecycle Team
Xoserve Limited
Lansdowne Gate
65 New Road
Solihull
B91 3DL

Date:

Dear Customer Lifecycle Team,

RE: Notice of Discontinuance

In accordance with Uniform Network Code Section V Paragraph 4.2, [insert User registered company name] wishes to give notice for voluntary discontinuance ("Discontinuance Notice") to cease to be a User.

We understand that we will receive an acknowledgement letter from Xoserve Limited in receipt of this Discontinuance Notice which will detail the actions that [insert User registered company name] will need to undertake before a discontinuance date can be provided.

The representative of [insert User registered company name] who will be responsible for liaising with Xoserve Limited for the duration of the Voluntary Discontinuance procedure is as follows:

Contact Name:

Contact Telephone Number:

Contact Email Address:

Contact Correspondence Address:

We also confirm that we do/do not* intend to revoke our Gas Shipper Licence.

Yours faithfully,

Authorised Representative on behalf of [insert User registered company name]

*If the intention is to revoke the Gas Shipper Licence, please provide the anticipated date of applying for revocation to OFGEM.