User Pays User Group
9 March 2009

This pack covers

- Contract Update

- Terms of Reference

- Agency Charging Statement

    - Must reads

- Operational Updates

- Customer Survey Results

- xoserve's Strategic Investment Programme

- AOB

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Contract and TORs

Contract Update

- Sent out final copies of the contract for signing week 23rd Feb

- Effective date for the contract is 1st April 2009, but acknowledge the need to go through your governance processes

- Please keep in touch on progress

- Call if you have any questions

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UPUC and UPCEG terms of reference

- Terms of reference for UPUC updated following discussion February's meeting

- Sent round revised paragraph on xoserve's obligations and received no further comments

- Updated ToRs now on Joint Office site

- Ready for sign off at April's meeting

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Agency Charging Statement Revision for 1 April 2009

ACS Update

- Feedback received from one customer

- ACS, Review document and customer comments sent to Ofgem 27th February

- Further ACS published which includes Mod 213V wording

- Reminder – new ACS with Filter Failure code service is now live

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Must Reads

- ACS proposed for 1st April still has last year's must reads prices
- However, did state at the time the cost of providing this service was under review
- Review is to ensure the basis of charging remains cost reflective
- Services will continue to be priced in the three categories for now
  - Are looking into structure of charging and whether to move to a charge per read approach
- Indication of the proposed new prices are outlined on the next slide
- Plan is to send an updated ACS to Ofgem at the end March for commencement on 1st May

Proposed Must Read Charges

	Wales & West Utilities	National Grid*	Scotia Gas Networks	Northern Gas Networks**
One meter at the supply point	£50.13	£45.76	TBC	£52
Two meters at the supply point	£89.33	£69.97	TBC	£77
Three or more meters at the supply point	£148.77	£94.19	TBC	£103

*Provisional final prices

** Indicatives prices

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Operational Update

Telephone Service Line

	No of calls	Service Availability (target 95% availability)	Call answering (target 90% within 30 seconds)
February	30,500	99%	91%
January	30,566	100%	91%
December	22,131	99%	95%

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IAD Service Line

	Number of Accounts (original forecast 12,500, revised ACS average 13,900)	Availability (Target 95% availability during core hours)
February	16,000	100%
January	18,000	100%
December	18,000	100%

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Email Report Service Line

	No. of email reports (forecast 150 per month)	Performance (2 and 5 business days)
February	89	100%
January	50	100%
December	52	100%

Portfolio Reports

	Reports sent in the month (forecast 80)	Performance standard
February	112	
January	112	
December	114	

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AQ Enquiries

	Number of AQ Enquiries processed	**Performance** (Target process by end of second Business Day)
February	13,324	100%
January	4,228	100%
December	10,266	100%

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IAD Account Transaction Volumes

	Accounts Created (normal process)		Bulk Password Resets	
	Number	**Within 10 days**	**Number Requested**	**Completed within Month**
February	1200	82%	134	187
January	426	49%	53	0
December	177	72%	82	82
November	581	84%	227	227
October	1038	95%	153	153
Sept	673	64%	200	200
August	590	86%	1,068	1,068
July	880	99%	150	1,200
June	695	97%	1,050	135
May	687	66%	135	0
April	556	85%	1,890	1,890

IAD Account – Deletion volumes

	Accounts Deleted (normal process)		
	Number	**Within 10 days**	**Comments**
February	40	88%	
January	205	57%	
December	213	89%	A further 725 accounts deleted via a 'Bulk' arrangement

Maven research

Customer Satisfaction
Findings Overview 9th March 2009

Overview

- Series of in-depth interviews conducted by an independent party between December 2008 and January 2009

- Our aim was:
  - To obtain a clear understanding of our customer's perceptions of our relationships and service provided
  - To identify & understand issues, in order that we can address them going forward
  - To gain a greater understanding of our customer's expectations

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Understanding of our customer perceptions of our relationships and service provided

- Split into three distinct areas the survey focused on :

  - Pre implementation
  - Implementation
  - Post Implementation

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So what did you say?

- **Pre implementation positives**

  - Initial consultation was well organised

  - Initial talks gave opportunity to contribute to discussions

  - User Pays User Group seen as a neutral ground to progress issues

  - Website communication

  - Efforts of individual members of staff who were open and willing to listen

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So what did you say?

