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# User Pays User Committee

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

# IAD Replacement Update

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- The IAD Project is continuing to progress to plan.
- The new service should be available to users by 21 January 2012
- User familiarisation will now be available from 16 – 22 December
- The presentation given to Users on 25 October is available on Gas Governance website: <http://www.gasgovernance.co.uk/up/iad>
- Sample screens and potential demonstration were made available to UKL Committee – 10 November
- Further opportunity to see a presentation of screens and receive expert advice from project team on 6 December following face to face UPUC
- Name change to Data Enquiry Service

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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
- Change Order Raised
- As discussed at previous meetings all change paperwork will be raised in advance to aide the smooth implementation of this change, and is available on the Gas Governance website
- Change Process Timeline

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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>October</b>	23,604	<b>100%</b>	<b>91%</b>
<b>September</b>	23,546	<b>99%</b>	<b>91%</b>
<b>August</b>	22,666	<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>October</b>	20,324	<b>100%</b>
<b>September</b>	20,000	<b>100%</b>
<b>August</b>	19,750	<b>100%</b>

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## E-mail Reporting service

	No. of requests	Performance (2 & 5 business days)
<b>October</b>	123	<b>100%</b>
<b>September</b>	101	<b>100%</b>
<b>August</b>	107	<b>100%</b>

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## Portfolio Reporting service

	No. of reports issued	Performance
<b>October</b>	100	<b>100%</b>
<b>September</b>	98	<b>100%</b>
<b>August</b>	98	<b>100%</b>

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## AQ enquiries

	<b>No. processed</b>	<b>Performance</b> (Target to process by end of 2nd Business Day)
<b>October</b>	14,201	<b>100%</b>
<b>September</b>	1,061	<b>100%</b>
<b>August</b>	1,538,468	<b>100%</b>

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# IAD Account Transaction Volumes

	Accounts Created		Password Resets	
	Number	Within 10 days	Number Requested	Completed within Month
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
November'10	501	100%	531	531

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## IAD – Account deletion volumes

	<i>Accounts Deleted</i>		
	<i>Number</i>	<i>Within 10 days</i>	<i>Comments</i>
October	11	100%	0 deleted via Bulk Request
September	426	100%	389 deleted via Bulk Request
August	674	100%	383 deleted via Bulk Request

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# Modifications with User Pays Impact

**UPUC 14<sup>th</sup> November 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 17

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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
- 388 – Fixed Parameters for determining Shipper contribution to Unidentified Gas
- 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

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# AOB

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Next Meeting is proposed for 2pm on  
Tuesday 6 December 2011 at 31 Homer  
Road, Solihull