

User Pays User Committee

8th June 2009

Agenda

- Minutes & Actions from previous meeting
- Agency Charging Statement Update
- Change Management
- Modification Update
- Operational Updates
- AOB

Agency Charging Statement

ACS Update

- Further ACS version incorporating MOD 213v changes
 - Modification report issued to Ofgem recommending effective date of 15th June

Change Management

xoserve Changes

- Aesthetic changes IAD Screens
- SAR's Changes to Fax Template
- IAD last access report

Changes to IAD screen text

Reason behind text changes



- Combination of;
 - xoserve's desire to enhance the User experience and
 - Specific customer feedback
- Scope – Limited cosmetic changes
- Screens affected;
 - Create Profile
 - Security Profile
 - Modify Password and
 - Requested page not found

Summary of changes

- Affects LSO and User Managed Organisations
- Guideline text for 'Security Profile' screens;
 - Wording updated
 - Text colour emphasised in Red
 - Re-positioned
- 'Requested Page Not Found';
 - Re-positioning of the 'back' link to improve visibility
 - Inclusion of additional navigation advice
 - Wording updated

Create profile – New account

http://10.140.5.4 - xoserve Internet Applications - Microsoft Internet Explorer Wednesday May 6th, 2009 at 08:15:21

xoserve   **Create Profile**

Profile does not exist for ██████ in IAD.

Please answer the 3 Security Questions to create your profile

**NOTE: 1. Users belonging to an LSO Managed Organisation will need to contact their LSO to undertake the password reset.
2. The answers for the below 3 Security Questions do not need to be case sensitive.**

What is your / LSO email address?

What is your / LSO name?

What is your unique code word that you will always remember / LSO IAD Admin. Password?

Please enter a new Password to access your IAD account

Confirm New Password

NOTE: Please ensure to follow the below password criteria while setting up the New IAD Password:



- 1.Password must begin with an alphabetic character and include at least one lower case letter.
- 2.Password must include at least one digit from 0-9.
- 3.Password must include at least one special character i.e (\$ # _).
- 4.Password must have minimum length of 6 and a maximum of 30 characters.

Done Internet

Security Profile

http://10.140.5.4 - xoserve Internet Applications - Microsoft Internet Explorer

Wednesday May 6th, 2009 at 08:28:18

xoserve  

Security Profile

[Back](#) [Forward](#) [Refresh](#) [Stop](#) [Print](#) [Logout](#)

Please answer the following Security Questions to modify your password.

What is your / LSO email address?

What is your / LSO name?



What is your unique code word that you will always remember / LSO AD Admin. Password?

Note: If you belong to an LSO managed organisation please contact your LSO.

Done Internet

Modify password

http://10.140.5.4 - xoserve Internet Applications - Microsoft Internet Explorer Thursday April 30th, 2009 at 13:20:55

xoserve  

Modify Password

[Back](#) [Forward](#) [Refresh](#) [Stop](#) [Print](#) [Logout](#)

