

# **User Pays User Committee**

## **14th May 2010**

# Agenda

1. Minutes & Actions from previous meeting
2. IAD Replacement Project Presentation
3. Change Management – IAD Last Accessed Report Update
4. Modification Update
5. Operational Updates
6. AOB

# IAD Replacement Project

An Update to UPUC  
May 2010

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# Purpose of presentation

- To give an overview of the new service proposal
- Highlight the indicative price for the new service
- Outline the next steps

# Overview of the New Service Proposal

# The New Service

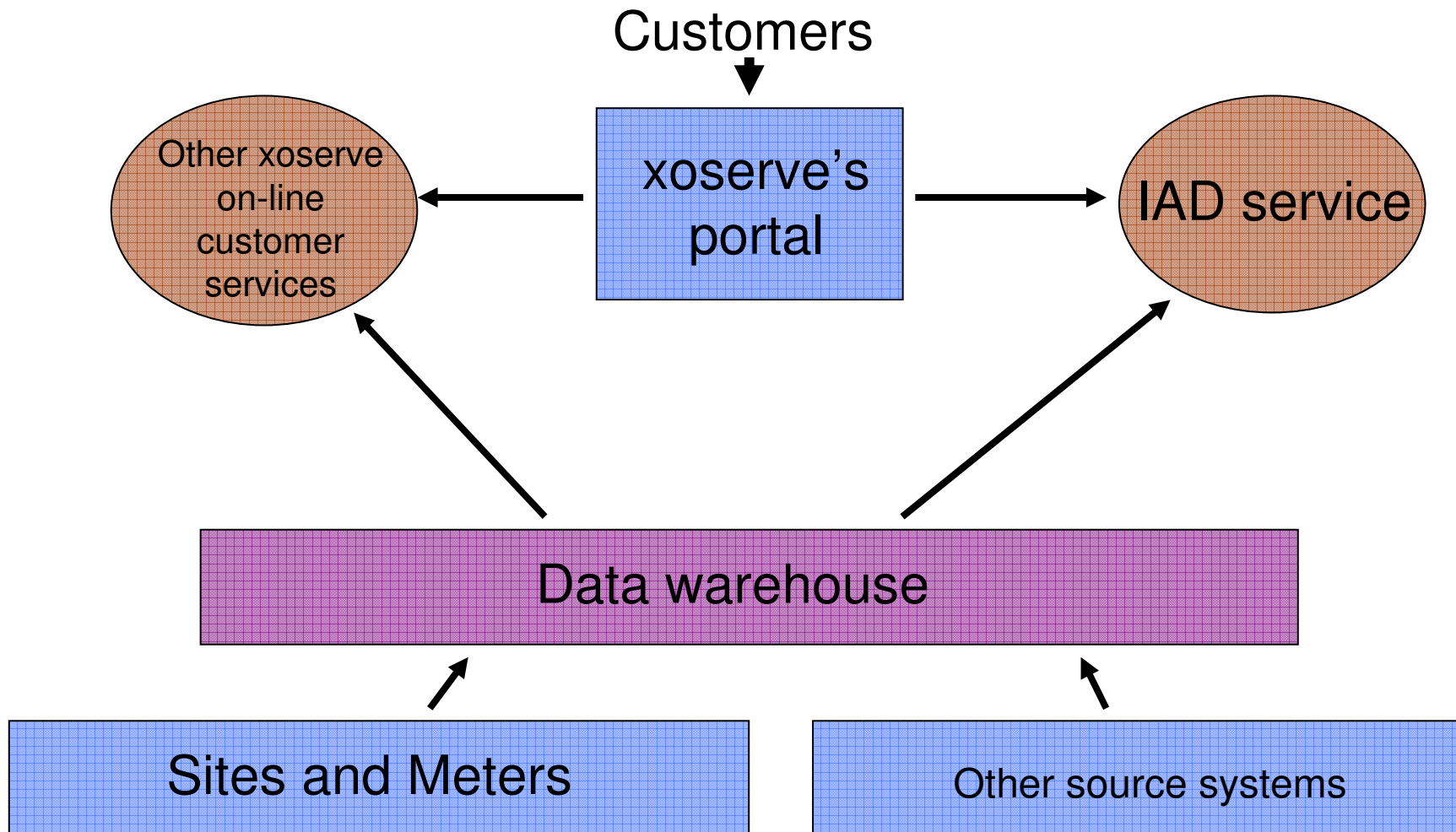
- State-of-the-art information portal using the latest web technology
- The service will;
  - Contain more data than it does today e.g. more historic data
  - Be user friendly and easy to operate
  - Have single log-in arrangements enabling customers to switch between xoserve's online services
- Resilient and secure
  - The service will be resilient with back up arrangements in place
  - The service will be protected by the latest “best of breed” internet security arrangements
- xoserve will provide a flexible service
  - It will have the ability to evolve and deliver new/additional data items and services
- The service will be delivered at a lower price than today

