

User Pays User Committee

16th July 2010

Agenda

1. Minutes & Actions from previous meeting
2. Operational Updates
3. Modification Update
4. Change Management
5. IAD Replacement
6. AOB

Operational Update

Telephone Service Line

	No of calls	Service Availability (target 95% availability)	Call answering (target 90% within 30 seconds)
June	22,992	100%	92%
May	20,938	97.83%	91%
April	23,296	100%	91%

IAD Service Line

	Number of Accounts	Availability (Target 97% availability during core hours)
June	19,250	100%
May	19,000	100%
April	19,000	100%

Email Report Service Line

	No. of email reports	Performance (2 and 5 business days)
June	66	100%
May	43	100%
April	65	100%

Portfolio Reports

	Reports sent in the month	Performance standard
June	112	
May	110	
April	110	

AQ Enquiries

	Number of AQ Enquiries processed	Performance (Target process by end of second Business Day)
June	296,856	100%
May	2,712	100%
April	2,609	100%

IAD Account Transaction Volumes

	Accounts Created (normal process)		Bulk Password Resets	
	Number	Within 10 days	Number Requested	Completed within Month
June'10	365	100%	0	0
May'10	421	100%	165	165
April'10	405	100%	0	0
March'10	657	100%	0	0
February'10	642	100%	0	0
January'10	462	100%	0	0
December'09	1043	100%	0	0
November'09	537	100%	0	0
October'09	678	100%	0	0
September'09	729	100%	282	282
August'09	703	100%	115	115
July'09	669	100%	84	84

IAD Account – Deletion volumes

	<i>Accounts Deleted (normal process)</i>		
	<i>Number</i>	<i>Within 10 days</i>	<i>Comments</i>
June	167	100%	
May	430	100%	<i>This figure includes a bulk deletion request for 326 accounts</i>
April	130	100%	

Modification Update

Modifications identified as potential User Pays

- **0295 – Allocation of Daily NTS Entry Capacity within day**
- **0231 – Changes to the Reasonable Endeavours Scheme to better incentivise the detection of Theft**
- **0270 – Aggregated monthly Reconciliation for Smart Meters**

Modifications identified as potential User Pays

- **0274 – Creation of a National Revenue Protection Service**
- **0277 – Creation of Incentives for the Detection of Theft of Gas (Supplier Energy Theft Scheme)**
- **0279 – Improving the availability of meter read history and asset information**
- **0282 – Introduction of a process to manage Long Term Vacant Sites**
- **0284 – Removal of the Zero Auction Reserve Price for Within-day Daily NTS Entry Capacity (WDDSEC)**
- **0285 - "Use it or lose it"(UIOLI) Interruptible Capacity only to be released when there is at most 10% unsold firm entry capacity**

Modifications identified as potential User Pays

- **0286 - Extending Modification Panel Voting Rights to Consumer Representatives**
- **0286A - Extending Modification Panel Voting Rights to a Consumer Representative**
- **0287 - Change System Capacity Transfers Notification Time Limit from 04.00 hours to 03.00 hours**
- **0290 – To facilitate the release of Additional NTS Exit (Flat) Capacity at National Grid NTS’s discretion**
- **0292 & 293 – Proposed change to the AQ Review Amendment Tolerance for SSP sites**

IAD Replacement Project

An Update to UPUC
July 2010

Update on IAD project

- Replacement project is underway
- Currently in the analysis and design phase
 - Working up details around requirements gathered at the end of last year
 - Developing accesses, security and password management processes
 - Designing screen layouts
- This phase is due to finish in September
 - We then expect to be in a position to take you through the rest of the delivery time line

Change Management

Update on Change Process

UPCO002 - IAD Last Access Report

- Implemented wef 1/6/10
- Service Request available on xoserve website
- Post Implementation

AOB