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User Pays User Group Minutes

Thursday 12 November 2009

(via teleconference)

Attendees

Tim Davis (Chair)	TD	Joint Office
Lorna Dupont (Secretary)	LD	Joint Office
Danielle King	DK	E.ON UK
Jemma Woolston	JW	Shell
Lorna Gibb	LG	Scottish Power
Mark Cockayne	MC	xoserve
Richard Street	RS	Corona Energy
Sandra Dworkin	SD	xoserve

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 (26 October 2009)

These were accepted by those present.

1.2.   Actions

Action UPUG10/03: Clarify what is meant by the term 'deselected'.

Update: MC reported that this term in fact had no relevance to Users, but was related to the background administration of the systems. **Action closed.**

2.0   Agency Charging Statement (ACS)

The Joint Office website has been updated and the new location for the current ACS (effective from 01 October 2009) is:
www.gasgovernance.co.uk/liveacs

3.0   Change Management

3.1 Change Orders

All associated documentation will be available to view on the xoserve website at: http://www.xoserve.com/UPS_Changes.asp#1 for the following Change Orders:

UPCO001 – IAD Transactional Charging

UPCO002 – IAD Last Access Report.

3.1.1 UPCO001 – IAD Transactional Charging

MC reported that User Pays Customers had been invited to vote to accept or reject the Evaluation Quotation Report (EQR) and the funding of the Business Evaluation Report (BER). Votes were received from five User Pays Customers, three of whom submitted confidential responses. xoserve also received a response from a non-signatory organisation (its view was against the proposal) but this is not reflected in the voting outcome.

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The five respondents that voted against this proposal held more than 20% in aggregate of the Customer Voting Value. Change Order UPUCO001 has therefore been rejected by the User Pays User Committee.

The Proposer, British Gas, will be notified of the outcome of the voting process and MC will liaise with them should they wish to resubmit at any stage.

3.1.2 UPCO002 – IAD Last Access Report

MC reported that User Pays Customers had been invited to vote to accept or reject the Evaluation Quotation Report (EQR) and the funding of the Business Evaluation Report (BER). Votes were received from five User Pays Customers, three of whom submitted confidential responses. All voted in favour of this proposal proceeding.

Change Order UPUCO002 has therefore been approved by the User Pays User Committee in accordance with the Terms of Reference.

The Proposer has been notified of the outcome of the voting process.

A draft Business Evaluation Order (BEO) had been provided in advance of this meeting and was briefly discussed. In response to a question from RS, it was confirmed that the functionality would be available to all users of the service. It was estimated that the change could go live in April/May 2010.

Those present agreed that the BEO had been drafted correctly and were satisfied that the funding would be provided from the existing change budget. MC will update the documentation and timeline and publish these to the website. As the documentation was likely to be completed and available before the next scheduled meeting in January 2010, it was possible that a further meeting may be called in the interim to expedite the process. There were no objections to this.

TD asked if xoserve would be making the non-confidential responses available on its website. RS added that he would expect to see responses published as they were received (as currently happened with UNC Modification Proposals) – this could aid other potential respondents in putting together their responses. MC believed that as these were 'one word' responses there would be limited value in doing so for this particular instance. Another problem for xoserve was the time lapse in getting updates made to its website, which customarily took at least two days through its external service provider. However, MC agreed to see what could be done.

Action UPUG11/01: Consider publishing responses to Change Order voting invitations on the xoserve website as soon as they are received.

4.0 Modification Proposals identified as potential User Pays

MC briefly ran through the Live UNC Modification Proposals that were identified as being User Pays Proposals (0209, 0231, 0245, 0246B, 0248, 0253, 0255, 0260, 0264 and 0270).

5.0 Operational Updates

5.1 Performance

MC noted that all indicators were green, with all performance targets being achieved or slightly exceeded for October.

