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User Pays User Committee

4th March 2013

Agenda

- Introduction
 - Minutes of last meeting & Actions arising
- Change Management Update
 - Change Order UPCO006
- Operational Update
- Modification Update
- AOB

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Change Management

UPUC 4th March 2013

Change Management Update

- Change Order Form for Supporting Information for Telephone Enquiry Usage UPCO006
- This service will be available from 1st April 2013
- The cost of the Annual Report (12 Reports) will be £312 and the cost of the Adhoc Report will be £35 each report.
- The proposed changes to the ACS can be found on the Joint Office Website from 28th February 2013
 - <http://www.gasgovernance.co.uk/proposedACS>

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Operational Updates

UPUC 4th March 2013

Telephone service

	No. of calls	Service Availability (Target 95% availability)	Call answering (Target 90% within 30 sec's)
Jan	21868	100%	93.6%
Dec	14017	98.87%	94%
Nov	22268	100%	93%

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Data Enquiry Service

	No. of accounts	Service Availability (Target 97% during core hours)
Jan	20,750	100%
Dec	23250	100%
Nov	22,500	100%

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E-mail Reporting service

	No. of requests	Performance (2 & 5 business days)
Jan	128	100%
Dec	109	100%
Nov	120	100%

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Portfolio Reporting service

	No. of reports issued	Performance
Jan	95	100%
Dec	89	100%
Nov	87	100%

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AQ enquiries

	No. processed	Performance (Target to process by end of 2nd Business Day)
Jan	11629	100%
Dec	5,493	100%
Nov	3184	100%

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Data Enquiry Account Transaction Volumes

	Accounts Created		Password Resets	
	Number	Within 10 days	Number Requested	Completed within Month
January '13	1612	100%	1876	1876
December '12	925	100%	1221	1221
November '12	1042	100%	1458	1458
October '12	1490	100%	1676	1676
September '12	946	100%	1165	1165
August '12	1092	100%	1186	1186
July '12	864	100%	1568	1568
June '12	528	100%	1273	1273
May '12	1566	100%	2009	2009
April '12	916	100%	2748	2748
March '12	939	100%	2112	2112
February '12	1525	100%	3714	3714

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Data Enquiry – Account deletion volumes

	<i>Accounts Deleted</i>		
	<i>Number</i>	<i>Within 10 days</i>	<i>Comments</i>
January	4212	100%	3 Bulk Deletions
December	60	100%	No Bulk Deletions
November	25	100%	No Bulk Deletions



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Modifications with User Pays Impact

UPUC 4th March 2013

Modifications identified as potential User Pays

- 0395 - Limitation on Retrospective Invoicing and Invoice Correction (2 -3 year solution)
- 0410 - Responsibility for gas off-taken at Unregistered Sites following New Network Connections
- 0428 & 0428A – Single Meter Supply Points
- 0429 – Customer Settlement Error Claims Process
- 0430 – Inclusion of data items relevant to Smart Metering into existing industry systems
- 0432 – Project Nexus – Gas Settlement Reform
- 0434 – Project Nexus – Retrospective Adjustment
- 0435 – Arrangement to better secure firm gas supplies for GB Customers
- 0437s – Retention of MAM Id's in transporter systems at change of Shipper
- 0442 & 0442A Amendment to the implementation date of the Allocation of Unidentified Gas Statement (AUGS) for 2013/14 AUG Year

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A.O.B

Annual Service Requests Update

- All completed service request forms were sent out to User Pays Contract Managers on Friday 8th February 2013
- Deadline for responses to be received is Friday 8th March 2013
- New Contracts to go live on 1st April 2013

All responses need to be sent back to xoserve.userpays@xoserve.com

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Changes to Data Enquiry Service

Amended Following January 2013 UK Link Committee

Background

- Data Enquiry implemented successfully January 2012
 - Some observations identified
 - Prioritised observations - Resolved in PIS
 - Outstanding observations – discussed in various forums
 - De-prioritised / Not progressed
 - Confirmed as required
 - Requires further engagement / analysis
- DE is a non UK Link System
- The Data Enquiry Service is defined in SPAA Schedule 23

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Proposed Change

- Address Format Change:
 - Concerns expressed regarding DE address order
 - Proposed format consistent with UKL displayed addresses:
 - Sub-Building Name – Flat 1
 - Building Name – Blossomfield Court
 - Building No. - 32
 - Delivery Point Alias (DPA) – [Null]
 - Dependent Street – [Null]
 - Principal Street – Blossomfield Road
 - Dependent Locality – [Null]
 - Post Town – Solihull
 - County – West Midlands
 - DE will show: Flat 1, Blossomfield Court, 32, Blossomfield Road, Solihull, West Midlands
 - The DPA – if it exists – will be shown in brackets – this may provide additional address / site specific data – e.g. shop name / security office

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Proposed Change

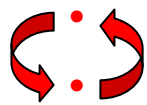
- Inclusion of Plot Numbers:

- iGTs provide data, for display within DE

- The Plot Number – if it exists – will be shown in brackets, as shown:

- Plot Number –

1



- Site Name

Flat 1 / Blossomfield Court

- Building Number –

32

- Street Name–

Blossomfield Road

- Town –

Solihull

- DE will now show: Flat 1 / Blossomfield Court, 32, Blossomfield Road, Solihull, West Midlands [1]



Key: Order changed in line with UKLC Request Jan'13

Revised order – as shown above

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Proposed Change

- Provision of data related to 'Extinct' Meter Points
 - PIS fix provided 'Dead' Meter Points
 - Further Supplier / Shipper requests to provide 'EX' data

