User Pays User Committee
17th March 2010

Agenda

- Minutes & Actions from previous meeting

- Agency Charging Statement Update

- Change Management

    - Change Proposal Update

- Modification Update

- Operational Updates

- AOB

Agency Charging Statement

Timeline for the ACS Review

- Review Report & revised ACS to Ofgem on 1st March
- New prices effective from 1st April , assuming Ofgem do not veto proposal

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ACS Update

- Joint Office website has been updated new location for current ACS http://gasgovernance.co.uk/liveacs

- Any questions on process please contact;
    - xoserve.userpays@xoserve.com

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Change Management

Update on Change Process

- UPCO002 - IAD Last Access Report
  - Business Evaluation Report (BER) Approved
  - BER Outcome Report published – 4 votes received in favour

- Next Steps

  - Amendment required to the 'Agency Charging Statement' (ACS) - Appendix 1 Schedule of User Pays Services and User Pays Service Charges, Service Item 2
  - Amendment required to 'Services Schedule for the Provision of Non-Code User Pays Services' , Part 5 Table 1 & 2
  - Obtaining DN & NTS approval for ACS changes (2 weeks)
  - Ofgem to review and approve ACS changes (28 days)
  - Changes to charges published (35 days prior to implementation)
  - Changes to xoserve's operational processes

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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

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Modifications identified as potential User Pays

- **0272 – Review of Mod 640 Validation Arrangements for when a Change of Shipper has occurred**

- **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**

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Operational Update

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Telephone Service Line

	No of calls	Service Availability (target 95% availability)	Call answering (target 90% within 30 seconds)
February	23,730	**100%**	**91%**
January	22,852	**100%**	**92%**
December	18,380	**96.65%**	**90%**

IAD Service Line

	Number of Accounts	Availability (Target 97% availability during core hours)
February	21,500	**100%**
January	21,000	**100%**
December	21,000	**100%**

Email Report Service Line

	No. of email reports	Performance (2 and 5 business days)
February	70	**100%**
January	62	**100%**
December	73	**100%**

Portfolio Reports

	Reports sent in the month	Performance standard
February	110	
January	110	
December	110	

AQ Enquiries

	Number of AQ Enquiries processed	Performance (Target process by end of second Business Day)
February	6,879	**100%**
January	5,808	**100%**
December	3,867	**100%**

IAD Account Transaction Volumes

	Accounts Created (normal process)		Bulk Password Resets	
	Number	**Within 10 days**	**Number Requested**	**Completed within Month**
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
April'09	730	**100%**	0	0
March'09	1009	99.8%	258	258

IAD Account – Deletion volumes

	Accounts Deleted (normal process)		
	Number	**Within 10 days**	**Comments**
February	133	**100%**	
January	247	**100%**	
December	234	**100%**	

AOB

IAD Password Reset Process

- Reminder that with effect from 1st April 2010 change to *'support'* process

- LSO/DLSO able to direct requests via e-mail to xoserve (xoserve.datacentreservices@xoserve.com)