- **Pre implementation opportunities**

  - "If we had warning we could have done a lot more of the work earlier"

  - "Next thing we knew is we go to September and suddenly the group was back together again and it was happening, and there had been this intervening gap where there had been lots of discussions with the Transporters and Ofgem but non of the Users"

  - "I don't think that we were really listened to until very close to the go live time"

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So what did you say?

- **Implementation positives**

  - Staff were easy to contact

  - User Pays User Groups

  - Recognition of effort and time put into presenting and communicating

  - Flexibility in accommodating customers needs during contract
    negotiations

  - Help in estimating the potential number of calls and costs involved

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So what did you say?

- **Implementation opportunities**

    - "The planning could have been better. I'm not sure that we ever had a really detailed plan with milestones that outlined this will be done then and these documents will be done at certain times"

    - "I don't think that I've ever had an approach to industry change that has been so driven by one party, without equal consideration for its customers"

So what did you say?

- **Post implementation positives**

  - Recent communications around IAD system changes have been excellent

  - Delivery of core service deemed to be good

  - Listening to concerns and talking about addressing issues our customers have

  - Communication improved
    - Website
    - User Pays User Group

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So what did you say?

- **Post implementation opportunities**

- Act more commercially
  - "We've got people in other organisations banging our door down saying we could do a lot for you here and we don't get that from xoserve"

- Innovation of services
  - "The service itself hasn't changed, it hasn't improved nor has it declined. But now it has highlighted to us that we have to take more responsibility as a User for the package that has been offered to us"

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Your expectations of us

Professional

Customer focused

Efficient

Responsive

Transparency

Proactive

So how do we plan to achieve this

- Communication of the findings of the survey both internally and externally
  - Initial communication to be completed by mid March

- Developed an updated Customer Strategy
  - Internal sign-off March 09

- Actions to deliver our Strategy
  - Work currently in progress
    - Anticipate sharing at April / May 09 UPUC meeting

- On going communication and review of actions
  - Feedback to be provided via UPUC meetings

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xoserve's Strategic Investment Programme 2009 to 2013
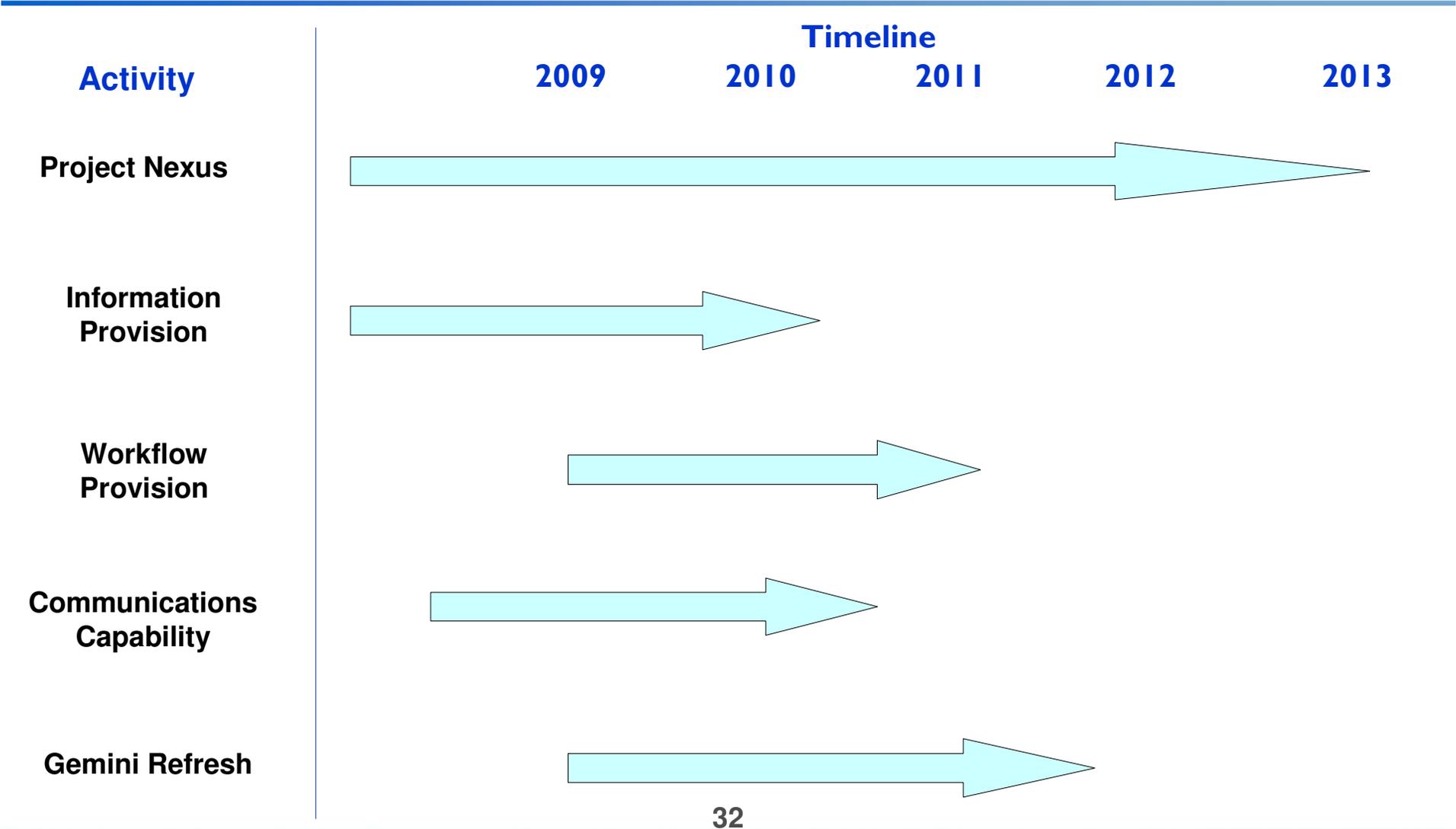
Purpose