Please enter the following for ██████

Old password

New password

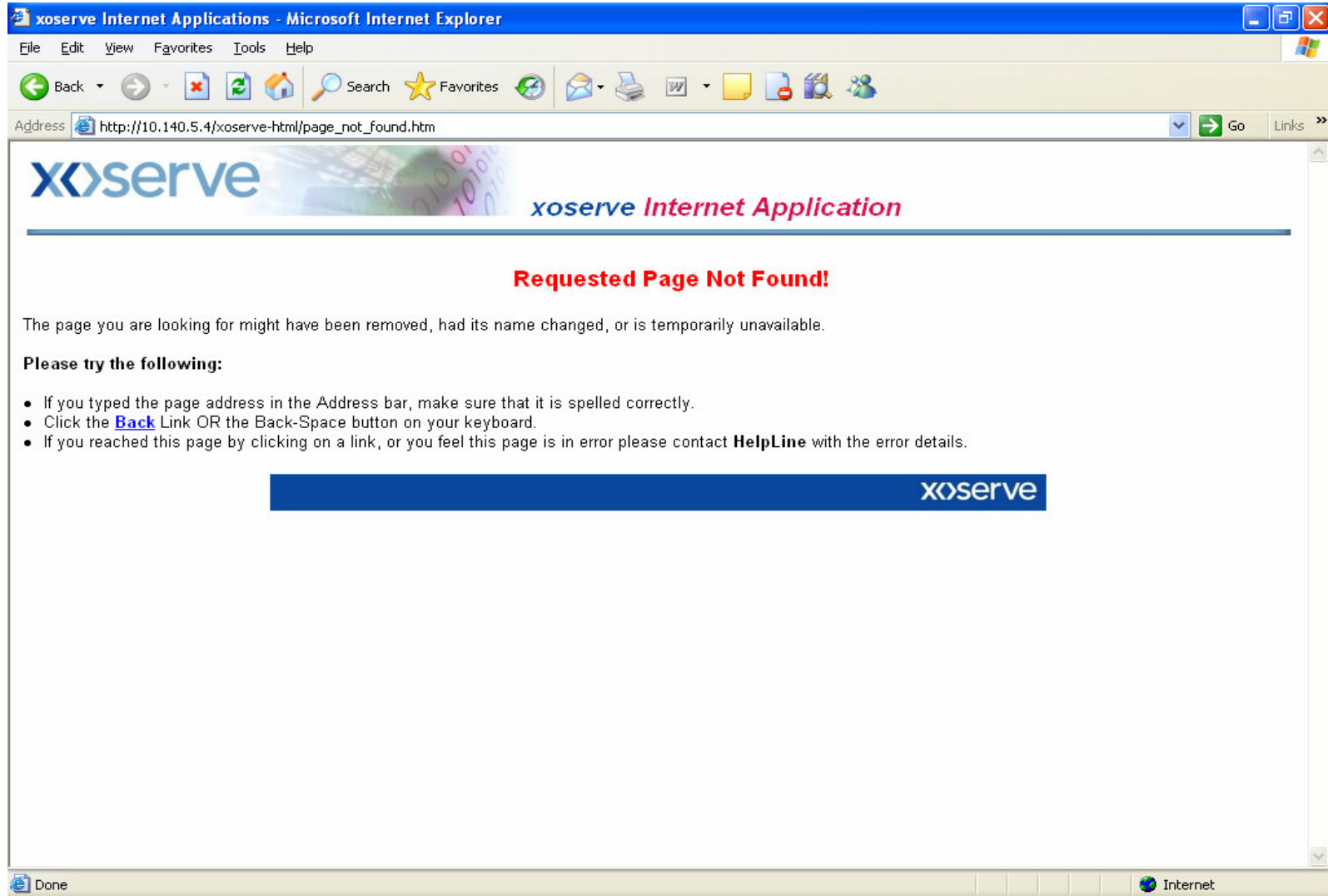
Confirm password

Note: Please ensure to follow the below password criteria:

- 1.Password must begin with an alphabetic character and include at least one lower case letter.
- 2.Password must include at least one digit from 0-9.
- 3.Password must include at least one special character i.e (\$ # _).
- 4.Password must have minimum length of 6 and a maximum of 30 characters.

Done Internet

'Requested Page not found'



Next steps

- Planned implementation - 06/07/09
- No system outage required
- Further e-mail communication (to Contract Managers) planned 22/06/09
- Questions/Support please contact;

Lee.Jackson@xoserve.com


Aesthetic Changes to SAR's Template

- Aesthetic changes designed to improve approval of SAR templates;
 - Improve accuracy of Opening Reads
 - Improve cost efficiency
- Changes are limited to;
 - Additional Info regarding Fax Cover Sheets
 - Consistent enlarged fonts to aid legibility (Font 12 increased to 16)
 - Contact Name change following team re-organisation

Current SAR Template



Shipper Agreed Read Request



Form Submitted by Confirming Shipper:* _____

Name Of Representative: _____

Telephone: _____ Fax: _____

I CONFIRM THAT THIS READ HAS BEEN AGREED WITH WITHDRAWING SHIPPER YES *

Withdrawing shipper: _____

Name of Representative: _____

Telephone: _____ Fax: _____ Date: _____

ETC.....



Proposed SAR Template

IT IS MANDATORY TO PROVIDE A FAX COVER SHEET. FAILURE TO DO SO WILL CAUSE SHIPPER AGREED READ REQUEST TO BE REJECTED



Shipper Agreed Read Request



Form Submitted by Confirming Shipper:* _____

Name Of Representative: _____

Telephone: _____ Fax: _____

I CONFIRM THAT THIS READ HAS BEEN AGREED WITH WITHDRAWING SHIPPER YES *

Withdrawing shipper: _____

Name of Representative: _____

Telephone: _____ Fax: _____ Date: _____

ETC.....

