

User Pays User Committee

13th September 2010

Agenda

- October 2010 Price Changes
- DM Elective
- IAD Replacement Project Update
- xoserve Service Desk 2011
- Change Management
- Operational Update
- Modification Update
- AOB

October 2010 Price Changes

- Proposed ACS and ACS report for October 2010 published on Joint Office site
- Prices for User Pays services have not changed in October with the exception of the IAD service
- IAD price change is due to a fall in demand against forecast
 - April 2010 forecast was 21,000 accounts per month for the year
 - For the period April to July there has been an under recovery due to a drop in accounts
 - In August we were advised by customers of a further 3,800 IAD account closures which will happen over the coming months
 - Based on this information and extrapolating general account churn (creations and deletions) the forecast number of accounts for the year is now averaging 17,700 per month
 - This has resulted in a price increase per account from £6.25 to £7.65 for the second half of this financial year
 - However, the average cost of an account for this year is £6.95, still lower than the average price of £7.93 last year

DM Elective

- The DM Elective regime is due to be implemented in November 2010
- This is a code User Pays service
- DM Elective service lines are:
 - DM Elective daily charge for the service
 - DM Elective off-line reconciliation
 - DM Elective consumption adjustment
 - DM Elective annual check read report
 - DM Elective meter inspection report
- Prices for DM Elective services are being finalised and will be published in September. They will be effective from 21st November

IAD Replacement Project Update September 2010

Overview

- Replacement project has commenced
- Completed the application design phase
- Design reflects feedback given by customers during the requirements gathering phase
- New design is user friendly
 - Uses latest web design to enhance customer experience
- Service will be flexible and scalable
- Still working on the infrastructure design
- We wish to keep you fully involved and informed

The new service

- The new service will introduce customer enhancements and new data
 - Single log-in to xoserve's services
 - Single search facility and results page
 - Includes tab click functionality which enable you to navigate quickly and easily between data items
 - Organisational grouping i.e. A company with multiple shipper licences can have one account to view all sites (as long as they consent to this approach)
 - Increased the current data content – for example full network name, meter exchange details
 - Historic meter asset and meter reading information will be available
 - iGT supply point data will be included and clearly identifiable

The New Service Search Function

The screenshot displays the xoserve website interface. At the top right, there are links for 'My Account', 'FAQs', 'Help', and 'Sign Out'. The user is logged in as 'User', with a 'Welcome, User' message. The main navigation bar includes 'HOME', 'Q SERVICE', and 'IAD'. A breadcrumb trail shows 'xoserve > Home > IAD > Search'. On the left, a sidebar for 'IAD' contains links for 'IAD Home', 'Search', and 'MEU Portfolio'. The central 'Search' form offers multiple search criteria: 'Valid Meter Point Reference', 'Address search criteria' (including Building Number / Name, Street, Town, and Post Code), 'Meter Serial Number', 'Logical Meter Number (LMN) for DM CSEP/NDM CSEP/US', and 'Supply Point Number'. Each criterion has an associated input field. Information icons are present next to 'Meter Serial Number' and 'Logical Meter Number (LMN)'. 'Search' and 'Reset' buttons are located at the bottom of the form. The footer contains copyright information for xoserve Limited 2010 and links to 'Terms & Conditions' and 'Privacy Policy'.

The Results Page

The screenshot displays the xoserve website interface. At the top left is the xoserve logo. On the top right, there are links for 'My Account', 'FAQs', 'Help', and 'Sign Out'. Below the logo, a navigation bar contains 'HOME', 'Q SERVICE', and 'IAD'. A breadcrumb trail shows 'xoserve > Home > IAD > Search > Search Results'. Below this, there are tabs for 'IAD Home', 'Search', and 'MEU Portfolio'. The main content area is titled 'Search Results' and shows a 'Portfolio Search result found for: 1901 London WD18 7XS'. To the right of this text are navigation arrows and the page number '1 - 5'. Below this is a table with 7 columns: MRPN, Address, Street, Town, Post Code, MSN, and Network. The table contains 5 rows of identical data. At the bottom of the page, there is a footer with copyright information and links to 'Terms & Conditions' and 'Privacy Policy'.

My Account FAQs Help Sign Out

Welcome, User

HOME Q SERVICE IAD

xoserve > Home > IAD > Search > Search Results

IAD Home Search MEU Portfolio

Search Results

Portfolio Search result found for: **1901 London WD18 7XS** << 1 - 5 >>

MRPN	Address	Street	Town	Post Code	MSN	Network
1901	Holiday, Morley Street	Hull	North Humberside	12345	12345	Asgard Network
1901	Holiday, Morley Street	Hull	North Humberside	12345	12345	Asgard Network
1901	Holiday, Morley Street	Hull	North Humberside	12345	12345	Asgard Network
1901	Holiday, Morley Street	Hull	North Humberside	12345	12345	Asgard Network
1901	Holiday, Morley Street	Hull	North Humberside	12345	12345	Asgard Network

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Portfolio View – Tab Click Functionality

The screenshot displays the xserve web application interface. At the top, there is a navigation bar with the xserve logo on the left and links for 'My Account', 'FAQs', 'Help', and 'Sign Out' on the right. Below the navigation bar, a breadcrumb trail shows the path: 'xserve > Home > IAD > Search > Search Results > Details > Asset Details'. A secondary navigation bar contains three tabs: 'IAD Home', 'Search', and 'MEU Portfolio', with 'Search' being the active tab.

