

User Pays User Group Minutes
Monday 10 August 2009
(via teleconference)

Attendees

Tim Davis (Chair/Secretary)	TD	Joint Office
Lorna Dupont	LD	Joint Office
Alan Raper	AR	National Grid Distribution
Andy Miller	AM	xoserve
Chris Davies	CD	Total Gas and Power
Jemma Woolston	JW	Shell
Nick Reeves	NR	xoserve
Sharon Cole	SC	Scottish and Southern Energy

1.0 Introduction

TD welcomed attendees to the meeting and confirmed that, as the meeting was not quorate, it would be deemed to be an informal meeting of the User Pays User Group.

1.1. Minutes of last meeting

These were accepted by those present.

1.2. Actions arising

Action UPUG05/02: All to send to Joint Office suggestions on how M Number data may be submitted electronically in future; and

Action UPUG05/03: xoserve (MC) to explore options for electronic transfer of M Number data.

Update: NR had liaised with EON, and had explained that xoserve had not chosen FTP because the IX route, used to transmit electronically over 90% of the communications, is deemed to be a significantly more secure form of file transfer. A response from EON was awaited.

Actions carried forward

Action UPUC06/04: xoserve (GF) to consider what information they can bring to the next UPUC meeting concerning likely cost and charge implications were IAD charging to be on a usage basis; and

Action UPUC06/05: All to consider likely IAD demand with usage charges, and the analysis they would wish to see in order to assess the proposed change.

Update: These will be captured under change proposal UPUCO001.

Actions closed

Action UPUG07/01: IAD screens changes/SARs fax templates: NR to check on progress of updating of training documentation and advise of likely issue date.

Update: NR reported that this had gone live on the xoserve website

Action closed

Action UPUG07/02: Establish timeline for delivering EQR in respect of BGT IAD charging proposal.

Update: See slide 9, xoserve presentation.

Action closed

Action UPUG07/03: xoserve to circulate a Change Order process map with additional commentary; feedback would be welcomed.

Update: This was being made available on xoserve's website.

Action closed

Action UPUG07/04: xoserve to check the June figures relating to Bulk Password Resets and report back.

Update: NR reported that an error had been made. The figures had been corrected and updated in the meeting pack.

Action closed

Action UPUG07/05: xoserve to clarify and reissue the telephone numbers for customer use.

Update: Details provided in the meeting pack.

Action closed

2.0 Agency Charging Statement (ACS) Update

NR reported that, as it was understood that direction with respect to Modification Proposal 0224 would not be received from Ofgem by 17 August 2009, the proposed ACS had been formally withdrawn and will be resubmitted in due course with a new effective date to coincide with Ofgem's decision. xoserve will notify UPUC as soon as the revised ACS is resubmitted.

As part of xoserve's commitment to review User Pays Charges, xoserve was now able to confirm that the annual prices (Reports, DVD) were expected to remain at the present level. A reduction in IAD charges and an increase in Email reporting charges was anticipated. A recommendation was also likely to be made for an increase in Must Read charges and the manual elements of Shipper Agreed Read charges.

TD asked if xoserve was able to give any indication of the scale of the reductions/increases. NR responded that, as a rough indication, IAD was likely to reduce to around £5.60 per account per month, with the average price of an account in 2009/10 being £7.85. Email reports for 0–1,000 MPRs were likely to increase from £95 to £150, and reports for 1,000–5,000 MPRs were likely to increase from £140 to £250.

Following the current consultation it is intended to submit a revised ACS for the Authority's approval by 01 September 2009.

3.0 Change Management

3.1 IAD Changes/Training Documents

In response to Action UPUG07/01 NR reported that the IAD Training documentation had been updated and would shortly be available on the xoserve website.

3.2 Process Flow Diagram

In response to Action UPUG07/03 NR reported that the process flow diagram had been updated and was being published on the xoserve website at: http://www.xoserve.com/UPS_ChangeDocs.asp.

Customers were encouraged to review this and feedback would be welcomed.

3.3 Change Orders

Responding to Action UPUG07/02, NR reported that he had liaised with Kevin Woollard (BGT) and had provided timescales and the reasoning, and had received no further feedback.

