User Pays User Committee
14th May 2012

Agenda

- Introduction
  - Minutes of last meeting & Actions arising
- Data Enquiry Service Implementation Update
- Annual Service Requests Updates
- Change Management Update
  - MOD 416s (Change Order UPCO005)
- Operational Update
- Modification Update
- AOB
  - Voting Rights

Data Enquiry Service Update
UPUC 14th May 2012

Data Enquiry Service Update

- Post Implementation Support is now complete

- Since the launch of DES, 13 system changes have been carried out.
  - Majority of these were as a result of observations from users
  - Some observations did not result in changes due to complexity of the change

- Xoserve has also carried out some further analysis on other system issues raised by users, some of the results identified causes being multiple sessions or not logging out correctly.

- Users are reminded to please ensure that accounts are not being shared and that passwords resets are actioned straight away (as soon as they re-log into DES).

- An email issued to User Pays Contract Managers on 5th April 2012 highlighted the importance of Access Security.

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Annual Service Requests Update
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User Pays - Annual Service Requests Update

- The Annual User Pays Service Requests went live on 1st April 2012

- These will now run until 31st March 2013, unless the service is terminated within the year.

- Any additional User Pays Services can be requested throughout year by using the Service Request Forms found under User Pays Services on Xoserve.com.

- The charges for these services can also be found in the Agency Charging Statement found on the Joint Office Website.

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

Change Management
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Change Management Update

- Change Order Form for Historic Asset and Read Portfolio Report Service – UPCO005

- UNC Modification 416S Extending the data provision permissions created by Modification 0279 regarding historic asset and read data provision, will provide permission for the registered user to access historic asset and read data for recently acquired supply points. In addition to the general permission the modification provides for two Non-Code User Pays portfolio reports. This change is to add these two portfolio reports to the Services Schedule for the Provision of Non-Code User Pays Services.

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Operational Updates
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Telephone service

	No. of calls	Service Availability (Target 95% availability)	Call answering (Target 90% within 30 sec's)
April	19,431	**100%**	**92%**
March	23,301	**100%**	**93%**
February	25,674	**100%**	**92%**

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Data Enquiry Service

	No. of accounts	Service Availability (Target 97% during core hours)
April	18,000	**100%**
March	17,000	**100%**
February	16,000	**98%**

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E-mail Reporting service

	No. of requests	Performance (2 & 5 business days)
April	72	100%
March	99	100%
February	88	100%

Portfolio Reporting service

	No. of reports issued	Performance
April	116	100%
March	92	100%
February	92	100%

AQ enquiries

	No. processed	Performance (Target to process by end of 2nd Business Day)
April	4,367	**100%**
March	7,912	**100%**
February	4,478	**100%**

Data Enquiry Account Transaction Volumes

	Accounts Created		Password Resets	
	Number	**Within 10 days**	**Number Requested**	**Completed within Month**
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
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

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Data Enquiry – Account deletion volumes

	Accounts Deleted		
	Number	**Within 10 days**	**Comments**
April	7	**100%**	*No Bulk Deletions*
March	39	**100%**	*No Bulk Deletions*
February	1787	**100%**	*1663 deleted via Bulk Request*

Modifications with User Pays Impact
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Modifications identified as potential User Pays

- 0335 & 0335A – Offtake Metering Error Payment Timescales
- 0338V – Remove the UNC requirement for a 'gas trader' User to hold a Gas Shipper Licence
- 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 - 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
- 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
- 0421 – Provision for an AQ Review Audit (previously 0379A)

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A.O.B
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Voting Rights

- In May and November each year, Xoserve shall determine the value of charges for each User Pays Customer for the months of April and October respectively.

- Xoserve shall determine for each User Pays Customer the percentage of its square root compared to all User Pays Customers values. 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)

- 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 month

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