

Business Evaluation Report (BER)
For
Provision of Non-Code User Pays Service
Change Order UPCO003

‘IAD Transactional Charging’

<p>Details of Service Change</p>	<p>This change proposal is to request that xserve change the method of charging for the IAD Service from a charge per IAD account to a transactional based charge. To be introduced with the new IAD replacement system.</p> <p>The IAD service is a fundamental service used by gas shippers to help maintain data quality and assist in the smooth running of gas industry processes. The proposer believes that the current method of charging for this service means shippers are commercially disincentivised from giving access to all staff who may require to use the system.</p> <p>The proposer suggests that the new charging mechanism is one that levies a charge per hit on the IAD site. This would ensure those users who are making most use of the site incur a more accurate proportion of the costs.</p> <p>This method of charging was discussed initially before User Pays was introduced but was not progressed at the time as the system did not have the ability to record transactional information. It was again discussed in 2009 when Change Order UPCO001 was raised, but it was deemed not an appropriate time to introduce due to the future plans to replace the existing IAD with a new replacement system.</p> <p>The proposer believes a transactional method of charging would have the following benefits:</p> <ol style="list-style-type: none">1. Be a more cost reflective way of charging for the IAD service because it will ensure that those who actually use the service are
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	<p>charged rather than those who merely have an account set up</p> <ol style="list-style-type: none">2. Will result in a more efficient use of the system3. Remove the perverse incentive on shippers that presently discourages them from providing access to all staff who require it4. By extending access to more users, shippers will be able to offer improved and more consistent service to it's customers5. By improving these arrangements data quality will improve because those people that need access to the system will be given it <p>The UPUC have approved the EQR for this change and a BEO has been submitted requesting xoserve to produce this BER.</p>
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Does xoserve consider Service Change can reasonably be implemented?

Yes once the replacement IAD system has been implemented.

This change proposal is requesting that xoserve change the method of charging for the IAD Service from a charge per IAD account to a transactional based charge.

The proposed charging mechanism is one that levies a charge per hit on the IAD service. The proposer believes that this would ensure those organisations who are making most use of the service incur a more accurate proportion of the costs.

xoserve believes that the replacement IAD service will provide an output to enable transactional charging based upon usage. Relevant data will be captured and could be collated to meet the requirements of the proposed charging mechanism.

Proposed outputs are identified as follows:

1. UserID

The IAD service login ID who has access to IAD application.

2. User Name

The name of the registered IAD service user.

3. Organisation Id

The organisation id to which the user accessing IAD belongs.

4. Organisation Name

The organisation to which the users organisation is mapped on IAD.

5. Number of hits

Any user click on IAD page which results in a request to IAD database is deemed as a hit.

6. Volume of data

This is the amount of data in Kilo Bytes which was retrieved by the user from IAD system. The volume of data for a user will be

