

xserve



respect > commitment > teamwork

User Pays User Committee

3rd September 2012

Agenda

- Introduction
 - Minutes of last meeting & Actions arising
- Change Management Update
 - MOD 416s (Change Order UPCO005)
- Operational Update
- Modification Update
- AOB

xserve



respect > commitment > teamwork

xserve



respect > commitment > teamwork

Change Management

UPUC 3rd September 2012

Change Management Update

- Change Order Form for Historic Asset and Read Portfolio Report Service – UPCO005
- In line with the prevailing Change Procedure the Business Evaluation Report (BER) was formally notified to members of the UPUC on 25th July 2012 for formal consideration. User Pays Customers were invited to vote on whether to accept or reject the Business Evaluation Report (BER) and funding of the before 17:00 on Wednesday 8th August 2012.
- As Xoserve did not receive any votes, the conditions of Clause 6.2 of the UPUC terms of reference have been met, therefore the Change Order was deemed as approved by the User Pays User Committee.
- The BER Outcome Report was published on Joint Office on 14th August 2012
- The Modification along with the revised ACS Document, was considered at UNC Modification Panel held on the 16th August 2012. This was sent for consultation and will close out in September.
- Provided no issues are raised and the Modification is accepted by the panel following consideration this will be implemented effective the 12th October 2012

Xoserve



respect > commitment > teamwork

xserve



respect > commitment > teamwork

Operational Updates

UPUC 3rd September 2012

Telephone service

	No. of calls	Service Availability (Target 95% availability)	Call answering (Target 90% within 30 sec's)
July	20,146	100%	92%
June	17,983	100%	92%
May	20818	100%	91%

Xserve



respect > commitment > teamwork

Data Enquiry Service

	No. of accounts	Service Availability (Target 97% during core hours)
July	19,000	100%
June	20,000	100%
May	19,500	100%

Xserve



respect > commitment > teamwork

E-mail Reporting service

	No. of requests	Performance (2 & 5 business days)
July	129	100%
June	97	100%
May	104	100%

Xserve



respect > commitment > teamwork

Portfolio Reporting service

	No. of reports issued	Performance
July	99	99%
June	116	100%
May	92	100%

Xserve



respect > commitment > teamwork

AQ enquiries

	No. processed	Performance (Target to process by end of 2nd Business Day)
July	4,175,937	100%
June	4,390,102	100%
May	1,226,814	100%

Xserve



respect > commitment > teamwork

Data Enquiry Account Transaction Volumes

	Accounts Created		Password Resets	
	Number	Within 10 days	Number Requested	Completed within Month
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
September '11	721	100%	662	662
August '11	707	100%	830	830

Xserve



respect > commitment > teamwork

Data Enquiry – Account deletion volumes

	<i>Accounts Deleted</i>		
	<i>Number</i>	<i>Within 10 days</i>	<i>Comments</i>
July	1992	100%	1647 Bulk Deletions
June	164	100%	No Bulk Deletions
May	43	100%	No Bulk Deletions

Xserve



respect > commitment > teamwork

xserve



respect > commitment > teamwork

Modifications with User Pays Impact

UPUC 3rd September 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)
- 0396 – EU Third Package: Three Week Switching
- 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

xserve



respect > commitment > teamwork

xserve



respect > commitment > teamwork

A.O.B

AOB - Data Enquiry Outage

- In order to reflect the new gas year AQ values in the Data Enquiry (DE) service, DE will be running a number of catch-up activities over a period of several days.
- There will be a planned outage for the DE service on **Thursday 4th October 2012 00:00hrs**. The service will be fully available from **09:00 on Friday 5th October 2012**.

DE data availability during this period:

Date	Data Availability	Performance
Monday 1st October 2012	D-1	Normal
Tuesday 2nd October 2012	D-2	Possibility of slow performance
Wednesday 3rd October 2012	D-3	Possibility of slow performance
Thursday 4th October	None	System Unavailable
Friday 5th October	D-2	Normal
Saturday 6th October	D-1	Normal

Xserve



respect > commitment > teamwork



respect > commitment > teamwork

Enhancements to MUR Process

MUR Process

Headlines

- Communication to CEUG Group QP72 on 12th July 2012.
- **Search** – In the future, using a combination of the Contact Code (MUR) and the MPRN, you will be able to view the Contact throughout the Must Read lifecycle..
- **Files** – As the Contact will be generated at the commencement of the Must Read lifecycle, the Contact Reference Number and the most recent status change will be recorded in the QEX file. Closure notifications will continue via the QCL file.
- **Screens** – Three additional fields will be visible in the new Contact Management screens; two are 'read only' fields and the other field requires Shipper 'action'.
- **Case Event Descriptions (CED)** - New Case Event Descriptions have been created to aid visibility of the contact lifecycle, accommodate process improvements and system enhancements. However, you will only be able to action a Contact where the Case Event Description is **FWD**, as all other status codes will be for information only.

Xserve



respect > commitment > teamwork

MUR Process Now & Future

Enhancements to MUR Process

Now	Future
Bulk uploaded onto ConQuest & visible via Search	Contact visible from point the read request is generated to the Meter Read Agency
Contacts remain open for 5 business days after which they are bulk closed down.	Contacts will remain open for 20 business days, after which they will auto close.
QCL and QEX files advises of status changes	These reports will still be produced with the addition to track Contacts via Search.

xserve



respect > commitment > teamwork

- Data Enquiry Print Setting Change
- Supporting Information for Telephone Enquiry Usage
- Next Meeting
 - Monday 5th November 2012 at 9.30am

xserve



respect > commitment > teamwork