Both UPCO001 and UPCO002 had been progressed to projects within xoserve, and all associated documentation will be available to view on the xoserve website at: http://www.xoserve.com/UPS_Changes.asp#1.

Evaluation Quotation Reports (EQRs) were being developed for both Change Orders, with target dates as follows:

No	Change Order	EQR	BER
UPCO001	IAD Transactional Charging	September UPUC	October UPUC
UPUC002	IAD Last Accessed Report	September UPUC	October UPUC

4.0 Modification Update

NR briefly ran through the Live UNC Modification Proposals which were identified as being User Pays Proposals (0209, 0224, 0231, 0245, 0246B, 0248, 0253, and 0255). TD added that Ofgem was currently considering the costs/benefits of implementing Modification Proposals 0209 and 0224 ahead of Nexus rather than after.

5.0 Operational Updates

NR presented for xoserve. All indicators were green, with all performance targets being achieved apart from one. As indicated by MC at the July UPUG, the performance for the IAD Service Line had degenerated due to an IS incident encountered in the first half of July; systems were down for more than 4 hours and liabilities were incurred.

Responding to Action UPUG07/04, NR confirmed that there was an error in the June figures relating to Bulk Password Resets – 78 requests had been received and 78 passwords were reset. The figures had been corrected within the table.

6.0 Any Other Business

6.1 IAD/SCOGES Replacement Project

xoserve thanked customers for their inputs, and confirmed that all additional requirements had been noted and included within the requirements documents. Discussions had commenced with IS service providers, and indicative solutions and any associated ongoing charges were expected in late August. A presentation would be made to UPUC and other industry groups in September.

6.2 xoserve Contact Numbers

In response to Action UPUG07/05 the key customer contact numbers were provided.

6.3 Contract 'Housekeeping'

NR reported that a number of possible contractual improvements have been identified following xoserve's recent discussions with customers, and xoserve therefore proposed to create a 'Contract Housekeeping list' or 'log' to capture any suggested changes/improvements so that these could be reviewed and considered on a regular basis.

TD pointed out that this 'list' or 'log' was not of itself a change to the Contract and would not form part of the Contract, but was a purely informal mechanism to give visibility to potential suggestions/ideas.

6.4 Change of Role

NR advised the group that he would be changing roles at the end of the month; a replacement contact would be advised in due course and in the meantime any questions or queries could be directed to MC.

7.0 Next Meeting

The next meeting is scheduled for 10:30 on Monday 14 September 2009, and will take place via teleconference. The conference contact numbers will be made available on the agenda.

Action Table: User Pays User Group – 10 August 2009

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
UPUG05/02	11/05/09	10.0	Send to Joint Office suggestions on how M number data may be submitted electronically in future.	All	FTP preferred. Awaiting outcome of xoserve deliberations. Carried Forward
UPUG05/03	11/05/09	10.0	Explore options for electronic transfer of M Number data.	xoserve (MC)	xoserve to clarify barriers to providing FTP transfer. Carried Forward
UPUC06/04	08/06/09	6.0	Consider what information can be provided concerning likely cost and charge implications were IAD charging to be on a usage basis.	xoserve (GF)	Closed
UPUC06/05	08/06/09	6.0	Consider likely IAD demand with usage charges, and the analysis needed to assess the proposed change.	All	Closed
UPUG07/01	13/07/09	3.1	IAD screens/SARs Fax template changes: NR to check on progress of updating of training documentation and advise of likely issue date.	xoserve (NR)	Closed
UPUG07/02	13/07/09	3.2	Establish timeline for delivering EQR in respect of BGT IAD charging proposal.	xoserve (MC)	Closed
UPUG07/03	13/07/09	3.2	Circulate a Change Order process map with additional commentary.	xoserve (MC)	Closed
UPUG07/04	13/07/09	5.0	Check the June figures relating to Bulk Password Resets.	xoserve (MC)	Closed
UPUG07/05	13/07/09	6.0	Clarify and reissue the telephone numbers for customer use.	xoserve (MC)	Closed