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# User Pays User Committee

6<sup>th</sup> December 2011



# Agenda

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- 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 6<sup>th</sup> December 2011**

# IAD Replacement Update

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- Latest update available on the gas governance website:  
<http://www.gasgovernance.co.uk/up/iad>
- Emailed to all User Pays Contract Managers 6/12/11

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## Change Management

**UPUC 14<sup>th</sup> November 2011**

# Change Management

## UPCO004- IAD Service Name Change

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- The new IAD service to be implemented in 2012 is being launched with a new name Data Enquiry Service
- Requires the Change Process as there will be cosmetic changes to the Services Schedule and the Agency Charging Statement. Opportunity to update xoserve to Xoserve
- As discussed at previous meetings all change paperwork has been raised in advance to aid the smooth implementation of this change, and is available on the Gas Governance and the Xoserve websites
- Change Order voting completed 5/12/11, and outcome published today **6/12/11**
- Evaluation Quotation Report (EQR) submitted for voting **6/12/11**
- EQR voting period **7/12/11 – 20/12/11**
- EQR voting outcome published, if not rejected Business Evaluation Order (BEO) submitted to Xoserve. Xoserve will then submit a Business Evaluation Report (BER) and formal notification of voting period will be issued to users **21/12/11**
- BER voting period **22/12/11 – 9/1/12**
- **10/1/12** voting outcome published. If the BER is not rejected then the changes will be implemented.

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# Operational update

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## Telephone service

	<b>No. of calls</b>	<b>Service Availability</b> (Target 95% availability)	<b>Call answering</b> (Target 90% within 30 sec's)
<b>November</b>	23,781	<b>100%</b>	<b>92%</b>
<b>October</b>	23,604	<b>99%</b>	<b>91%</b>
<b>September</b>	23,546	<b>97%</b>	<b>91%</b>

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## IAD service

	<b>No. of accounts</b>	<b>Service Availability</b> (Target 97% during core hours)
<b>November</b>	20,766	<b>100%</b>
<b>October</b>	20,324	<b>100%</b>
<b>September</b>	20,000	<b>100%</b>

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## E-mail Reporting service

	No. of requests	Performance (2 & 5 business days)
<b>November</b>	97	<b>100%</b>
<b>October</b>	123	<b>100%</b>
<b>September</b>	101	<b>100%</b>

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## Portfolio Reporting service

	No. of reports issued	Performance
November	93	100%
October	99	100%
September	98	100%

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## AQ enquiries

	<b>No. processed</b>	<b>Performance</b> (Target to process by end of 2nd Business Day)
<b>November</b>	11,389	<b>100%</b>
<b>October</b>	14,201	<b>100%</b>
<b>September</b>	1,061	<b>100%</b>

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# IAD Account Transaction Volumes

	Accounts Created		Password Resets	
	Number	Within 10 days	Number Requested	Completed within Month
November'11	757	100%	276	792
October'11	471	100%	855	855
September'11	721	100%	662	662
August'11	707	100%	830	830
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

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## IAD – Account deletion volumes

	<i>Accounts Deleted</i>		
	<i>Number</i>	<i>Within 10 days</i>	<i>Comments</i>
November	309	100%	113 deleted via Bulk Request
October	11	100%	0 deleted via Bulk Request
September	426	100%	389 deleted via Bulk Request

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# Modifications with User Pays Impact

**UPUC 6<sup>th</sup> December 2011**

# Modifications identified as potential User Pays

16

- 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
- 0369 – Re-establishment of Supply Meter Points – measures to address shipperless sites
- 0376 & 367A – Increased Choice when Applying for NTS Exit Capacity

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# Modifications identified as potential User Pays <sup>17</sup>

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- 0378 – Greater Transparency over AQ Appeal Performance
- 0379 & 379A Provision for an AQ Review Audit
- 382 – Reducing the capacity element of LDZ system charges for SSP's
- 383 – Profiling payment of LDZ transportation charges
- 387 – Removal of Anonymity from Annual Quantity Appeal and Amendment Reports
- 395 Limitation on Retrospective Invoicing and Invoice Correction
- 399 Transparency of Theft Detection Performance
- 402 Allocated Volume and AQ Comparison
- 403 EU Third Package: 21 day switching with flexible objection period

# AOB

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- 2012/13 Service Forecast, change in process
- Next Meeting is proposed for 10.30 Monday 13<sup>th</sup> February 2012 via teleconference