# xoserve's project to replace IAD

- Work is underway
  - Commencing detailed analysis & design phase
  - New service will deliver customers' core requirements
- Leverage use of other xoserve's key systems investment
- The vision is for an integrated suite of xoserve systems
  - Highly flexible and able to add new data and services to them
- Target go-live for the new service later this year



# xoserve's On-line customer services



# Draft screens for illustration – single log-in



# User Configuration and Controls

- Customer Password and Account Management Self Service - Master Admin User and associated account creation, change and deletion controls
  - Customers empowered to manage their own accounts
  - All functionality will be on-line to provide a fast, responsive and efficient service
- Although each user will have an account it does not mean the future charging arrangements have to be by number of accounts, it could be transactional, subject to customer agreement
- The new service will have group access rather than the current per Shipper Short Code access
  - Subject to customer disclosure agreements

# Information – Sources and Quality

- The new service will contain additional information, eg;
  - Meter reads for the past year
  - Historic meter details
  - Meter exchange details
  - Additional corrector data items
  - Greater read & consumption information
- It will have the ability to store increased iGT & CSEPs information
- It will be more user friendly e.g. mprn status on postcode searches, full network name
- Up-to-date and easy to access customer MI on usage

# Additional customer flexibility

- Service flexibility will enable other parties to access IAD, subject to the correct changes in governance being agreed amongst the industry eg MAM access
- The improved flexibility will enable us to include additional screens / data items as and when they are required (eg AMR data)
- The service will be easier for customers to use, for example;
  - A simple cut and paste function will make the service more user friendly
  - There will be greater inter-operability between screens (i.e. no need to repeat mprn entry)
  - There is also the potential to develop API functionality if customers require it

# Help Desk Provision

- The new service functionality will result in users having few reasons to contact the help desk
- All password management will take place via the online service
  - This will provide a fast, responsive and efficient service
  - However, if a customer does call the help desk for a password change/reset etc they will incur a one-off charge
- A helpdesk provision is available in case of service faults. Its availability will mirror the core service hours.
  - A service fault call will not incur a one-off charge

