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# User Pays User Committee

5<sup>th</sup> November 2012

# Agenda

- Introduction
  - Minutes of last meeting & Actions arising
- Change Management Update
  - Implementation of Change Order UPCO005
  - Change Order UPCO006
- Operational Update
- Modification Update
- AOB
  - Data Enquiry Outage

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# Change Management

## UPUC 5<sup>th</sup> November 2012

# UPCO005 - Historic Asset and Read Portfolio Report Service Implementation and Transition

- Transition Approach
- Delivery of Report
  - Modification 279 Reporting Timescales – 1<sup>st</sup> Report
  - Annual Service Renewals
- Modification 416S has been implemented, creating two new Non-Code User Pays services and the general permissions to release historic asset and read data.

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## UPCO005 - Historic Asset and Read Portfolio Report Service Implementation and Transition

- The two Non-Code User Pays services are:
  - Annual Service – quarterly, (four (4) scheduled reports (April, July, October, January each Year)
  - Annual Service – monthly (scheduled monthly reports)
- An Agency Charging Statement has been submitted to Ofgem, containing the charges for the two services -  
[http://www.gasgovernance.co.uk/sites/default/files/AgencyChargingStatement\\_proposed\\_19November12.pdf](http://www.gasgovernance.co.uk/sites/default/files/AgencyChargingStatement_proposed_19November12.pdf)
- The charges are £1200 for the annual service and £512 for the quarterly service.
- An updated version of the Services Schedule for the Provision of Non-Code User Pays Services will be made available shortly, as will the associated Service Request forms.

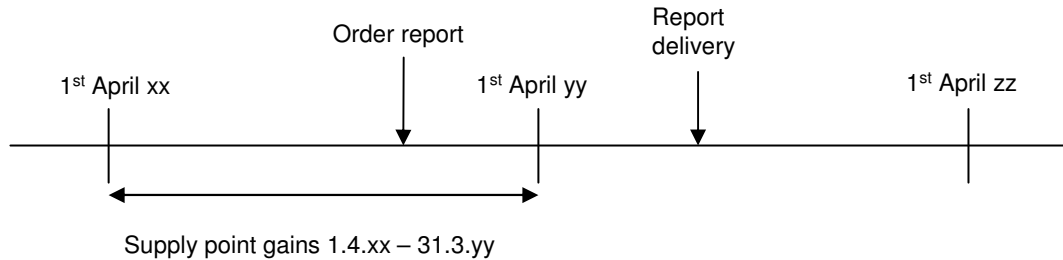
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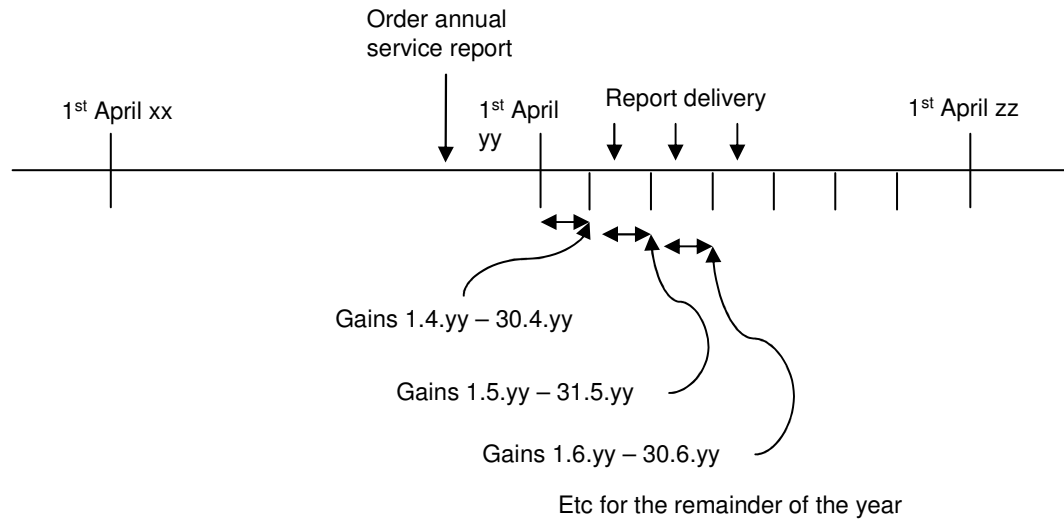
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# UPCO005 - Historic Asset and Read Portfolio Report Service Implementation and Transition

Mod 279 Service



Non-Code annual report service (standard delivery)



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# Change Management Update

- Change Order Form for Supporting Information for Telephone Enquiry Usage UPCO006
- On the 15<sup>th</sup> October 2012, Xoserve formally published the above Change Order and invited all User Pays Customers to vote to accept or reject the Change Order before 5pm on Monday 29<sup>th</sup> October 2012.
- After the 29<sup>th</sup> October will publish the outcome of the Change Order if this is accepted details of the EQR will be formally published and all User Pays Customer are invited to vote to accept or reject.
- All votes must be sent to [xoserve.userpays@xoserve.com](mailto:xoserve.userpays@xoserve.com)
- As with the previous Change Order as this change is also considered as a simple change only, we would like to take the same approach that each document will be voted on consecutively without the need to have a meeting at each stage. This is to aide the smooth implementation of this change, with minimum administration.

