

**User Pays User Committee Minutes**  
**Monday 13 February 2012**  
**via teleconference**

**Attendees**

|                          |    |               |
|--------------------------|----|---------------|
| Tim Davis (Chair)        | TD | Joint Office  |
| Lorna Dupont (Secretary) | LD | Joint Office  |
| Chris Davis              | CD | Total         |
| Claire Copplestone       | CC | SSE           |
| Danielle Finney          | DF | E.ON UK       |
| Dave Addison             | DA | Xoserve       |
| Graham Wood              | GW | British Gas   |
| Helen Field              | HF | Xoserve       |
| Lorna Gibb               | LG | ScottishPower |
| Vicki Workman            | VW | Xoserve       |

**1.0 Introduction**

*Meeting documentation can be found at [www.gasgovernance.co.uk/up/2012](http://www.gasgovernance.co.uk/up/2012)*

TD welcomed attendees and the meeting was declared quorate.

**1.1. Minutes of previous meeting**

The minutes from the previous meeting were accepted.

**1.2. Actions**

**Action UPUG0801:** IAD Replacement - Consider alternative options to a mandatory requirement that all IAD Service users have access to email.

**Update:** At the previous meeting options were discussed for using a central box account and an alternative had been suggested where Users could also nominate alternative email addresses of team managers. However it was recognised that, for the new system, a mandatory requirement for an email capability remained in place. Users confirmed that they were now happy with the approach. **Closed.**

**Action UPUG1201:** Users whose service usage was projected to change to provide revised volumes to Xoserve.

**Update:** DA reported that Xoserve was in possession of the information that it required. **Closed**

**2.0 Data Enquiry Service Implementation Update**

DA reported that this service had been successfully implemented and that IAD had been decommissioned. Post implementation support will continue until mid April 2012. Customer feedback has been positive on usability and speed. Suggestions for further improvements were being considered, and it was hoped to write out shortly with details of proposed system fixes. DA pointed out this may involve a shortened notice period and that this had

been discussed at the UK Link Committee. Some of the suggested changes had been classed as low priority and so will not be addressed at this stage.

Responding to a question from GW, DA confirmed that the observed increase in usage numbers had been based on the number of users accessing the system; the numbers of 'hits' were also monitored, and Xoserve's understanding of how users used the data/system was growing.

### **3.0 Annual Service Requests**

DA reiterated the process for the year. Populated service requests will be sent out to all Shippers by Friday 17 February 2012. DA urged Shippers to submit their responses to [xoserve.userpays@xoserve.com](mailto:xoserve.userpays@xoserve.com) no later than 29 February 2012.

Changes will take effect from 01 April 2012.

### **4.0 Change Management**

Change 004 had gone live and DA confirmed that currently there were no further changes to consider.

Now that the new IAD system had been implemented, GW indicated that British Gas was reconsidering Change 003 for resubmission.

### **5.0 Operational Update**

#### ***Performance***

DA provided a performance update, with all areas on target. Attention was drawn to errors on Slide 15 (January, February and March Password Reset figures) in the pack that had been issued via email. A corrected version is available on the JO website.

### **6.0 Modification Update**

DA provided a list of User Pays associated Modifications currently live on the Joint Office Modifications Register: [www.gasgovernance.co.uk/mods](http://www.gasgovernance.co.uk/mods). It was noted that Modifications 0396, 0403 and 0410 had been added, and that the consultations on 0396 and 0403 will close out on 02 March 2012.

DA asked if more detailed information was required; no suggestions were made.

### **7.0 Any Other Business**

DA highlighted that price changes would become effective from 01 April 2012. The ACS review had been undertaken and was now with the Networks for their review. It followed the same process as the previous year, and will be published by the end of February.

DA gave advance notice of some expected reductions and decreases.

The monthly charge for Data Enquiry was to be reduced from £6.60 per account to £5.90 (4,000 accounts were removed in the administration review). Responding to a question, DA confirmed to GW that there was a gradual upward trend in the numbers, year on year.

AQ Enquiries were expected to reduce to 0.5 pence per enquiry.

Telephone Band costs were expected to increase, eg Band B, currently 2,840 (annual), would go up to 3,420.

Portfolio Reports charges would reduce by 20%, due to improved efficiencies and performance.

DM Elective charges would remain unchanged.

## **8.0 Next Meeting**

The next meeting (via teleconference) is scheduled to take place at 09:30 on Monday 12 March 2012.

**Action Table: User Pays User Committee**

| <b>Action Ref</b> | <b>Meeting Date</b> | <b>Minute Ref</b> | <b>Action</b>  | <b>Owner</b> | <b>Status Update</b> |
|-------------------|---------------------|-------------------|--|--------------|----------------------|
| <b>UPUG 0801</b>  | 08/08/11            | 2.0               | IAD Replacement - Consider alternative options to a mandatory requirement that all IAD Service users have access to email. | Xoserve (DA) | <b>Closed</b>        |
| <b>UPUG 1201</b>  | 06/12/11            | 6.0               | Users whose service usage was projected to change provide revised volumes to Xoserve.                                      | ALL          | <b>Closed</b>        |