Proposed

Next Steps

- Proposed implementation 1st July 2009
- Form published on xoserve website
http://www.xoserve.com/UPS_ServiceRequestForms.asp
- Questions contact Dawn Burdett
Dawn.M.Burdett@xoserve.com

IAD Last Accessed Report

Background to Proposal

- Report developed during recent improvements to internal reporting of IAD
- Will provide User Pays Customers the ability to accurately manage their IAD accounts by highlighting inactive accounts
- Previously provided on adhoc basis to small number of customers, but frequency of requests is increasing
- Proposal is to introduce new service into Schedules and allow all users the ability to order and receive on a more formal basis

Proposed Service

- New Portfolio Report to be placed in Part 5 of Schedules containing;
 - IAD User ID
 - Account Created Date
 - Organisation (Customer)
 - Account Status (i.e. Open / locked)
 - Locked Date (If applicable)
 - Last Accessed Dated
- Proposed delivery timescales are six-monthly, quarterly, or monthly

Next Steps

- xoserve raise Change Order form and submit to UPUC detailing potential new Service
- Service Schedule Change Procedure (as per Framework Contract)
- Consultation period & UPUC member voting (as per UPUC ToR)
- Any Questions contact Lee Jackson
Lee.Jackson@xoserve.com

Change Proposals

- Proposed change to IAD basis for charging – Kevin Woollard

Modification Update

Modifications identified as User Pays

- Modification 0224 – Facilitating the use of AMR in the Daily Metered Elective Regime
- Modification 0229 – Mechanism for Correct Apportionment of Unidentified Gas
- Modification 0244 – Amending DM Supply Point Data for Sites with Significant Changes in Usage
- Modification 0246 – Quarterly NTS Entry Capacity User Commitment
- Modification 0248 – Meter Reading Replacement
- Modification 0253 – Facilitating a Supply Point Enquiry Service for Large Supply Points

Operational Update

Telephone Service Line

	No of calls	Service Availability (target 95% availability)	Call answering (target 90% within 30 seconds)
May	28,116	99.54%	92%
April	29,211	100%	91%
March	33,068	99%	90%

IAD Service Line

	Number of Accounts	Availability (Target 97% availability during core hours)
May	18,500	100%
April	18,000	100%
March	17,500	98.3%

Email Report Service Line

	No. of email reports	Performance (2 and 5 business days)
May	50	100%
April	82	100%
March	97	100%

Portfolio Reports

	Reports sent in the month	Performance standard
May	110	
April	119	
March	112	

AQ Enquiries

	Number of AQ Enquiries processed	Performance (Target process by end of second Business Day)
May	1,646	100%
April	5,662	100%
March	5,633	100%

IAD Account Transaction Volumes

	Accounts Created (normal process)		Bulk Password Resets	
	Number	Within 10 days	Number Requested	Completed within Month
May	621	100%	192	192
April	730	100%	0	0
March	1009	99.8%	258	258
February	1200	82%	134	187
January	426	49%	53	0
December	177	72%	82	82
November	581	84%	227	227
October	1038	95%	153	153
Sept	673	64%	200	200
August	590	86%	1,068	1,068
July	880	99%	150	1,200
June	695	97%	1,050	135

IAD Account – Deletion volumes

	<i>Accounts Deleted (normal process)</i>		
	<i>Number</i>	<i>Within 10 days</i>	<i>Comments</i>
May	28	100%	
April	29	100%	
March	50	100%	

AOB

IAD Requirements Gathering

- Follow up to meeting held 28th May 09

Purpose of session

- To present requirements gathering work completed by SPAA to date
- To present further requirements captured by xoserve to date
- To provide wider IAD / SCOGES user base the opportunity to add further requirements

Background & Why Now?

- IAD / SCOGES service provided by xoserve since late 1990's to provide basic data via internet to small number of users
- Service developed to assist change of supplier process but still based on legacy systems
- 2008 SPAA commenced process looking at a potential new service with main drivers to create a flexibility and cheaper ongoing costs
- SPAA requirements fed into xoserve project to explore alternative delivery models for an As-Is and New improved service & associated costs
- Important that all IAD / SCOGES customers are engaged

SPAA BRS Key Principles

- The primary purpose of SCOGES is to increase the accuracy of Meter Point data in order to improve the efficiency of the change of supplier process
- It is not intended that SCOGES is used for sales and marketing purposes
- SCOGES is read only and no amendments can be made by the User to the underlying data via the website
- SCOGES only reflects information held in the source system and the inclusion of data items in SCOGES will not ensure their accuracy beyond that held by the source of the data
- All data held within SCOGES shall be validated in source systems - SCOGES shall not undertake any validation of data items.

