User Pays User Group
11th May 2009

Agenda

- User Pays User Committee

  - Terms of Reference to be approved

- Contract Update

- Agency Charging Statement Update

- Change Process Administration

- Modification Update

- Operational Updates

- IAD

- AOB

User Pays User Committee

- Approve Terms of Reference

xoserve

Contract

Contract Update

- Have received a number of signed contracts

  - All service requests received for 09/10

- Effective date for the contract is 1st April 2009

  - A handful of customers are still completing their internal governance

  - Please keep in touch on progress

  - Call if you have any questions

XOserve

Agency Charging Statement

ACS Update

- ACS with 2009/10 prices effective from 1st April

- Now ACS incorporating revised Must Read prices effective from 1st May

- Further ACS version incorporating MOD 213v changes
  - Modification report issued to Ofgem recommending effective date of 1st June

XOserve

Change Process Administration

Change Process Administration

- Following signatory to the updated contract from 1st April the change process comes into force for non code services;

  - Contract Changes
  - Service Changes

- Following implementation of Modification 213v change process for code services comes into force

- Documentation available via xoserve's website

XOserve

Published Change Documents

- xoserve shall calculate and notify each Customer of their respective Customer Voting Value for use in UPUC voting

- xoserve shall publish all relevant change documentation;
  - Contract;
    - Contract Change Proposal
    - Contract Change Register
  - Services;
    - Change Order Template
  - Process Flow Docs for all of the above will also be available on website

- A link to UNC UP service change process (following Mod 213v) on the Joint Office website

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

XOserve

Operational Update

Telephone Service Line

	No of calls	Service Availability (target 95% availability)	Call answering (target 90% within 30 seconds)
April	29,211	100%	91%
March	33,068	99%	90%
February	30,500	99%	91%

IAD Service Line

	Number of Accounts (forecast 16,700)	Availability (Target 97% availability during core hours)
April	18,000	100%
March	17,500	98.3%
February	16,000	100%

Email Report Service Line

	No. of email reports (forecast 103 per month)	Performance (2 and 5 business days)
April	82	100%
March	97	100%
February	89	100%

Portfolio Reports

	Reports sent in the month	Performance standard
April	119	
March	112	
February	112	

AQ Enquiries

	Number of AQ Enquiries processed	Performance (Target process by end of second Business Day)
April	5,662	100%
March	5,633	100%
February	13,324	100%

IAD Account Transaction Volumes

	Accounts Created (normal process)		Bulk Password Resets	
	Number	**Within 10 days**	**Number Requested**	**Completed within Month**
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
May	687	66%	135	0

IAD Account – Deletion volumes

	Accounts Deleted (normal process)		
	Number	**Within 10 days**	**Comments**
April	29	100%	
March	50	100%	
February	40	88%	

IAD/SCOGES

IAD/SCOGES

- SPAA has completed requirements gathering for a new service

  - Current service with additional iGT data

  - As above with further enhancements

- SPAA has asked xoserve to work with them to explore service options

  - Need to ensure all customers requirements have been included

  - Need to keep UPUC involved

  - How is it best to do this?

XOserve

AOB

Password protection

- xoserve has been carrying out a review of the data that it provides to its customers with a view to improving data security

- Currently facilitating an initial trial with one group organisation

- Out of the trail will be review and will inform our approach going forward

- Further information will be made available

XOserve

xoserve Business Changes

- Response to customer feedback following Maven Research survey

- Shipper Customer Relationship Management being centralised under Mark Cockayne

  - Aim is to minimise impact, and maintain continuity in terms of resource and knowledge

- Helen Barratt rejoining National Grid from 1st June

XOserve

M- Number DVD

- Colette Baldwin - Change proposal