- To provide an insight to xoserve's strategic investment programme
  - The areas of planned investment
  - The potential opportunities this presents

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xoserve Strategic Investment Programme

- Over the next 5 years xoserve is undertaking a significant investment programme

  - This will replace all of xoserve's core IS systems

- Funding for this investment has been provided from the recent Price Control Review on an 'as is' replacement basis

- The programme of work is technically driven

  - Many of our systems have reached or will be reaching the end of their expected life

- But there are other factors influencing our investment plan including

  - Project Nexus consultation
    - Consultation feedback is helping to understand customer requirements which in turn is shaping our view on the overall investment programme
    - For example, customers have stated their desire to access industry data electronically, and to access more of it!

  - User Pays
    - Understand customer demand for services
    - Understanding the value of services to customers and the cost of providing them

Key Projects

Timeline

Activity	2009	2010	2011	2012	2013

Project Nexus

Information Provision

Workflow Provision

Communications Capability

Gemini Refresh

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What are the opportunities?

- The programme of work presents us with opportunities to improve the services we offer and the way in which services are delivered

  - Exploit new technologies

  - Reengineer processes

  - Introduce more flexibility and scalability

  - Reduce ongoing support cost

- This is a phased investment programme

  - Current focus is on Project Nexus consultation and Information Provisioning

  - Work is planned to start in 2009 on Workflow and Communications Capability

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Information Provisioning

- What is IP?
  - Initially the focus is on creation of a data warehouse to enable xoserve to store, access and manage core industry data in an effective and efficient way
  - The data warehouse will contain information held within the core UK Link systems
  - The functionality will be delivered through a phased approach over the next 12 months

- IP may also present us with the opportunity for customers to access information in an improved way
  - Many of the services under Information Provisioning in the scope of User Pays could potentially be provided via this means

- Focus would be on improved customer service through
  - Greater ease of access to information (pull as well as push)
  - Potential to access a wider amount of information
  - Increased reliability and flexibility from new technology

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Next Steps

- Provide periodic updates on progress against the strategic investment programme

- Bring forward proposals to UPUC for service enhancements and potential new services as the scope of the investments are developed

AOB

AOB

- ## IAD

  - Transactional charging

  - Time outs

  - Password protection of User Pays report

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