User Pays User Committee

11th October 2011

Agenda

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

IAD Replacement Update

UPUC 11th October 2011

IAD Replacement Update

- T he IAD Project is progressing to plan and the new service should be available to users by the 21st January 2012. The project phases and indicative timeline is as follows:

- Detailed Design 8 Aug - 15 Nov - Progressing to plan

- Build 18 Aug - 20 Dec - Some slight delay, progress / impact being monitored

- Testing 18 Aug - 6 Jan 12 - Progressing to plan. A number of user organisations have registered an interest to take part in the familiarisation of the new service. This is scheduled to take place from 6 Dec.

- Sample screens and potential demonstration to be made available to UKL Committee – 10 Nov

- Implementation 14 - 21 Jan 2012   Not yet started

- Post Implementation Support 13 Jan – 10 April 12 Not yet started

- As previously communicated users will be able to access the new service in the same way as the current service provision (via Xoserve.com or dedicated URL).

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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.**

- **The proposer has withdrawn Change Order. However, would like to revisit towards the end of November and has requested assistance from Xoserve to work in conjunction with the New IAD replacement system.**

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Operational update

Telephone service

	No. of calls	Service Availability (Target 95% availability)	Call answering (Target 90% within 30 sec's)
September	23,546	99%	91%
August	22,666	97%	91%
July	23,404	100%	91%

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IAD service

	No. of accounts	Service Availability (Target 97% during core hours)
September	20,000	100%
August	19,750	100%
July	19,750	100%

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E-mail Reporting service

	No. of requests	Performance (2 & 5 business days)
September	101	**100%**
August	107	**100%**
July	108	**100%**

Portfolio Reporting service

	No. of reports issued	Performance
September	98	**100%**
August	98	**100%**
July	98	**100%**

AQ enquiries

	No. processed	Performance (Target to process by end of 2nd Business Day)
September	1,061	100%
August	1,538,468	100%
July	962,831	100%

IAD Account Transaction Volumes

	Accounts Created		Password Resets	
	Number	**Within 10 days**	**Number Requested**	**Completed within Month**
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
October'10	536	**100%**	477	477

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IAD – Account deletion volumes

	Accounts Deleted		
	Number	**Within 10 days**	**Comments**
September	426	**100%**	*389 deleted via Bulk Request*
August	674	**100%**	*383 deleted via Bulk Request*
July	241	**100%**	*191 deleted via Bulk Request*

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Modifications with User Pays Impact

UPUC 11th October 2011

Modifications identified as potential User Pays

- **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**

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Modifications identified as potential User Pays

- 0374 – Interruptible to Firm – Supply Point Transition

- 0376 & 367A – Increased Choice when Applying for NTS Exit Capacity

- 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

AOB

1) Name change of New IAD Replacement System

- Cosmetic
- Change Process

2) User Familiarisation of New IAD Replacement System

- Proposal for next UPUC to be face to face on 6/12/11 following the Ops Forum
- Familiarisation to take place immediately after
- Presentation of screens, service and expert advice from project team
- URL availability

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