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# Change Management Update

- For clarification the change process will be managed as follows:

15 <sup>th</sup> October 2012	Formally notify User Pays Contract Managers of voting period for change order [Complete]
16 <sup>th</sup> October – 29 <sup>th</sup> October 2012	Change order voting period
5 <sup>th</sup> November 2012	Confirmation of approach at the User Pays User Committee. Evaluation Quotation Report (EQR) submission. A formal notification will then be issued to the User Pays Contract Managers advising of the Voting Period for EQR
6 <sup>th</sup> November – 19 <sup>th</sup> November 2012	EQR voting period
20 <sup>th</sup> November 2012	Collate User Pays customer's votes & notify outcome. If the EQR is not rejected then a Business Evaluation Order (BEO) will be submitted to Xoserve. Xoserve will then submit a Business Evaluation Report (BER). A formal notification will then be issued to the User Pays Contract Managers advising of the voting period for the BER.
21 <sup>st</sup> November – 4 <sup>th</sup> December 2012	BER voting period
5 <sup>th</sup> December 2012	Collate User Pays customer's votes & notify outcome. If the BER is not rejected then the changes will be implemented



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# Operational Updates

## UPUC 5<sup>th</sup> November 2012

# Telephone service

	<b>No. of calls</b>	<b>Service Availability</b> (Target 95% availability)	<b>Call answering</b> (Target 90% within 30 sec's)
<b>Sept</b>	18623	<b>100%</b>	<b>92%</b>
<b>August</b>	20574	<b>100%</b>	<b>92.1%</b>
<b>July</b>	20,146	<b>100%</b>	<b>92%</b>

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# Data Enquiry Service

	<b>No. of accounts</b>	<b>Service Availability</b> (Target 97% during core hours)
<b>Sept</b>	20,000	<b>100%</b>
<b>August</b>	20,000	<b>100%</b>
<b>July</b>	19,000	<b>100%</b>

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# E-mail Reporting service

	No. of requests	Performance (2 & 5 business days)
<b>Sept</b>	112	<b>100%</b>
<b>August</b>	116	<b>100%</b>
<b>July</b>	129	<b>100%</b>

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# Portfolio Reporting service

	No. of reports issued	Performance
<b>Sept</b>	87	100%
<b>August</b>	87	100%
<b>July</b>	99	99%

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# AQ enquiries

	<b>No. processed</b>	<b>Performance</b> (Target to process by end of 2nd Business Day)
<b>Sept</b>	1316	<b>100%</b>
<b>August</b>	524,953	<b>100%</b>
<b>July</b>	4,175,937	<b>100%</b>

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# Data Enquiry Account Transaction Volumes

	Accounts Created		Password Resets	
	Number	Within 10 days	Number Requested	Completed within Month
September '12	946	100%	1165	1165
August '12	1092	100%	1186	1186
July '12	864	100%	1568	1568
June '12	528	100%	1273	1273
May '12	1566	100%	2009	2009
April '12	916	100%	2748	2748
March '12	939	100%	2112	2112
February '12	1525	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

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## Data Enquiry – Account deletion volumes

	<i>Accounts Deleted</i>		
	<i>Number</i>	<i>Within 10 days</i>	<i>Comments</i>
September	885	100%	766 Bulk Deletion
August	55	100%	No Bulk Deletions
July	1992	100%	1647 Bulk Deletions

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# Modifications with User Pays Impact

## UPUC 5<sup>th</sup> November 2012

# Modifications identified as potential User Pays

- 0333A – Update of the Default System Marginal, Buy Price and System Marginal sell price mod approved
- 0338V – Remove the UNC requirement for a ‘gas trader’ User to hold a Gas Shipper Licence
- 0379 - Provision for an AQ Review Audit
- 0395 - Limitation on Retrospective Invoicing and Invoice Correction (2 -3 year solution)
- 0403 - EU Third Package: 21 day switching with flexible objection period
- 0410 - Responsibility for gas off-taken at Unregistered Sites following New Network Connections
- 0421 – Provision for an AQ Review Audit (previously 0379A)
- 0426 – Amendment of the NTS System Entry Overrun Charge
- 0428 – Single Meter Supply Points
- 0429 – Customer Settlement Error Claims Process
- 0430 – Inclusion of data items relevant to Smart Metering into existing industry systems
- 0432 – Project Nexus – Gas Settlement Reform
- 0434 – Project Nexus – Retrospective Adjustment
- 0435 – Arrangement to better secure firm gas supplies for GB Customers

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A.O.B