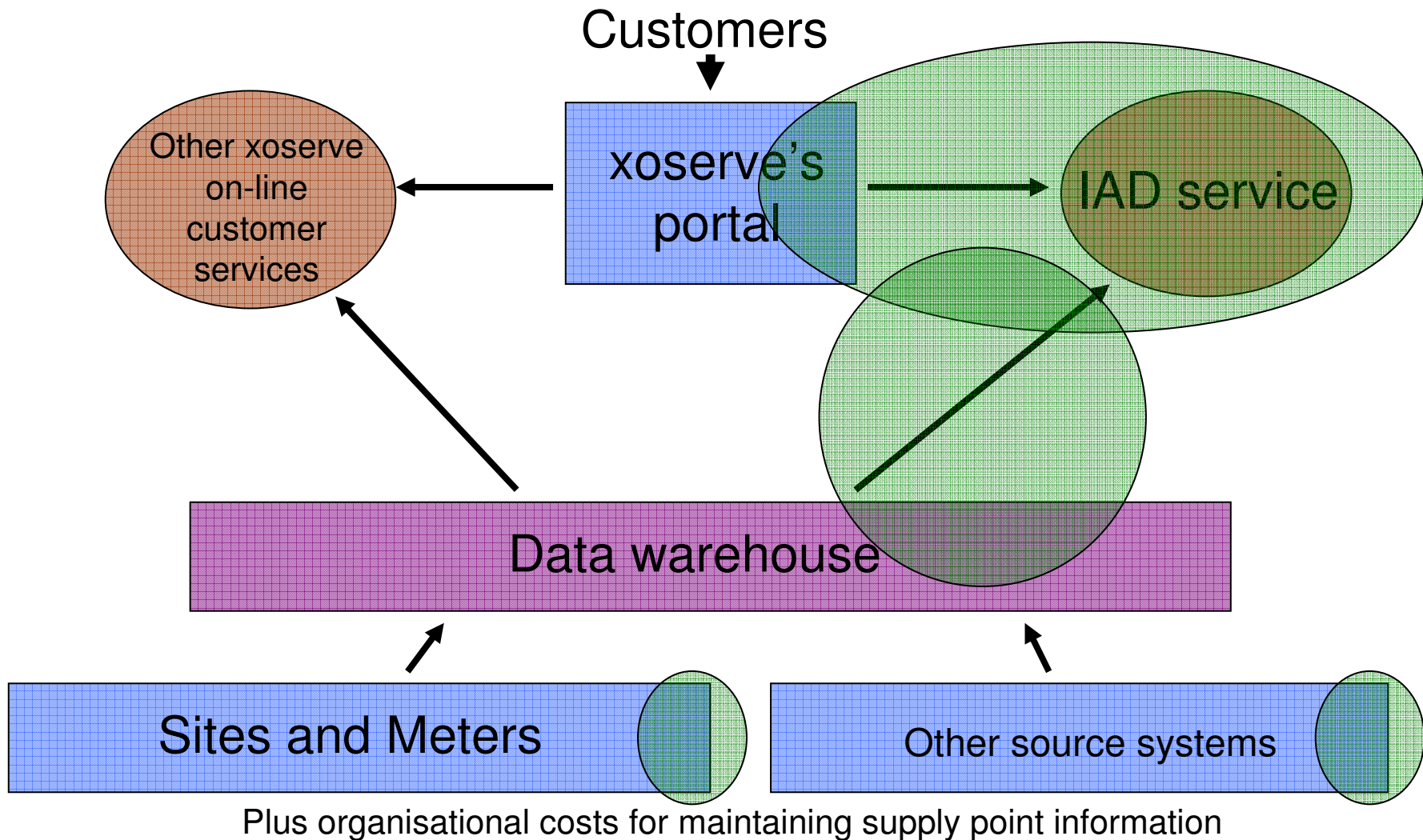
# Service Availability

- The new service will be available 24 hours a day, 7 days a week, all year round
- Core supported hours are as follows;
  - Monday to Friday 08:00 to 18:00 (excluding non-working days), and
  - Saturday 08:00 to 12:00 (excluding Christmas Day, Boxing Day and New Years Day where these dates fall on a Saturday)

# The Indicative Price of the New Service

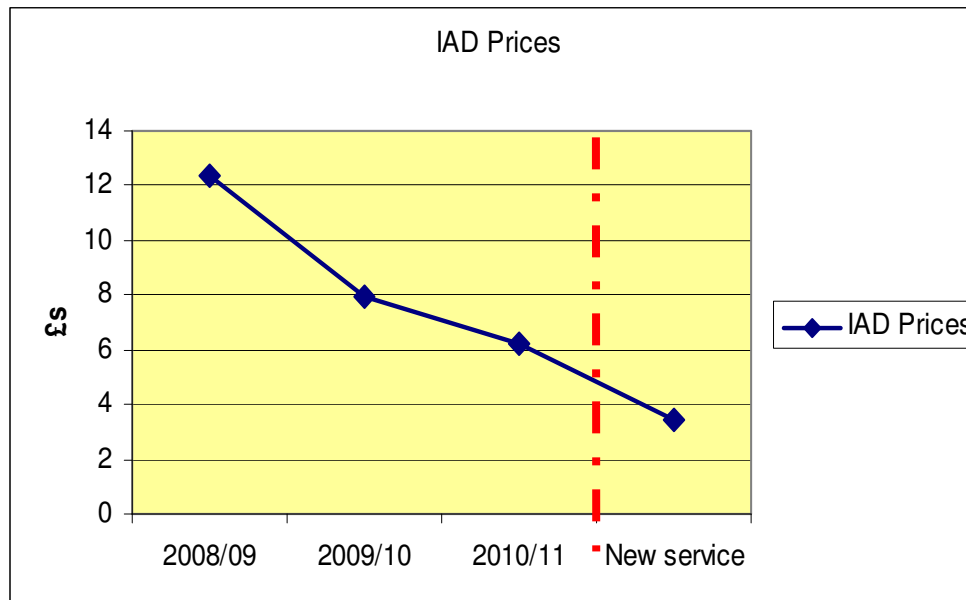


# New IAD service User Pays on-going costs



# Indicative price for the new IAD service

- The new service price is forecast to be in the region of £3.40 per account per month
  - The above indicative price is based on the current 21,000 accounts
- This represents a 45% saving on this year's price of £6.25



# Delivering efficiency savings for our customers

- The new service represents a cost saving to the industry of over £600k per annum compared to 1<sup>st</sup> April 2010
- The cost of operating the IAD service will have reduced by £1.2 million since the introduction of User Pays
- This demonstrates xoserve's commitment to meeting the twin challenges the industry put to us
  - Providing a flexible, modern, responsive service
  - At a substantially lower cost

# Next Steps

# Next Steps

- Provide regular updates via UPUC – main customer interface forum
- Refinements to the service schedule will have to go through the change process, for example -
  - On-line account and password management
  - Transactional charging
- This process will commence over the next two months

