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User Pays User Committee

13th April 2011



Agenda

- Change Management
- Operational Update
- Modification Update
- AOB

Change Management

UPCO003- IAD Transactional Charging

- History - Change Order proposing a change to the method of charging for the IAD service from a charge per IAD account to a transactional based charge to be delivered in parallel with the existing IAD replacement system presented at September UPUC.
- Change Order approved following voting, and submitted to xoserve to prepare an Evaluation Quotation Report (EQR).
- EQR presented at November UPUC - approved following voting. As requested BEO produced by xoserve, requesting production of BER. BER presented at January 2011 UPUG and actions raised
- BER discussed at February 2011 UPUC. To be presented again at April 2011 UPUC.
- Clarify consultation period & UPUC member voting (as per UPUC ToR)
- Agree next steps

Operational Update

Telephone service

	No. of calls	Service Availability (Target 95% availability)	Call answering (Target 90% within 30 sec's)
March	27,417	100%	91%
February	23,450	100%	92%
January	23,764	100%	91%

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IAD service

	No. of accounts	Service Availability (Target 97% during core hours)
March	20,000	100%
February	19,500	100%
January	19,750	100%

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E-mail reporting service

	No. of requests	Performance (2 & 5 business days)
March	141	100%
February	125	100%
January	117	100%

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Portfolio Reporting service

	No. of reports issued	Performance
March	110	100%
February	111	100%
January	110	100%

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AQ enquiries

	No. processed	Performance (Target to process by end of 2nd Business Day)
March	4,921	100%
February	9,953	100%
January	4,024	100%

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IAD Account Transaction Volumes

	Accounts Created		Password Resets	
	Number	Within 10 days	Number Requested	Completed within Month
March'11	679	100%	1045	1045
February'11	556	100%	740	740
January'11	442	100%	359	359
December'10	307	100%	447	447
November'10	501	100%	531	531
October'10	536	100%	477	477
September'10	598	100%	389	389
August'10	565	100%	232	232
July'10	497	100%	287	287
June'10	365	100%	0	0
May'10	421	100%	165	165
April'10	405	100%	0	0

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IAD – Account deletion volumes

	<i>Accounts Deleted</i>		
	<i>Number</i>	<i>Within 10 days</i>	<i>Comments</i>
March	12	100%	
February	798	100%	<i>787 deleted via Bulk Request</i>
January	62	100%	

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Modification Update

Modifications identified as potential User Pays 14

- 0209 – Rolling AQ
- 0270 – Aggregated monthly Reconciliation for Smart Meters
- 0274 – Creation of a National Revenue Protection Service
- 0277 – Creation of Incentives for the Detection of Theft of Gas (Supplier Energy Theft Scheme)
- 0282 & 282A – Introduction of a process to manage Long Term Vacant Sites
- 0292 – Proposed change to the AQ Review Amendment Tolerance for SSP sites
- 0326 - Allocation of unidentified gas following the appointment of the Allocation of Unidentified Gas Expert (AUGE)

Modifications identified as potential User Pays

- 0330 – Delivery of additional analysis and derivation of Seasonal normal weather
- 0331- Demand Estimation Section H Changes to Processes and Responsibilities
- 0335 – Offtake Metering Error Payment Timescales
- 0337 – Introduction of an Inter-Day Linepack Product
- 0346 – An Alternative to the Supplier Energy Theft Scheme Based on Throughput
- 0353 – Population and Maintenance of the Market Sector Code within the Supply Point Register

AOB
