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User Pays User Committee

7th January 2013

Agenda

- Introduction
 - Minutes of last meeting & Actions arising
- Change Management Update
 - Change Order UPCO006
- Operational Update
- Modification Update
- AOB

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Change Management

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Change Management Update

- Change Order Form for Supporting Information for Telephone Enquiry Usage UPCO006
- Following the BER voting period that closed out on the 5th December 2012, Change Order UPCO006 has been approved and will be implemented as a User Pays Report.
- Xoserve, are now in the process of making the relevant changes to update the ACS for formal publishing.
- It is planned that this service will be available from 1st April 2013

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Operational Updates

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Telephone service

	No. of calls	Service Availability (Target 95% availability)	Call answering (Target 90% within 30 sec's)
Nov	22268	100%	93%
Oct	24525	100%	92%
Sept	18623	100%	92%

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Data Enquiry Service

	No. of accounts	Service Availability (Target 97% during core hours)
Nov	22,500	100%
Oct	21,500	100%
Sept	20,000	100%

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E-mail Reporting service

	No. of requests	Performance (2 & 5 business days)
Nov	120	100%
Oct	157	100%
Sept	112	100%

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Portfolio Reporting service

	No. of reports issued	Performance
Nov	87	100%
Oct	96	100%
Sept	87	100%

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AQ enquiries

	No. processed	Performance (Target to process by end of 2nd Business Day)
Nov	3184	100%
Oct	94067	100%
Sept	1316	100%

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Data Enquiry Account Transaction Volumes

	Accounts Created		Password Resets	
	Number	Within 10 days	Number Requested	Completed within Month
November '12	1042	100%	1458	1458
October '12	1490	100%	1676	1676
September '12	946	100%	1165	1165
August '12	1092	100%	1186	1186
July '12	864	100%	1568	1568
June '12	528	100%	1273	1273
May '12	1566	100%	2009	2009
April '12	916	100%	2748	2748
March '12	939	100%	2112	2112
February '12	1525	100%	3714	3714
January '12	922	100%	1151	1151
December '11	503	100%	906	906

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Data Enquiry – Account deletion volumes

	<i>Accounts Deleted</i>		
	<i>Number</i>	<i>Within 10 days</i>	<i>Comments</i>
November	25	100%	No Bulk Deletions
October	37	100%	No Bulk Deletions
September	885	100%	766 Bulk Deletion



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Modifications with User Pays Impact

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Modifications identified as potential User Pays

- 0333A – Update of the Default System Marginal, Buy Price and System Marginal sell price mod approved
- 0395 - Limitation on Retrospective Invoicing and Invoice Correction (2 -3 year solution)
- 0403 - EU Third Package: 21 day switching with flexible objection period
- 0410 - Responsibility for gas off-taken at Unregistered Sites following New Network Connections
- 0421 – Provision for an AQ Review Audit (previously 0379A)
- 0428 – Single Meter Supply Points
- 0429 – Customer Settlement Error Claims Process
- 0430 – Inclusion of data items relevant to Smart Metering into existing industry systems
- 0432 – Project Nexus – Gas Settlement Reform
- 0434 – Project Nexus – Retrospective Adjustment
- 0435 – Arrangement to better secure firm gas supplies for GB Customers
- 0437s – Retention of MAM Id's in transporter systems at change of Shipper

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A.O.B

Annual Service Requests

The Annual Service Request Process this year will be as follows for services effective from 1st April 2013.

- Xoserve to send out populated Service Requests to all User Pays Contract Managers by Friday 8th February 2013
- Contract Managers are required to review the 2013/2014 Service Request Forms and respond to Xoserve to confirm, or change services required.
- Deadline for responses to be received is Friday 8th March 2013
- New Contracts to go live on 1st April 2013

- n.b. The completed Service Request Form/s will act as your new contract for 2013/2014.

All responses need to be sent back to xoserve.userpays@xoserve.com

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Changes to Data Enquiry Service December 2012

Background

- Data Enquiry implemented successfully January 2012
 - Some observations identified
 - Prioritised observations - Resolved in PIS
 - Outstanding observations – where confirmed as required – discussed in various forums
 - Proposed for change
 - Requires further engagement / analysis
- DE is a non UK Link System
- The Data Enquiry Service is defined in SPAA Schedule 23

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Proposed Change

- Address Format Change:
 - Concerns expressed regarding DE address order
 - Proposed format consistent with UKL displayed addresses:
 - Sub-Building Name – Flat 1
 - Building Name – Blossomfield Court
 - Building No. - 32
 - Delivery Point Alias (DPA) – [Null]
 - Dependent Street – [Null]
 - Principal Street – Blossomfield Road
 - Dependent Locality – [Null]
 - Post Town – Solihull
 - County – West Midlands
 - DE will show: Flat 1, Blossomfield Court, 32, Blossomfield Road, Solihull, West Midlands
 - The DPA – if it exists – will be shown in brackets – this may provide additional address / site specific data – e.g. shop name / security office

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Proposed Change

- Inclusion of Plot Numbers:
 - iGTs provide data, for display within DE
 - The Plot Number – if it exists – will be shown in brackets, as shown:
 - Plot Number – 1
 - Building Number – 32
 - Site Name Flat 1 / Blossomfield Court
 - Street Name– Blossomfield Road
 - Town – Solihull
 - DE will show: 32, Flat 1 / Blossomfield Court, Blossomfield Road, Solihull, West Midlands [1]

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Proposed Change

- Provision of data related to 'Extinct' Meter Points
 - PIS fix provided 'Dead' Meter Points
 - Further Supplier / Shipper requests to provide 'EX' data

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Further Change Requiring Assessment

- iGT provision of [Meter Point] Status
 - Inconsistent data values provided
 - E.g. related to meter status
 - Clarity required from iGTs on expected treatment
 - Needs confirmation of SCOGES file load impacts

 - May require contractual changes
 - Schedule 23
 - SCOGES (iGT to GT (Agency)) contracts

 - iGT engagement to be initiated as soon as practicable

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Implementation Approach

- Notification of change to:
 - SPAA Expert Group
 - UNC UK Link Committee
 - User Pays Contract Managers
- No formal remit / authority required
- Seek confirmation from UKLC of Class 1 UK Link Modification
- Implementation as a minor enhancement – i.e. change implementation may be notified at short notice or retrospectively

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