The main content area is titled 'Portfolio Search Data' and contains a table with the following data:

MPRN	Address	Street	Town	Post Code	MSN	Network
2234	Holiday, Morley Street	Hull	North Humberside	12345	12345	Asgard Network

Below the search data table, there are five tabs for asset data: 'Meter Point Details', 'Supply Point Data', 'Meter Asset Data', 'Data Logger Asset Data', and 'Corrector Asset Data'. The 'Supply Point Data' tab is currently selected and displays the following information:

Supply Point Number :	56894	Annual Quantity DM:	34,344 kwh	Exit Zone:	ZS2
Confirmation Effective Date:	02 Feb 2010	Standard Offtake Quantity DM:	34,456 kwh	LDZ Identifier:	ZS
Confirmation Reference Number:	1121654987	Standard Hourly Quantity:	1,234 kwh	Bottom Stop SOQ:	16,456 kwh
Confirmation End Date:	05 Feb 2012	Supplier:	Carboniferous Gas Ltd	Shipper:	Carboniferous Gas Ltd

Below the asset data, there is an 'Emergency Contacts' section with the following information:

Title :	Security	Job Title:	Security Gate House	Priority Consumer Identity:	High
Forename:		Number:	12342345	Operational Agent Details:	012341234
Surname:		Type:			

At the bottom of the main content area, there are two additional tabs: 'Supply Point History' and 'Interruption Details'.

Informing and Involving You

- IAD is a significant service for all our customers
- We are keen to keep you informed and involved in this replacement project
- This is important especially when we get nearer to the roll out of the new service
- Two suggestions – which would you prefer?
 - Keep you informed and involved through the User Pays User Committee
 - Set up a separate User Pays customer sub-group just focused on the replacement of IAD

Next Steps

- Confirm arrangements for customer engagement
- Application design is now complete
- Infrastructure design is under going analysis and will conclude in the autumn with build likely to start towards the end of this year
- xoserve is building services on a common set of platforms, e.g security, web access, process management systems
- A number of these common platforms are currently being developed and will be rolled out towards the end of this year
- As this programme of work progresses we will be able to inform you of the likely go-live date for the new service

xoserve Service Desk 2011

- We are planning to launch our own service desk in January 2011
- Single point of access for all of our customers
 - One number/direct response
- Managed by xoserve IS Operations
 - Full ownership
 - Greater flexibility to respond to customer feedback
- Best practice embedded across all processes
- Centralized knowledge and consistent service
 - Early awareness of potential issues
 - Faster escalation and resolution
- We will keep you updated in readiness for the new service desk

Change Management

UPCO003- IAD Transactional Charging

- Change Order form submitted to UPUC proposing a change to the method of charging for the IAD service from a charge per IAD account to a transactional based charge to be delivered in parallel with the existing IAD replacement system.
- Service Schedule Change Procedure (as per Framework Contract)
- Consultation period & UPUC member voting (as per UPUC ToR)
- Next steps

Operational Update

Telephone Service Line

	No of calls	Service Availability (target 95% availability)	Call answering (target 90% within 30 seconds)
August	22,011	100%	90%
July	22,273	100%	91%
June	22,992	100%	92%

IAD Service Line

	Number of Accounts	Availability (Target 97% availability during core hours)
August	20,000	100%
July	19,500	100%
June	19,250	100%

Email Report Service Line

	No. of email reports	Performance (2 and 5 business days)
August	118	100%
July	78	100%
June	66	100%

Portfolio Reports

	Reports sent in the month	Performance standard
August	110	
July	110	
June	110	

AQ Enquiries

	Number of AQ Enquiries processed	Performance (Target process by end of second Business Day)
August	849,509	100%
July	1,577,029	100%
June	296,856	100%

IAD Account Transaction Volumes

	Accounts Created (normal process)		Bulk Password Resets	
	Number	Within 10 days	Number Requested	Completed within Month
August'10	565	100%	232	232
July'10	497	100%	287	287
June'10	365	100%	0	0
May'10	421	100%	165	165
April'10	405	100%	0	0
March'10	657	100%	0	0
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

IAD Account – Deletion volumes

	<i>Accounts Deleted (normal process)</i>		
	<i>Number</i>	<i>Within 10 days</i>	<i>Comments</i>
August	21	100%	
July	105	100%	
June	167	100%	

Modification Update

Modifications identified as potential User Pays

- 0231 – Changes to the Reasonable Endeavours Scheme to better incentivise the detection of Theft
- 0270 – Aggregated monthly Reconciliation for Smart Meters
- 0274 – Creation of a National Revenue Protection Service
- 0277 – Creation of Incentives for the Detection of Theft of Gas (Supplier Energy Theft Scheme)
- 0282 – Introduction of a process to manage Long Term Vacant Sites
- 0292 & 293 – Proposed change to the AQ Review Amendment Tolerance for SSP sites

AOB

AOB

- Format and frequency of future meetings

User Pays Contract Expert Group

13th September 2010

UPCEG

- Annual meeting convened as required under Terms of Reference