

User Pays User Group Minutes Tuesday 11 October 2011 via teleconference

Attendees

Tim Davis (Chair)	TD	Joint Office
Helen Cuin (Secretary)	HC	Joint Office
Chris Davis	CD	Total
Danielle Fynney	DF	E.ON
David McCrone	DM	Scottish Power
Mark Cockayne	MC	Xoserve
Robert Finch	RF	RWE Npower
Sandra Dworkin	SD	Xoserve

1.0 Introduction

Meeting documentation can be found at www.gasgovernance.co.uk/up/2011

TD welcomed attendees to the meeting. As the meeting was not quorate, it was agreed the proceeding business would be addressed informally as a User Pays User Group meeting.

1.1. Minutes of last meeting

The minutes from the previous meeting were accepted.

1.2. Actions

UPUG 0201: Shippers to review performance measures and reporting and consider whether any changes are required.

Update: It was agreed to close this on-going requirement. **Closed.**

UPUG 0602: Shippers to confirm whether or not all IAD Service users have access to email.

Update: MC confirmed that not all IAD Service users have access to email and Xoserve are looking into alternatives. **Complete.**

Action UPUG0801: IAD Replacement - Consider alternative options to a mandatory requirement that all IAD Service users have access to email.

Update: Ongoing. **Carried forward.**

Action UPUG0802: IAD Replacement - Register interest (to MC) in advance for familiarisation access.

Update: MC confirmed eight organisations have registered an interest. **Complete.**

Action UPUG0803: IAD Replacement – Provide regular update on timescales.

Update: It was agreed to close this item, as it had become a standard update. **Closed.**

2.0 IAD Replacement Update

MC reported that the IAD Replacement was on target for implementation between 14 and 21 January. The design phase is progressing to plan, and while there has been some delay within the build phase but this is being closely monitored. The

testing is ahead of schedule as screen tests are being undertaken as soon as they are built. Nevertheless, end to end testing will still take place. MC proposed to have a meeting on 06 December to go through the screens and talk through the testing, for which there will be an open invitation, before the familiarisation stage. He also confirmed that there will be post implementation support for three months until 10 April 2012.

3.0 Change Management

3.1 UPCO003 – IAD Transactional Charging

All associated documentation is available to view on the xoserve website at: www.xoserve.com/UPS_Changes.asp.

MC reported that he was awaiting written confirmation that this proposal will be withdrawn, British Gas still support transactional charges and this will be considered further, looking at how the system could accommodate the requirements and appropriate charges.

4.0 Operational Update

Performance

MC provided a performance update, with all areas on target.

5.0 Modification Update

MC listed User Pays Modifications.

6.0 Any Other Business

Name change of New IAD Replacement System

MC confirmed that whilst Xoserve are changing the access a single portal they would also like to take the opportunity to rename the system and service. He highlighted that this would need a change to the contract service schedule where it refers to IAD as the system and the service. Xoserve want to change the name of the service to a Data Enquiry Service and believe this only to be a cosmetic change that nonetheless needs to go through the change process. He proposed most of the documentation be drafted up-front to prepare for the change.

RF asked about the data protection clauses in regards to the current services. In principle, he accepted Xoserve's name change proposal but would also like to take the opportunity to look at the contract to make sure all other aspects are up to date with current legislation.

DM enquired about the change management process for Modification 0353. MC confirmed that documentation had been provided, but he would confirm the Scottish Power recipient.

User Familiarisation of New IAD Replacement System

MC reiterated the intention on 6 December to go through each of the screens and for user acceptance experts to explain any issues they have had to overcome. He confirmed that access to the new system will be handed over on the 07 December 2011 for parties to familiarise themselves with the screens. A notification will be issued to contract managers.

7.0 Next Meeting

The next meeting is provisionally scheduled to take place via teleconference at 10:30 on Monday 14 November 2011.

Action Table: User Pays User Group

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
UPUG 0201	15/02/11	4.0	Shippers to review performance measures and reporting and consider whether any changes are required.	All Shippers	Closed
UPUG 0602	13/06/11	5.0	Shippers to confirm whether or not all IAD Service users have access to email.	All Shippers	Complete
UPUG 0801	08/08/11	2.0	<i>IAD Replacement</i> - Consider alternative options to a mandatory requirement that all IAD Service users have access to email.	Xoserve (MC)	Carried forward
UPUG 0802	08/08/11	2.0	IAD Replacement - Register interest (to MC) in advance for familiarisation access.	ALL	Complete
UPUG 0803	08/08/11	2.0	IAD Replacement – Provide regular update on timescales.	Xoserve (MC)	Closed