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User Pays User Committee

13th February 2012



Agenda

- Introduction
 - Minutes of last meeting & Actions arising
- Data Enquiry Service Implementation Update
- Annual Service Requests
- Change Management Update
- Operational Update
- Modification Update
- AOB



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Data Enquiry Service Implementation Update

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Data Enquiry Service Implementation Update

- Data Enquiry Service successfully implemented - 21st January 2012,
- IAD was decommissioned - 31st January 2012.
- Data Enquiry outage successfully executed - 4th February 2012
 - The following fixes were implemented
 - METER LOCATION INFORMATION : “longhand” description of the location held on UKLink.
 - ADDRESS SEARCH : the search logic amended to seek out the presence of address information that may exist in either the Premise No. / Premise Name / Sub Building Name.
 - PRIMES & SUBS: all meter points within a P&S configuration. (Rules dependant on ownership of the Primary meter point)
- Daily usage of Data Enquiry has exceeded that which was seen on old IAD
- Continue to receive very favourable reviews of the new service
- Post Implementation Support continues until mid April 2012
- Observations and suggestions of data improvements have been captured and being evaluated. Will provide an update within next 2 weeks



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Annual Service Requests

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Annual Service Requests

The Annual Service Request Process this year will be as follows

- Xoserve to send out populated Service Requests to all Shippers by Friday 17th February 2012
- Xoserve will start chasing any non responses from Wednesday 29th February 2012
- Final Deadline for all responses to be received by Friday 9th March 2012
- New Contracts to go live on 1st April 2012

All responses need to be sent back to xoserve.userpays@xoserve.com

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Change Management

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Change Management

- Nothing to report this month

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Operational update

Telephone service

	No. of calls	Service Availability (Target 95% availability)	Call answering (Target 90% within 30 sec's)
January	23,327	100%	91%
December	14,808	100%	93%
November	23,781	100%	92%

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IAD / Data Enquiry Service

	No. of accounts	Service Availability (Target 97% during core hours)
January	16,581	100%
December	20,375	100%
November	20,766	100%

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E-mail Reporting service

	No. of requests	Performance (2 & 5 business days)
January	106	100%
December	82	100%
November	97	100%

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Portfolio Reporting service

	No. of reports issued	Performance
January	100	100%
December	95	100%
November	93	100%

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AQ enquiries

	No. processed	Performance (Target to process by end of 2nd Business Day)
January	24,864	100%
December	1,864	100%
November	11,389	100%

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IAD Account Transaction Volumes

	Accounts Created		Password Resets	
	Number	Within 10 days	Number Requested	Completed within Month
January '12	922	100%	1151	1151
December '11	503	100%	906	906
November'11	750	100%	792	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

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IAD – Account deletion volumes

	<i>Accounts Deleted</i>		
	<i>Number</i>	<i>Within 10 days</i>	<i>Comments</i>
January	4694	100%	4331 deleted via Bulk Request
December	894	100%	843 deleted via Bulk Request
November	308	100%	113 deleted via Bulk Request

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Modifications with User Pays Impact

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Modifications identified as potential User Pays 18

- 0277 – Creation of Incentives for the Detection of Theft of Gas (Supplier Energy Theft Scheme)
- 0326VV - Allocation of unidentified gas following the appointment of the Allocation of Unidentified Gas Expert (AUGE)
- 0335 – Offtake Metering Error Payment Timescales
- 0346 – An Alternative to the Supplier Energy Theft Scheme Based on Throughput
- 0357 – Enhanced Supply Point Administration Process
- 0369 – Re-establishment of Supply Meter Points – measures to address shipperless sites
- 0376– Increased Choice when Applying for NTS Exit Capacity (recently approved and ACS not vetoed by Ofgem).

Modifications identified as potential User Pays ¹⁹

- 0378 – Greater Transparency over AQ Appeal Performance
- 0379 & 379A Provision for an AQ Review Audit
- 0383 – Profiling payment of LDZ transportation charges
- 0387 – Removal of Anonymity from Annual Quantity Appeal and Amendment Reports
- 0395 - Limitation on Retrospective Invoicing and Invoice Correction (2 - 3 year solution)
- 0396 – EU Third Package: Three Week Switching
- 0398 Limitation on Retrospective Invoicing and Invoice Correction (3 – 4 year solution).
- 0399 - Transparency of Theft Detection Performance
- 0403 - EU Third Package: 21 day switching with flexible objection period
- 0410 - Responsibility for gas off-taken at Unregistered Sites following New Network Connections

AOB

- Price changes effective from 1st April 2012
- Next Meeting is proposed for 12th March 2012 at 9.30am

April 2012 ACS Review

- We are currently undergoing an ACS review to set prices for User Pays services for April 2012
- The prices have been calculated and are currently with Networks for review
- The price calculation methodology for this year is the same as in previous years
- The proposed ACS and review report will be published at the end of February with a go live date from 1st April 2012

April 2012 ACS Review

- Price changes for April 2012 include:
 - Proposed monthly charge for Data Enquiry £5.90 per account this is a reduction from £6.60 and the price drop has been achieved despite losing nearly 4,000 accounts
 - AQ enquiries have reduced in cost to ½ a pence per AQ enquiry due to an expected increase in service uptake
 - Telephone band costs have increased by 20% due to inflation and increased staff costs. For example; Band B (the most popular band) will increase to £3,420 from £2,840
 - Portfolio reports have reduced in cost by 20%, this has been achieved through continuing improved efficiencies
 - DM Elective charges remain unchanged despite a zero uptake of this service line