Evaluation Quotation Report (EQR) for Change Order UPCO009

UNC Modification 0472S – Reporting the number of registration attempts by a Supplier.

Document Purpose & Summary

The purposes of this report are...

- To provide a quotation for xoserve to evaluate the business change outlined in the relevant change order, i.e. a quote to provide a Business Evaluation Report (BER).

- To identify the impacted areas that will be analysed during the evaluation.

Evaluation service offered:

Analysis of the change order to produce a Business Evaluation Report that will include estimated costs for delivery of the business change.

During business evaluation xoserve may provide other appropriate deliverables.

Quotation Dependencies

- There are no changes in the scope or complexity of the change between provision of this EQR and delivery of the BER.

- The BER delivery time scale quoted is elapsed time. Actual start date depends upon [a] when the BEO is received and [b] the relative priorities and availability of resource at that time.

Disclaimer

This Evaluation Quotation Report has been prepared pursuant to Schedule 2 of the Framework Contract for the Provision of Non-Code User Pays Services.

It has been prepared in good faith, and has been prepared using data and information provided by third parties, and whilst xoserve has used its reasonable endeavours to ensure that it is accurate and appropriate, no representation or warranty is made as to it is accuracy or completeness of the information contained herein, nor its fitness for purpose, even where any such purpose has been advised. By its very nature is only able to contain indicative information and estimates (including without limitation those of time, resource and cost) based on the circumstances known to xoserve at the time of its preparation. Without prejudice to any of the above, xoserve accordingly makes no representations of accuracy or completeness and any representations, or warranties whether express or implied, statutory or otherwise are expressly excluded, and all and any liability of xoserve is excluded to the maximum extent permitted at law. No liability for fraudulent misrepresentation is excluded by the above.

Where xoserve becomes aware of any inaccuracies or omissions in, or updates required to, this Report it shall notify the UPUC as soon as reasonably practicable but Xoserve shall have no liability or obligation whatsoever in this regard.

Nothing in this document is intended to have any contractual or legal force.

Change type:	Change Order (User Pays) Non-Code Services
Service Change Details (describe new requirements and expected beneficiaries):	At the moment there is no restriction on the number of registration attempts that a Shipper can make when attempting to gain a customer. This can lead to numerous repeated attempts to register the customer when this is not appropriate e.g. when the customer is under contract to their existing Supplier. These repeated registration attempts are inefficient, as they have to be responded to. It has been identified that an existing Shipper cannot identify the proposing Shipper attempting registration, however Xoserve can report on these issues where repeated inappropriate registration attempts may have been made.
	This modification proposed that reporting the number of registration attempts where customers are under contract is required to prevent multiple unwarranted registration attempts and drive correct behaviour. It will also assist Shippers in resolving specific incidents of this type. This has significant customer benefit by enabling the incumbent Shipper to identify the proposing Shipper and resolve the issue resulting in more efficient shipping.
	1) Circumstances may arise where the Existing Registered User receives a 5 or more Confirmation notification from the Transporter during a 3 calendar month period and any object to the proposed transfer of ownership using a valid Supply point Objection reason code.
	2) Subject to 1) the Existing Registered User may contact the relevant Transporter who will identify the Proposing User or Users attempting to register the relevant Supply Meter Point.
	3) Provided 5 or more Supply Point Confirmations have been made within 3 calendar months by the same Proposing User, the Transporter will notify the identity of the relevant Proposing user to the Existing Registered User and will confirm the Existing Registered User that the Proposing User has submitted 5 or more Supply Point Confirmations within the 3 calendar months.
	4) Where the conditions of the above information request are not met the Transporter will reject such request.
	5) For clarity to ensure this is a prospective modification it will only apply to confirmations

	made after the 1st September 2014.
	The service provided will enable Xoserve to release the name of a Shipper who has submitted 5 or more Supply point confirmation attempts for a specific site.
	The name of the Shipper can only be released if these attempts are within a 3 months period.
	The period commences from Sep 2014.

Xoserve's initial view of if and how Service Change can be reasonably implemented:	Utilising the current User Telephone Enquiry Service.
Xoserve's impact assessment of what analysis work is required in order to deliver BER:	None.
Estimated BER delivery cost and whether recoverable:	None
Potential Changes to: The Framework Contract for the Provision of Non-code User Pays Services/Xoserve Ltd Services Schedule for the Provision of Non-Code User Pays Serves/Agency Charging Statement	None.
Period for which EQR is valid:	From 6th November 2014 – 10 day voting period
Lead Xoserve Operational Manager, name and contact details.	Darren Jackson – Darren.jackson@xoserve.com

Draft ACS Services Lines for Information

Service Item	Description	Type	Service Recipient	Service Detail	Charging Basis	Charge £