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User Pays User Committee

8th August 2011



Agenda

- Introduction
 - Minutes of last meeting & Actions arising
- IAD Replacement Update
- Change Management
- Operational Update
- Modification Update
- AOB

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IAD Replacement Update

UPUC 8th August 2011

New IAD service progress update - background

- For sometime Xoserve has had plans to deliver a new IAD service
- During late 2009 / 10 Xoserve focus was on delivering the internal systems that would underpin a new IAD service
- The new IAD service is now under development and is scheduled for delivery in January 2012

New IAD service progress update – new functionality

5

- Enhanced search functionality
- Enhanced navigation facility
- Historic data views available for current shippers ownership period, up to 3 years of:
 - Historic asset details
 - Meter reads (either 3 years of, or maximum of 40 reads whichever is the lower number of reads)
 - Supply point information e.g. AQ, SOQ

New IAD service progress update – considerations for Customers

- The record details of the users IAD account will be different requiring a migration from their current account to a new account.
- Certain User details are mandatory to permit an account creation in IAD e.g. a unique email address.
- Both of these aspects will need careful management and support from customers. Xoserve will be available to assist fully for these activities.

New IAD service progress update – areas still under review

- Xoserve is seeking to establish one portal access to Xoserve's internet services (currently IAD and ConQuest)
- This functionality will provide greater User control of account management (creation, password re-sets, deletions)
- However, this single access will require account migration from IAD and ConQuest to the new system

New IAD service progress update – areas still under review

- It is unlikely that this will be delivered with the new IAD service in January 2012 and so a further migration exercise is likely to be required later in 2012 from IAD to the single log-on service
- This change will also require minor changes to the IAD Services Schedule. These will be presented in due course and will follow the Change Process
- Further updates will be provided via this forum

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Change Management

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Change Management

UPCO003- IAD Transactional Charging History

- 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 2010 UPUC.
- Change Order approved following voting, and submitted to xoserve to prepare an Evaluation Quotation Report (EQR).
- EQR presented at November 2010 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 & presented again at April 2011 UPUG.

Change Management

UPCO003- IAD Transactional Charging

- **BER discussed at UPUG 13th June 2011. It was proposed that Xoserve contact proposer to either amend or withdraw Change Request.**
- **Since the meeting in June, the proposed implementation of IAD Replacement will now be in a revised format, examples of a hit, may now differ and Xoserve will be unable to clarify the exact detail of such changes until the design phase has been completed. This may impact both the definition of a hit and also the potential costs.**
- **Xoserve believe that it is inappropriate to progress this change as it stands.**

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Operational Update

UPUC 8th August 2011

Telephone service

	No. of calls	Service Availability (Target 95% availability)	Call answering (Target 90% within 30 sec's)
July	23,404	100%	91%
June	24,591	100%	90%
May	23,063	100%	91%

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IAD service

	No. of accounts	Service Availability (Target 97% during core hours)
July	19,750	100%
June	19,500	100%
May	19,750	100%

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E-mail reporting service

	No. of requests	Performance (2 & 5 business days)
July	108	100%
June	134	100%
May	97	100%

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Portfolio Reporting service

	No. of reports issued	Performance
July	98	100%
June	98	100%
May	98	100%

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AQ enquiries

	No. processed	Performance (Target to process by end of 2nd Business Day)
July	962,831	100%
June	22,007	100%
May	42,101	100%

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IAD Account Transaction Volumes

	Accounts Created		Password Resets	
	Number	Within 10 days	Number Requested	Completed within Month
July'11	464	100%	681	681
June'11	359	100%	560	560
May'11	382	100%	650	650
April'11	349	100%	653	653
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

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IAD – Account deletion volumes

	<i>Accounts Deleted</i>		
	<i>Number</i>	<i>Within 10 days</i>	<i>Comments</i>
July	241	100%	<i>191 deleted via Bulk Request</i>
June	689	100%	<i>373 deleted via Bulk Request</i>
May	1127	100%	<i>1110 deleted via Bulk Request</i>

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Modifications with User Pays Impact

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Modifications identified as potential User Pays ²¹

- 0277 – Creation of Incentives for the Detection of Theft of Gas (Supplier Energy Theft Scheme)
- 0326 - Allocation of unidentified gas following the appointment of the Allocation of Unidentified Gas Expert (AUGE)
- 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
- 0338 – Remove the UNC requirement for a ‘gas trader’ User to hold a Gas Shipper Licence
- 0346 – An Alternative to the Supplier Energy Theft Scheme Based on Throughput

Modifications identified as potential User Pays ²²

- 0353 – Population and Maintenance of the Market Sector Code within the Supply Point Register
- 0365 - National Grid NTS Initiated Flow Swaps
- 0367 & 367A - Interruptible to Firm – Supply Point Transition
- 0369 – Re-establishment of Supply Meter Points – measures to address shipperless sites
- 0378 – Greater Transparency over AQ Appeal Performance
- 0379 & 379A Provision for an AQ Review Audit
- 387 – Removal of Anonymity from Annual Quantity Appeal and Amendment Reports
- 388 – Fixed Parameters for determining Shipper contribution to Unidentified Gas

AOB

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