User Pays User Committee

13th June 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 & presented again at April 2011 UPUG.

- **BER to be discussed further at next UPUC 13th June 2011.**

- **Clarify consultation period & UPUC member voting (as per UPUC ToR)**

- **Agree next steps**

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Telephone service

	No. of calls	Service Availability (Target 95% availability)	Call answering (Target 90% within 30 sec's)
May	23,063	99%	91%
April	27,046	100%	92%
March	27,417	100%	91%

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IAD service

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

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E-mail reporting service

	No. of requests	Performance (2 & 5 business days)
May	97	**100%**
April	86	**100%**
March	141	**100%**

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Portfolio Reporting service

	No. of reports issued	Performance
May	98	**100%**
April	108	**100%**
March	110	**100%**

AQ enquiries

	No. processed	Performance (Target to process by end of 2nd Business Day)
May	42,101	100%
April	2,606	100%
March	4,921	100%

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IAD Account Transaction Volumes

	Accounts Created		Password Resets	
	Number	**Within 10 days**	**Number Requested**	**Completed within Month**
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
July'10	497	**100%**	287	287
June'10	365	**100%**	0	0

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IAD – Account deletion volumes

	Accounts Deleted		
	Number	**Within 10 days**	**Comments**
May	1127	**100%**	*1110 deleted via Bulk Request*
April	96	**100%**	
March	12	**100%**	

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Modifications identified as potential User Pays

- 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
- 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
- 0346 – An Alternative to the Supplier Energy Theft Scheme Based on Throughput

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Modifications identified as potential User Pays

- 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

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AOB