	<p>incremented whenever the user makes a new hit on IAD for that session.</p> <p>7. IAD login time</p> <p>This is the date time stamp when the user first clicks on search button for a given session.</p> <p>8. IAD role created date</p> <p>The date time stamp when the user is given IAD access i.e. granted IAD role.</p> <p>9. IAD role revoked date</p> <p>The date time stamp when the user access to IAD is revoked.</p> <p>10. IAD account created by</p> <p>The administrator who has granted the IAD role for the given user id.</p> <p>11. IAD Account status</p> <p>The status of the user account.</p> <p>Also, for further information the Appendix at the end of this document gives examples of an IAD hit on the new system.</p> <p>In view of this xoserve believes that this proposed change could reasonably be implemented.</p> <p>In order to facilitate implementation, changes will be required to the operational practices of the service delivery, billing and finance teams. More detail is provided in the Design Option section below.</p> <p>xoserve however, believes that it would not be possible to move to such charging basis immediately upon implementation of the replacement IAD system but would recommend that it has at least 6 months historic data on the new system in order to satisfy the requirements of SSC A15, i.e. ensure that as far as reasonably practicable User Pays prices are cost</p>
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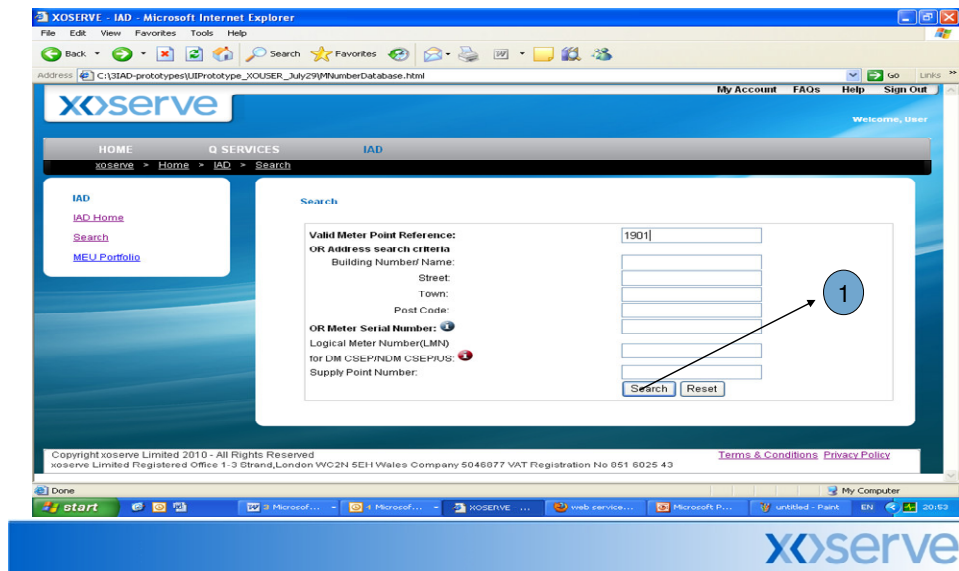
	reflective.
<p>Design Options (including timescales)</p>	<p>A report to be provided that utilises the output requirements from the new replacement IAD system; enabling transactional charging based upon usage. Relevant data from the outputs will be captured and collated to meet the requirements of the proposed charging mechanism.</p> <p>It will require the capability for reports to be scheduled on an adhoc or monthly basis.</p> <p>This design option has a dependency on the project delivery of replacement IAD, and creation of the new report would be expected within 1 month of implementation.</p> <p>However as stated in the previous section, xoserve believes that it would not be possible to move to such charging basis immediately upon implementation of the replacement IAD system but would recommend that it has at least 6 months historic data on the new system in order to satisfy the requirements of SSC A15, i.e. ensure that as far as reasonably practicable User Pays prices are cost reflective.</p> <p>This design option includes changes to operational processes in respect of the IAD Service Delivery Team, including update of quality management procedures, invoice production documentation and validation requirements.</p> <p>In addition, it will require changes to the Billing Operational procedures and validation tools, Invoice Production System (to include UAT) and Sales Ledger and General Ledger Accounting references.</p>
<p>Estimated development and</p>	<p>£3,850 Approx</p>

implementation costs of each Design Option	
Estimated ongoing service costs/price (and cost recovery mechanisms) of each Design Option	<p>Due to the progress of the IAD replacement programme we are unable to provide a more robust evaluation of ongoing service cost at this time.</p> <p>However, SSC A15 requires that the existing ASA mechanism will manage this aspect to ensure User Pays prices are cost reflective.</p>
Any system constraints	None identified
Any amendments which will be required to the wording of the Services Schedule	<p>Services Schedule for Provision of Non Code User Pays Services, change to Part 3 IAD Service, Section 3.</p> <p>Note any changes to charges should be compliant with The Framework Contract For the Provision of Non-Code User Pays Services, Part B Annex 2, Conditions, 5. Charges and Other Sums Due and Payment 5.2 (xserve to publish any changes to charges not less than 35 days prior to their anticipated date of implementation via website).</p>
Any required Contract Changes, which would need to be agreed pursuant to clause 3.1 of the Conditions	None required
Any necessary changes to the Agency Charging Statement which would need to be submitted to Ofgem pursuant to the provisions of Standard Special Condition	<p>ACS Appendix 1 Schedule of User Pays Services and User Pays Service Charges, Service Item 1, Change to Charging Basis, and Charge Service</p> <p>Note any changes to the Agency Charging Statement should be compliant with The Framework Contract For the Provision of Non-Code User Pays Services, Schedule 2, 5.1.8 (subject to submission to Ofgem).</p>

Appendix

Hit # 1

After successful screen validation, on click of Search button.



