

User Pays User Group Minutes

Monday 14 July 2014

via teleconference

Attendees

Helen Cuin (Chair)	(HC)	Joint Office
Lorna Dupont (Secretary)	(LD)	Joint Office
Andrea Davis	(AD)	Xoserve
Darren Jackson	(DJ)	Xoserve
Lee Jackson	(LJ)	Xoserve
Lorna Lewin	(LL)	DONG Energy
Paul Orsler	(PO)	Xoserve

Meeting documentation can be found at: <http://www.gasgovernance.co.uk/up/140714>

1.0 Introduction and Status Review

HC welcomed participants to the meeting. As the meeting was not quorate the proceeding business was addressed informally as a User Pays User Group meeting.

1.1 Minutes

The minutes of the previous meeting (14 April 2014) were accepted.

1.2 Actions

None outstanding.

2.0 Updates

2.1 Change Orders: CO007 iGT Data Preparation and CO008 iGT Data Provision

2.1.1 CO007 iGT Data Preparation

PO gave a brief update, confirming that the iGT Customer Data Preparation Database was in an advanced stage of design and this was being shared with parties over the next few months. Detailed design and installation costs are being considered and when known, will be invoiced in January 2015. Once the database is live (in January 2015), Shippers will receive portfolio reports from Xoserve detailing the data Xoserve has received from the iGTs against their organisation. PO confirmed costs would be apportioned by meter share across all iGT networks (as detailed in the Agency Charging Statement (ACS)).

2.1.2 CO008 iGT Data Provision

PO confirmed that installation of the IX equipment for iGTs is well under way and it is anticipated that all iGTs will have IX capability from August. Xoserve are also supporting the industry in developing understanding of IX file transfer functionality in order to use the IX to pass files between Shippers and iGTs.

There will be a change to the ACS to reflect the changes to the date at which the service becomes effective. Charges for the service are expected to be issued in September 2014.

3.0 Data Enquiry Account Management Guidelines and proposed changes

LJ gave a presentation. The Best Practice Guidelines had been issued to all Contract Managers, and the importance of adhering to the Guidelines should be impressed upon Individual Users. The intention is to increase awareness of account security and to protect the Data Enquiry (DE) system integrity.

LJ outlined the key points of best practice in relation to the account creation process, the mandatory data requests, and how the changes will affect the current process of account delivery. Reconciliation is planned for existing accounts. Provision of a complimentary 'Last Accessed' report will be made on request. Accounts not accessed in 12 months will be deleted. There will be a monthly reconciliation and Xoserve will advise the Authorised Requestor of deleted accounts.

LJ reiterated the security benefits of making these changes.

Scheduled implementation is 01 September 2014 and at this point a request will be rejected if ALL details have not been provided.

Following feedback from industry that an automatic log-out time of longer than 30 minutes would be welcomed, an extension to the time limit is being considered. A 60 minute period may be possible (subject to no adverse impact on system performance) and Contract Managers' views were sought on the acceptability of this potential extension. If the adverse system impacts become evident then it will be reverted to the 30 minute log out limit.

LJ explained the proposed change to the password reset routine and added that Xoserve was considering a timetabled password change facility (every 90 days the User is prompted to change the password). This would be a mandatory activity and the Account would be disabled if no action to change the password were taken.

As a consequence of the minimal attendance at this meeting DJ indicated that Xoserve would now contact and invite feedback via email from the User Pays Contract Managers on the Data Enquiry Service Account Management Guidelines and proposed changes presentation.

Action 0701: Xoserve to write to User Pays Contract Managers inviting them to review the Data Enquiry Service Account Management Guidelines and the proposed changes and provide Xoserve with feedback as soon as possible.

LJ summarised the proposed changes, noting that the proposed change dates may now have to be reconsidered as a consequence of the minimal attendance at this meeting meaning that views were unable to be canvassed.

4.0 Operational Updates

DJ confirmed that the performance statistics had been published online. He reported that all services are being delivered within standard and emails are being provided to advise when material is published.

5.0 Any Other Business

5.1 AQ Service Downtime

DJ reminded that Xoserve had recently notified Contract Managers of the proposed downtime for the AQ service.

6.0 Diary Planning

Further details of planned meetings are available at: www.gasgovernance.co.uk/Diary

Meetings will take place as follows:

Time/Date	Venue		Programme
09:30 Monday 08 December 2014	Via teleconference	UPUC and UPCEG	<i>To be confirmed</i>

Action Table

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0701	14/07/14	3.0	Xoserve to write to User Pays Contract Managers inviting them to review the Data Enquiry Service Account Management Guidelines and the proposed changes and provide Xoserve with feedback as soon as possible.	Xoserve and User Pays Contract Managers	Pending