

## **User Pays User Committee Minutes**

**Monday 14 May 2012**

**via teleconference**

### **Attendees**

Tim Davis (Chair)	TD	Joint Office
Lorna Dupont (Secretary)	LD	Joint Office
Claire Coppelstone	CC	SSE
Danielle Fyney	DF	E.ON UK
Dave Addison	DA	Xoserve
James Cameron	JC	Corona Energy
Katie Ballard	KB	Total
Lorna Gibb	LG	ScottishPower
Lorna Lewin	LL	Dong
Trevor Clark	TC	E.ON UK
Vicky Workman	VW	Xoserve

### **1.0**

#### **Introduction**

Meeting documentation can be found at [www.gasgovernance.co.uk/up/2012](http://www.gasgovernance.co.uk/up/2012)

TD welcomed attendees. The meeting was declared quorate.

#### **1.1 Minutes of previous meeting**

The minutes from the previous meeting were accepted.

#### **1.2 Actions**

There were no actions outstanding.

### **2.0 Data Enquiry Service (DES) Update**

DA reported that the post implementation support was now complete. Acting on feedback from Users a number of system changes had been carried out, together with further analysis on other issues raised by Users.

It was identified that the running of multiple sessions or incorrect logging out caused some system issues. An email drawing attention to the importance of Access Security had been sent to the User Pays Contract Managers, and DA encouraged those present to remind their users to please ensure that accounts are not being shared and to make sure that password re-sets are actioned immediately.

### **3.0 Annual Service Requests Update**

New contracts were effective from 01 April 2012 and will run until 31 March 2013. Additional requests can be made throughout the year via the Service Request Forms available at [www.xoserve.com](http://www.xoserve.com) and should be sent to [Xoserve.userpays@xoserve.com](mailto:Xoserve.userpays@xoserve.com).

The Agency Charging Statement is available on the Joint Office website at: [www.gasgovernance.co.uk/liveacs](http://www.gasgovernance.co.uk/liveacs)

## **4.0 Change Management Update**

### **4.1 Change Order No UPCO005: Modification 0416S – Extending the data provision permissions created by Modification 0279 regarding historic asset and read data provision**

This modification seeks to provide permission for the Registered User to access historic asset and read data for recently acquired supply points. In addition to the general permission, it references two Non-Code User Pays portfolio reports. This change is required in order to add these two portfolio reports to the Services Schedule for the Provision of Non-Code User Pays Services.

TD asked if a party had formally proposed the change and pointed out that the Committee had not yet had sight of the Change Proposal, and that it is not on the Xoserve website. DA indicated that Xoserve had raised the change request and an EQR is being prepared. He would review the change process and ensure the necessary steps are taken to formalise this.

### **4.2 Other Changes**

At the previous meeting it had been mentioned that British Gas was reconsidering Change 003 for resubmission (charging for data usage rather than per account). Following a question from DF, DA confirmed that British Gas had not yet raised this.

## **5.0 Operational Update**

### ***Performance***

DA provided a performance update, with all areas on target. No questions were raised.

## **6.0 Modification Update**

DA provided a list of User Pays Modifications currently live on the Joint Office Modifications Register: [www.gasgovernance.co.uk/mods](http://www.gasgovernance.co.uk/mods).

## **7.0 Any Other Business**

### **7.1 Voting Rights**

In May and November each year, Xoserve must determine the value of charges for each User Pays Customer for the months of April and October respectively, and for each User Pays Customer the percentage of its square root compared to all User Pays Customers values is determined. This percentage is the Customers Voting Value. (For a worked example of the

Square Root Transformation Technique please refer to Appendix 1 of User Pays User Committee Terms of Reference).

It was noted that Voting Rights are only issued to User Pays Customers with a signed User Pays Contract. New Voting rights will be issued by the end of the month.

## **7.2 M Number DVD - Information Sharing**

LG reported that ScottishPower was changing its IT service provider and had intended sharing the DVD information, however Xoserve had not agreed to this. The position had been discussed and had been escalated to the SPAA Executive.

DA pointed out that in the contract as written, Xoserve had to give its consent to the passing of information to a third party as the DVD also contained other Users' data. The position was being considered.

## **8.0 Next Meeting**

The next meeting (via teleconference) is scheduled to take place at 09:30 on Monday 09 July 2012.