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6.0   Any Other Business

6.1 New LSO/DLSO Request Form

MC gave a brief update on the new form, which it was hoped to introduce on 01 January 2010. In response to questions MC confirmed that currently a separate team covered IAD, and the new form had been developed to include it together with Gemini and ConQuest on the same form so that one team, in the interests of efficiency, consistency, clarity and visibility, could deal it with. Those present approved of this.

RS suggested that xoserve write out to all Contract Managers/LSOs to make them aware of the change well before the Christmas period. MC agreed that this would be prudent and would issue a communication via the xoserve Customer Lifecycle Team.

Action UPUG11/02: xoserve write out to all Contract Managers/LSOs to make them aware of the introduction of the new LSO/DLSO Form.

6.2 Unique Sites User Pays Reports

MC briefly described the format of the current report and explained that xoserve would like to change the format to a single datasheet containing no merged cells, which should make the data provided easier to manipulate. It was not proposed to remove any fields - all existing fields would remain. The contract was explicit about what should be provided and there were a couple of extra data items that would be included. In seeking to adhere to the principle of visibility to all parties, MC asked if the group believed that these proposed changes would need to be progressed through the formal change route?

This was briefly discussed. The contract does not specify in what format the report should be produced; MC believed it was an emailed report.

TD suggested that xoserve could either follow the formal route or alternatively, because the intention is to provide additional information rather than removing/providing less information, could consider writing to all Contract Managers to advise of the intention to change the report. LG added that it would also be sensible to write to all the recipients of the report as well as the Contract Managers, and ask for any views/concerns.

Action UPUG11/03: xoserve write out to all Contract Managers/recipients of the Unique Sites User Pays reports to advise of the intention to make changes to format and to include additional information, and to seek their views.

6.3 Availability of Data Centre Services over the Christmas Period

xoserve proposed to resource the Data Centre services in a similar way to the previous Christmas Eve, ie to initially provide cover until 17:00 on 24 December 2009, but subject to the volume of calls received and on-the-day agreement with those users seen to be active after 13:30, may reduce this time span to allow staff to leave earlier.

It was apparent from a brief discussion that those present had widely varying working arrangements planned for the Christmas period, and it was suggested that xoserve should contact the Contract Managers before finalising any resourcing arrangements.

Action UPUG11/04: xoserve to write to the Contract Managers to enquire about their proposed working arrangements for the Christmas period before finalising resourcing plans for Data Centre Services.

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7.0   Next Meeting

The next meeting will be held via teleconference at 10:30 on Monday 11 January 2010. The conference contact numbers will be made available on the agenda.

If necessary additional meetings will be convened should business needs dictate.

Meeting Dates 2010

Date	Time	Venue
Monday 11 January 2010	10:30	via teleconference
Monday 15 March 2010	10:30	via teleconference
Monday 10 May 2010	10:30	via teleconference
Monday 12 July 2010	10:30	via teleconference
Monday 13 September 2010	10:30	via teleconference
Monday 15 November 2010	10:30	via teleconference

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Action Table: User Pays User Group – 12 November 2009

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
UPUG10/03	26/10/09	2.1.1	Validation of 'hit' presentation - page 7: Clarify what is meant by the term 'deselected'.	xoserve (MC)	**Closed**
UPUG11/01	12/11/09	3.1.2	Consider publishing responses to Change Order voting invitations on the xoserve website as soon as they are received.	xoserve (MC)	
UPUG11/02	12/11/09	6.1	xoserve write out to all Contract Managers/LSOs to make them aware of the introduction of the new LSO/DLSO Form.	xoserve (MC)	
UPUG11/03	12/11/09	6.2	xoserve write out to all Contract Managers/recipients of the Unique Sites User Pays reports to advise of the intention to make changes to format and to include additional information, and to seek their views.	xoserve (MC)	
UPUG11/04	12/11/09	6.3	xoserve to write to the Contract Managers to enquire about their proposed working arrangements for the Christmas period before finalising resourcing plans for Data Centre Services.	xoserve (MC)	