User Pays User Committee
13th July 2009

Agenda

- Minutes & Actions from previous meeting

- Agency Charging Statement Update

- Change Management

- Modification Update

- Operational Updates

- AOB

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Agency Charging Statement

ACS Update

- Further ACS version incorporating MOD 224 (Facilitating the use of AMR in the Daily Metered Elective Regime)

- Modification report issued to Ofgem recommending effective date of 17th August

  - Note that MOD 224 awaits direction from Ofgem should the proposal be rejected this change will also be rejected

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ACS Review for 1st October 2009

- Part of xoserve's commitment to review User Pays Charges

- Review now underway for go-live 1st October 2009

- Requested indicative customer demand for Oct – Mar 2010
  - Deadline for responses is 17th July 2009

- Indicative consultation window early August, with view to submit ACS for Ofgem approval 1st September 2009

- Any questions on process please contact;
  - Nick Reeves, nick.reeves@xoserve.com, 0121 6232351

Change Management

xoserve Changes

- Small aesthetic changes to;

  - IAD Screens

  - Shipper Agreed Reads (SARs) Fax Template

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Aesthetic Changes to IAD Screens

- Planned implementation - 06/07/09

- No system outage required

- E-mail communication to Contract Managers sent 25/07/09 to explain changes

- Detailed explanation of changes was included in above email or within last months UPUC slides

- Questions/Support please contact;

Lee.Jackson@xoserve.com

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SARs Fax Template

- Implemented 1st July 2009

- Form now published on xoserve website
  http://www.xoserve.com/UPS_ServiceRequestForms.asp

- Two month change over period from previous form

- Please remember to include a cover sheet to assist SARs process

- Questions contact Dawn Burdett
  Dawn.M.Burdett@xoserve.com

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UPUC Change Slides

- There are currently two Change Orders that required UPUC voting;

    - IAD Transactional Charging

    - IAD Last Accessed Report

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IAD Transactional Charging

- Change Order submitted to xoserve and notified to UPUC members

- Voting Period finished 17:00 Friday 26th June 2009

- Change Order was accepted by UPUC members;
  - 4 User Pays Customers rejected proposal but did not form 20% in aggregate of Total Votes

- Next Steps;
  - Formal request for Business Evaluation Report (BER) from UPUC
  - Development of BER

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IAD Last Accessed Report

- Change Order notified to UPUC members

- Voting Period finished 17:00 Friday 26th June 2009

- Change Order was accepted by UPUC members;
  - 1 User Pays Customers accepted proposal

- Next Steps;
  - Formal request for BER from UPUC
  - Development of BER

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Voting Right Re-Calculation

- We have received new signed copies of contract

- As per UPUC ToR xoserve are obliged to re-calculate Voting Rights

- New Voting Rights to be submitted to all User Pays Customers based on August Charges

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Modification Update

Modifications identified as User Pays

- Modification 0224 – Facilitating the use of AMR in the Daily Metered Elective Regime

- Modification 0229 – Mechanism for Correct Apportionment of Unidentified Gas

- Modification 0244 – Amending DM Supply Point Data for Sites with Significant Changes in Usage

- Modification 0246 – Quarterly NTS Entry Capacity User Commitment

- Modification 0248 – Meter Reading Replacement

- Modification 0253 – Facilitating a Supply Point Enquiry Service for Large Supply Points

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Operational Update

Telephone Service Line

	No of calls	Service Availability (target 95% availability)	Call answering (target 90% within 30 seconds)
June	30,949	99.91%	91%
May	28,116	99.54%	92%
April	29,211	100%	91%

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IAD Service Line

	Number of Accounts	**Availability** (Target 97% availability during core hours)
June	19,250	100%
May	18,500	100%
April	18,000	100%

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Email Report Service Line

	No. of email reports	Performance (2 and 5 business days)
June	78	100%
May	50	100%
April	82	100%

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Portfolio Reports

	Reports sent in the month	Performance standard
June	110	
May	110	
April	119	

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AQ Enquiries

	Number of AQ Enquiries processed	Performance (Target process by end of second Business Day)
June	363,791	100%
May	1,646	100%
April	5,662	100%

IAD Account Transaction Volumes

	Accounts Created (normal process)		Bulk Password Resets	
	Number	**Within 10 days**	**Number Requested**	**Completed within Month**
June	727	100%	78	156
May	621	100%	192	192
April	730	100%	0	0
March	1009	99.8%	258	258
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

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IAD Account – Deletion volumes

	Accounts Deleted (normal process)		
	Number	**Within 10 days**	**Comments**
June	575	100%	
May	28	100%	
April	29	100%	

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AOB

IAD Requirements Gathering

- Follow up to meeting held 28th May 09

- Summary slides from all requirements gathering submitted to all relevant attendees / customers 6/07/09

- Additional opportunity to respond with any amendments / additions to summary slides

- Overall aim is to provide indicative ongoing costs of new system in September 2009