

User Pays User Group Minutes

Wednesday 13 April 2011

via teleconference

Attendees

Tim Davis (Chair)	TD	Joint Office
Helen Cuin (Secretary)	HC	Joint Office
Claire Blythe	CB	Southern Electric Gas Ltd
Kevin Crabb	KC	E.ON UK
Lisa Harris	LH	Shell Gas Direct
Lorna Gibb	LG	Scottish Power
Mark Cockayne	MC	xoserve
Naomi Anderson	NA	EDF Energy Plc
Robert Finch	RF	Npower Ltd
Sandra Dworkin	SD	xoserve

1.0 Introduction

Meeting documentation can be found at www.gasgovernance.co.uk/up/2011

TD welcomed attendees to the meeting. As the meeting was not quorate, it was agreed the proceeding business would be addressed informally as a User Pays User Group meeting.

1.1. Minutes of last meeting (15 February 2011)

The minutes from the previous meeting were accepted.

1.2. Actions

UPUC 1102: xoserve to confirm the development costs for UNC0224.

Update: SD provided an indicative figure of £585,000. **Complete.**

UPUG 0103: Revise the BER to include any contract wording/legal text that might change (including tracked changes and setting in context).

Update: MC explained that it has not been possible for xoserve to provide the information whilst definitions in the change order are unclear. MC apologised for the misinterpretation of this action and confirmed that xoserve would seek clarity from Graham Wood before produce legal drafting to show the proposed changes to the schedules. **Carried forward**

UPUG 0201: Shippers to review performance measures and reporting and consider whether any changes are required.

Update: MC confirmed no feedback has been provided. RF explained that business requirements are being considered and he is hoping to provide something as part of the customer satisfaction process. MC wished to understand from Shippers what is the change of behaviours that they want to drive through changing the service standard and whether the performance targets are correct. **Carried forward**

2.0 Change Management

2.1 UPCO003 – IAD Transactional Charging

All associated documentation is available to view on the xoserve website at: http://www.xoserve.com/UPS_Changes.asp#1.

SD confirmed that Graham Wood, British Gas wished for the group to vote on the way forward. However MC explained the difficulties of providing the legal drafting. There was a general consensus that legal drafting should be available before consultation. MC explained that he can take back the request to provide Legal Text and will endeavour to provide the text with the information available (see Action UPUG 0103).

RF had understood that British Gas were going to revisit the modification and was surprised that the BER was unchanged. MC confirmed the BER makes it clear what would be classed as a hit but doesn't address issues on whether this is the most appropriate way to charge on a transactional basis.

LG expressed her disappointment that British Gas were unable to attend today's meeting and would support holding another meeting when British Gas can be available. She had expected issues to address invoicing and validation to be clarified, and hoped this could be pursued at the next meeting.

3.0 Operational Updates

Performance

MC provided a performance update, with all areas on target.

4.0 Modification Update

The following Live UNC Modification Proposals were identified as being User Pay Proposals: 0353, 0346, 0337, 0335, 0331, 0330, 0326, 0292, 0282/0282A, 0277, 0274, 0270, and 0209.

RB asked about modifications 0317 and 0229: MC explained that these are code service modifications

5.0 Any Other Business

None raised.

6.0 Next Meeting

The next scheduled meeting will be held via teleconference at 14:00 on Monday 09 May 2011.

Action Table: User Pays User Group [Committee]

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
UPUC 1102	15/11/10	3.0	xoserve to confirm the development costs for UNC0224.	xoserve (MC/SD)	Complete
UPUG 0103	19/01/11	2.0	Revise the BER to include any contract wording/legal text that might change (including tracked changes and setting in context).	xoserve (MC/SD)	Carried forward
UPUG 0201	15/02/11	4.0	Shippers to review performance measures and reporting and consider whether any changes are required.	All Shippers	Carried forward