Hit # 2

On selecting a record for a detailed view.

Search Results
Portfolio Search result found for: 1901 London WD18 7XS

MRPN	Address	Street	Town	Post Code	MSN	Network
1901	Holiday, Morley Street	Hull	North Humberside	12345	12345	Northern Network
1901	Holiday, Morley Street	Hull	North Humberside	12345	12345	Northern Network
1901	Holiday, Morley Street	Hull	North Humberside	12345	12345	Northern Network
1901	Holiday, Morley Street	Hull	North Humberside	12345	12345	Northern Network
1901	Holiday, Morley Street	Hull	North Humberside	12345	12345	Northern Network

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Hit # 3 & 4

On clicking History tabs.

Portfolio Search Data

MRPN	Address	Street	Town	Post Code	MSN	Network
2234	Holiday, Morley Street	Hull	North Humberside	12345	12345	Northern Network

Meter Point Details

MSN:	123567	Meter Type:	Rotary	Meter Mechanism:	
Model:	2 Feb 2010	Imperial indicator:		Units:	10
Fitted Date:	20-June-2008	Correction Factor:		Meter Asset Manager:	
Year of Manufacture:	20-June-2008	Gas Act Owner:	M	Meter Status:	Live
Number of dials:	6	Meter capacity:		Manufacturer:	

Meter Read History

MSN	Meter read	Meter read type	Meter read date	Opening Read	Opening Read uncorrected	Opening read corrected	Opening read date	Closing read	C
12312	20-June-2007	O	342	12312	4578	O	342	12312	4€
12312	24-June-2007	H	456	45678	4568	O	342	12312	4€
12312	20-June-2008	M	442	45678	2563	O	342	12312	4€
12312	20-June-2008	L	758	45689	5996	O	342	12312	4€

Hit # 5

On clicking Supply Point History tab.

Portfolio Search Data

MPRN	Address	Street	Town	Post Code	MSN	Network
2234	Holiday, Morley Street	Hull	North Humberstone	12345	12345	Northern Network

Meter Point Details **Supply Point Data** Meter Asset Data Data Logger Asset Data Corrector Asset Data

Supply Point Number : 56894 Annual Quantity DM: 34,344 kwh Est Zone: NE2
 Confirmation Effective Date: 02 Feb 2010 Standard Offer Quantity DM: 34,456 kwh LDZ Identifier: NE
 Confirmation Reference Number: 1121654987 Standard Hourly Quantity: 1,234 kwh Bottom Stop SOG: 16,456 kwh
 Confirmation End Date: 05 Feb 2012 Supplier: Total Gas & Power Ltd Shipper: Total Gas&Power Ltd

Emergency Contacts: **5**
 Title: Security Job Title: Security Gate House Priority Consumer Identity: High
 Forename: Number: 12342345 Operational Agent Details: 012341234
 Surname: Type:

Supply Point History Interruption Details

NDM AO	NDM AO Effective Date	DM AO	DM AO Effective Date	SHO	SHO Effective Date	SOG	SOG Effective Date	NDM EUC	EUC Effective Date
07000461	METSCAN	10	05		Apr 1999 08 Mar 1997	UA&K	Apr 1999	Apr 1999	08 Mar 1997
07345468	HGR	12	02		Jun 1999 08 Jan 1997	SZHo	Apr 1999	Apr 1999	08 Mar 1997
07000461	METSCAN	05	01		May 1999 13 Mar 1997	UK&V	Apr 1999	Apr 1999	08 Mar 1997
07000461	METSCAN	06	08		Aug 1999 11 May 1997	MUPV	Apr 1999	Apr 1999	08 Mar 1997

Hit # 6

On clicking Submit button for portfolio update.

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Welcome, User

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Search

Select Organisation: Adm. Cocoa

Enter Meter Points and Confirmation Numbers

MPRN	CNF NO	Add/Remove	Status
<input type="text"/>	<input type="text"/>	<input type="radio"/> Add <input type="radio"/> Remove	Added Successfully
<input type="text"/>	<input type="text"/>	<input type="radio"/> Add <input type="radio"/> Remove	Added Successfully
<input type="text"/>	<input type="text"/>	<input type="radio"/> Add <input type="radio"/> Remove	Added Successfully

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