*Does this accurately reflect your main uses of IAD / SCOGES??
If not, what should the key principles of a new IAD / SCOGES be??*

SPAA BRS System Information

(Source, Timescales, Content, Volume & Quality)

Requirement	Part of current service (Y/N)
Large Transporters to provide changes within D+2 & change to be published on IAD / SCOGES next working day	Y
iGT's to provide data monthly & data to be published on best endeavours	Y
Complete update of system to be undertaken each night	Y
Large Transporters to provide info as per current service	Y
iGT's to provide full Meter Point, Supply Point & Asset Data info (as per above)	N
System to be updated using acceptable electronic formats (FTP, DVD...)	N
System to be to provide scalability above and beyond current 21M mprs	Y
System will not validate any data items	Y

Do you support these requirements??
Any additional requirements??

SPAA BRS Security & Access

Requirement	Part of current service (Y/N)
Company Group will have 'Master Admin User' who has to confirm their details every 1/4 has sole control over; <ul style="list-style-type: none"> ▪ Creation / deletion / amendment of 'Admin Users' ▪ The frequency Users will have to change passwords ▪ Define parameters to lock out a User due to incorrect password 	N
Access will be based on 'Company Groups' i.e. one or more SSC's / Supplier ID's / Geog. Range / MPR range	N
Ability to restrict one or more Data Items for one or more Company Group	N
'Admin Users' can then in turn manage 'Read Only' accounts which will include MEU access	N
All 'Users' will have to divulge Login Name, Password, First & Surname, Contact Details, Company Name, Location / Dept, Line Manager	N
Users of system will only be able to access info for which they have relevant authority & System will prompt Users to confirm such authority	Y

Do you support these requirements??
Any additional requirements??

SPAA BRS System Facilitation & Views

Requirement	Part of current service (Y/N)
Provide a link between MSN, Site Address, Postcode using MPR as key	Y
Print Facility to show screen contents in presentable format	Y
Triangulation Service Search Facility (including sub level Meter Point, Supply Point & Asset Data Search)	Y
Meter Point Search Facility	Y
Non-Domestic Customer Data Access Facility	Y
Non-Domestic Customer Data Access Facility created by 'Master Admin User' by I&C supplier	N

*Do you support these requirements??
Any additional requirements??*

SPAA BRS Performance Standards, Help & Change

Requirement	Part of current service (Y/N)
To be accessible via public internet	Y
Support 2 Million on line enquiries per calendar month	?
Support 7,500 Concurrent Users	N
Average Response times in line with good industry practise	Y
Bandwidth to meet bursts of 5MB per second	?
Latency refresh less than 250ms	?
Service availability 97% 24/7/365	N
Helpline for 'Master Admin User' available Mon–Fri 8:00 to 18:00, Sat 8:00 to 12:00	N
Performance Reporting	Y
Ability to request Change Impact Assessments free of charge	Y

*Do you support these requirements??
Any additional requirements??*

SPAA BRS Additional Requirements

Previous Slides referred to As-Is plus subtle variations to potentially enhance service. The following requirements are viewed as desirable but non-essential and potential IS service providers will be asked to price these requirements separately to the previous ‘essential’ core requirements

Requirement
IGT's to provide detailed sub level triangulation information
Provide flexibility to add / remove various data fields (to support AMR etc)
Support “Automated Supplier Volume Searches”
To provide a suite of reports on Company and User utilisation of system detailing; Number of searches per day by a particular User for a specific date range Number of searches per day by all Users for a specific date range Type of search & specific User details (Login, email etc) for a specific date range Type of search and all User details (Login, email etc) for a specific date range
Each Company Group to display their contact details on system
Provide quarterly extract to all suppliers in a loadable file on DVD containing MPR, Address & Postcode, MSN, LDZ ID

Are these requirements still acceptable?? Any additional requirements??

xoserve Captured Requirements

- xoserve has also captured further potential IAD / SCOGES Data;
 - Historic Ownership to remain as 'shipper access'
 - Historic Asset Data for an mpr & Meter Type (Credit or Prepayment)
 - Full history of previous suppliers (including shipperless periods)
 - Address amendment history
 - Historic AQ
 - True ownership start date + new confirmation start dates
 - Meter Read Factor
 - Read History (especially meter exchange data)
 - Origin of mpr (Found meter, Newly constructed mpr)
- And the following functionality;
 - Ability to tailor / personalise screens and data items
 - Integrate IAD / SCOGES into shipper systems (Bulk Downloads / API's etc)
 - Ability to create useable reports (CSV, excel format)

Are these requirements still valid?

Should xoserve consider including info provided via other Use Pays routes?

Any Further Requirements

- System Information
- Security & Access
- System Facilitation & aesthetics
- Performance Standards, Help & Change

Do these requirements challenge the key principles