

**EH/821/DA - 1 Change to IAD to Restrict Multiple Users Access of a Single IAD Account**

Shipper	Name	Date	Accept/Reject	Publish	Shipper Comments	Response
npower	Stephanie Shepherd	25/04/08	Reject	Yes	<p>npower has recently undertaken a rationalisation of it's IAD Accounts to facilitate the introduction of the User Pays arrangements. Throughout that activity it was not stated that there were any restrictions on multiple users of a single IAD Account. Nor was it communicated that there were plans to place such a restriction on the system.</p> <p>Whilst we can understand the rationale behind the change, to disable concurrent usage of an IAD account logon, we believe that this should have been made much clearer during the user pays IAD account rationalisation exercise. Although the proposal references communication made in January 2007, this was at some distance from the introduction of user pays charging for IAD Accounts and more timely updates would have been beneficial. Ofgem's open letter was critical of xoserve's approach to communicating with it's customers and we were hopeful that this would encourage an improvement in that area. We are concerned that this is changing the way the service is provided following the introduction of user pays.</p> <p>The implementation of user pays services has understandably lead to changes of process within our business. The limited timescale for response and indeed the planned implementation date is a cause for further</p>	<p>Thank you for your comments. The matter of single user usage per account has been discussed within industry forums since January 2007. These forums have primarily been the Service Delivery Operational Forum but also at a specially convened session to discuss the IAD system. At these sessions there were no contrary views expressed against the principle of Single User Access, and this was acknowledged that this is in line with general security principles.</p> <p>The change to provide password reset capability is proposed to better support users of the system and reduce administration for these users in instances where they have forgotten their passwords. Please note the self password reset capability will only be available for existing accounts. New account creations will only be accepted and actioned from</p>

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					<p>frustration over the roll out of this fundamental change.</p> <p>In addition, we have provided xoserve with details of the npower staff from whom it should accept requests for password resets. This will provide us with an additional checkpoint to ensure that the IAD accounts we hold are providing value for money. We would not support the introduction of password resetting by individual users.</p>	<p>the relevant authorised party.</p> <p>The response time provided for this communication was ten days. Although this change is a non UKLink System this timescale is consistent to that for UKLink System changes to which I presume that you refer.</p>
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