# Summary

- xoserve has risen to the industry's challenge to reduce the cost of IAD
- The new IAD service will represent a step change in service
  - Meets customers requirements, flexible, user friendly, resilient
- The main customer interface for the replacement of IAD will be through this committee
  - The changes to the service schedule will be managed through UPUC

# Change Management

# Update on Change Process

## UPCO002 - IAD Last Access Report

- Implemented wef 1/6/10
- Service Request available on xoserve website



# Modification Update

## **Modifications identified as potential User Pays**

- **0231 – Changes to the Reasonable Endeavours Scheme to better incentivise the detection of Theft**
- **0246B – Quarterly NTS Entry Capacity User Commitment**
- **0248 – Meter Reading Replacement**
- **0263 – Enabling the Assignment of a Partial Quantity of Registered NTS Exit (Flat) Capacity**
- **0270 – Aggregated monthly Reconciliation for Smart Meters**
- **0271 – Amendment to the SSP – provisional LSP- SSP Amendment Rules**
- **0272 – Review of Mod 640 Validation Arrangements for when a Change of Shipper has occurred**

# Modifications identified as potential User Pays

- **0274 – Creation of a National Revenue Protection Service**
- **0276 – Alternative User Pays approach to – UNC Modification Proposal**
- **0263 - Enabling the Assignment of a Partial Quantity of Registered NTS Exit (Flat) Capacity**
- **0277 – Creation of Incentives for the Detection of Theft of Gas (Supplier Energy Theft Scheme)**
- **0279 – Improving the availability of meter read history and asset information**
- **0282 – Introduction of a process to manage Long Term Vacant Sites**
- **0284 – Removal of the Zero Auction Reserve Price for Within-day Daily NTS Entry Capacity (WDDSEC)**
- **0285 - "Use it or lose it"(UIOLI) Interruptible Capacity only to be released when there is at most 10% unsold firm entry capacity**

# Modifications identified as potential User Pays

- **0286 - Extending Modification Panel Voting Rights to Consumer Representatives**
- **0286A - Extending Modification Panel Voting Rights to a Consumer Representative**
- **0287 - Change System Capacity Transfers Notification Time Limit from 04.00 hours to 03.00 hours**
- **0288 – Facilitating the Reduction of Enduring Annual NTS Exit (Flat) Capacity by a value less than 100,000 kWh**
- **0289 – To determine the amount of Annual NTS Exit (Flat) Capacity to be released where the quantity of unsold NTS Exit Capacity fluctuates within the Gas Year**
- **0290 – To facilitate the release of Additional NTS Exit (Flat) Capacity at National Grid NTS's discretion**
- **0292 & 293 – Proposed change to the AQ Review Amendment Tolerance for SSP sites**

# Operational Update

# Telephone Service Line

	<b>No of calls</b>	<b>Service Availability</b> (target 95% availability)	<b>Call answering</b> (target 90% within 30 seconds)
April	23,296	<b>100%</b>	<b>91%</b>
March	26,092	<b>96.4%</b>	<b>90%</b>
February	26,730	<b>100%</b>	<b>91%</b>

## IAD Service Line

	<b>Number of Accounts</b>	<b>Availability</b> (Target 97% availability during core hours)
April	19,000	<b>100%</b>
March	19,000	<b>100%</b>
February	21,500	<b>100%</b>

## Email Report Service Line

	<b>No. of email reports</b>	<b>Performance</b> (2 and 5 business days)
April	65	<b>100%</b>
March	107	<b>100%</b>
February	70	<b>100%</b>



# Portfolio Reports

	Reports sent in the month	Performance standard
April	110	
March	110	
February	110	

## AQ Enquiries

	<b>Number of AQ Enquiries processed</b>	<b>Performance</b> (Target process by end of second Business Day)
April	2,609	<b>100%</b>
March	18,816	<b>100%</b>
February	6,879	<b>100%</b>

# IAD Account Transaction Volumes

	Accounts Created (normal process)		Bulk Password Resets	
	Number	Within 10 days	Number Requested	Completed within Month
April'10	405	100%	0	0
March'10	657	100%	0	0
February'10	642	100%	0	0
January'10	462	100%	0	0
December'09	1043	100%	0	0
November'09	537	100%	0	0
October'09	678	100%	0	0
September'09	729	100%	282	282
August'09	703	100%	115	115
July'09	669	100%	84	84
June'09	727	100%	78	78
May'09	621	100%	192	192

# IAD Account – Deletion volumes

	<i>Accounts Deleted (normal process)</i>		
	<i>Number</i>	<i>Within 10 days</i>	<i>Comments</i>
April	130	100%	
March	3,459	100%	This figure includes a bulk deletion request for 3,341
February	133	100%	

# AOB