

xserve



respect > commitment > teamwork

User Pays User Committee

12th March 2012

Agenda

- Introduction
 - Minutes of last meeting & Actions arising
- Data Enquiry Service Implementation Update
- Annual Service Requests
- Change Management Update
- Operational Update
- Modification Update
- AOB

xserve



respect > commitment > teamwork

xserve



respect > commitment > teamwork

Data Enquiry Service Update

UPUC 12th March 2012

xserve



respect > commitment > teamwork

Annual Service Requests Update

UPUC 12th March 2012

User Pays - Annual Service Requests Update

The Annual User Pays Service Request renewal process has commenced

- Xoserve sent pre populated Service Requests to Shippers on Friday 17th February 2012 for review
- Shippers are required to review and advise Xoserve of the User Pays services that they want to receive for the forthcoming year (01/04/12 -1/04/13)
- Final Deadline for Shippers to respond was Friday 9th March 2012
- New Contracts to go live on 1st April 2012

All responses need to be sent back to xoserve.userpays@xoserve.com

xoserve



respect > commitment > teamwork

xserve



respect > commitment > teamwork

Change Management

UPUC 12th March 2012

xserve



respect > commitment > teamwork

Operational Updates

UPUC 12th March 2012

Telephone service

	No. of calls	Service Availability (Target 95% availability)	Call answering (Target 90% within 30 sec's)
February	25,674	100%	92%
January	23,327	100%	91%
December	14,808	100%	93%

Xserve



respect > commitment > teamwork

Data Enquiry Service

	No. of accounts	Service Availability (Target 97% during core hours)
February	15,935	98%
January	16,581	100%
December	20,375	100%



respect > commitment > teamwork

E-mail Reporting service

	No. of requests	Performance (2 & 5 business days)
February	88	100%
January	106	100%
December	82	100%

Xserve



respect > commitment > teamwork

Portfolio Reporting service

	No. of reports issued	Performance
February	92	100%
January	100	100%
December	95	100%

Xserve



respect > commitment > teamwork

AQ enquiries

	No. processed	Performance (Target to process by end of 2nd Business Day)
February	4,478	100%
January	24,864	100%
December	1,864	100%

Xserve



respect > commitment > teamwork

Data Enquiry Account Transaction Volumes

	Accounts Created		Password Resets	
	Number	Within 10 days	Number Requested	Completed within Month
February '12	1141	100%	3714	3714
January '12	922	100%	1151	1151
December '11	503	100%	906	906
November'11	750	100%	792	792
October'11	471	100%	855	855
September'11	721	100%	662	662
August'11	707	100%	830	830
July'11	464	100%	681	681
June'11	359	100%	560	560
May'11	382	100%	650	650
April'11	349	100%	653	653
March'11	679	100%	1045	1045

xserve



respect > commitment > teamwork

Data Enquiry – Account deletion volumes

	<i>Accounts Deleted</i>		
	<i>Number</i>	<i>Within 10 days</i>	<i>Comments</i>
February	1787	100%	1663 deleted via Bulk Request
January	4694	100%	4331 deleted via Bulk Request
December	894	100%	843 deleted via Bulk Request

Xserve



respect > commitment > teamwork



respect > commitment > teamwork

Modifications with User Pays Impact

UPUC 12th March 2012

Modifications identified as potential User Pays

- 0277 – Creation of Incentives for the Detection of Theft of Gas (Supplier Energy Theft Scheme)
- 0326VV - Allocation of unidentified gas following the appointment of the Allocation of Unidentified Gas Expert (AUGE)
- 0335 – Offtake Metering Error Payment Timescales
- 0346 – An Alternative to the Supplier Energy Theft Scheme Based on Throughput
- 0357 – Enhanced Supply Point Administration Process
- 0369 – Re-establishment of Supply Meter Points – measures to address shipper less sites
- 0376 & 0367A– Increased Choice when Applying for NTS Exit Capacity (recently approved and ACS not vetoed by Ofgem).
- 0378 – Greater Transparency over AQ Appeal Performance
- 0379 & 379A Provision for an AQ Review Audit
- 0383 – Profiling payment of LDZ transportation charges
- 0387 – Removal of Anonymity from Annual Quantity Appeal and Amendment Reports
- 0395 - Limitation on Retrospective Invoicing and Invoice Correction (2 -3 year solution)
- 0396 – EU Third Package: Three Week Switching
- 0398 Limitation on Retrospective Invoicing and Invoice Correction (3 – 4 year solution).
- 0399 - Transparency of Theft Detection Performance
- 0403 - EU Third Package: 21 day switching with flexible objection period
- 0410 - Responsibility for gas off-taken at Unregistered Sites following New Network Connections
- 0417 – Notice for Enduring Exit Capacity Reduction Applications

Xserve



respect > commitment > teamwork

xserve



respect > commitment > teamwork

A.O.B

UPUC 12th March 2012