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Further Change Requiring Assessment

- iGT provision of [Meter Point] Status
 - Inconsistent data values provided
 - E.g. related to meter status
 - Clarity required from iGTs on expected treatment
 - Needs confirmation of SCOGES file load impacts
 - May require contractual changes
 - Schedule 23
 - SCOGES (iGT to GT (Agency)) contracts
 - iGT engagement to be initiated as soon as practicable

Removed from Scope of this change – further analysis /
engagement to be undertaken

Implementation Approach

- Notification of change to:
 - SPAA Expert Group
 - UNC UK Link Committee
- No formal remit / authority required
- Seek confirmation from UKLC of Class 1 UK Link Modification
- Implementation as a minor enhancement – i.e. change implementation may be notified at short notice or retrospectively

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Contact Management Service Phase II

User Pays Service

Agenda

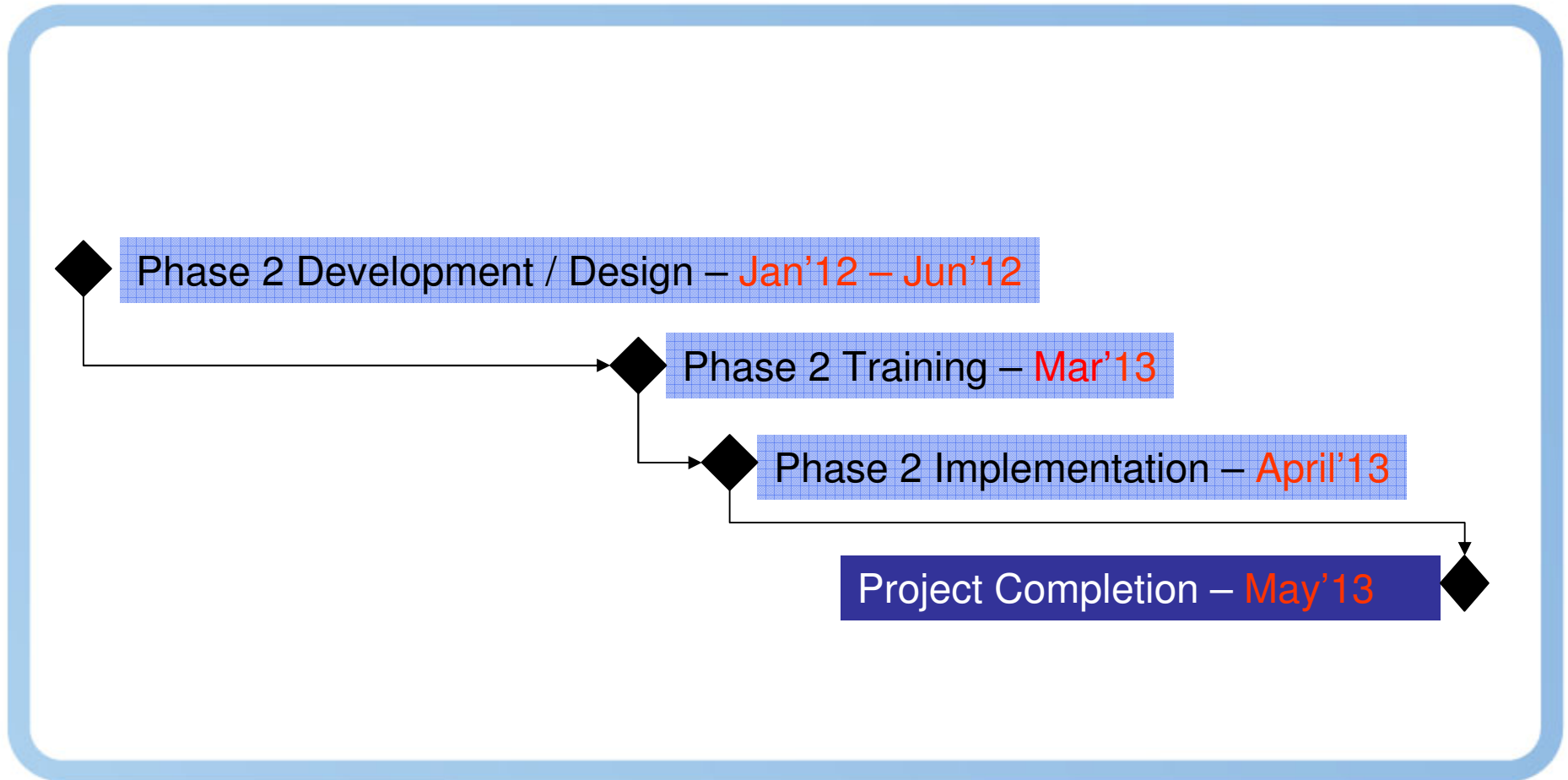
- Project Update
 - Timeline
- Operational Processes
 - USRV Mod 192 Process
 - Must Reads Process
 - User Pays Invoices

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Timeline



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PHASE 2 Implementation

- The Contact Management Service was launched 26th November 2012
- The Phase 2 set of processes are due to be incorporated within the Contact Management Service on Monday 8th April 2013
- Training modules (powerpoint slides) are to be issued during w/c 4th March 2013 and w/c 11th March 2013

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MOD192 Process

MOD192 Process

Headlines

- Communication to CEUG Group - QP66 on 21st June 2012, QP67 & QP68 on 28th June 2012.
- Process renamed - From MOD192 to TORU, Transporters Obligation to Resolve USRV Contacts.
- Visibility of MOD192 queries - Following implementation of Contact Management Service, visibility and access to MOD192 contacts will be via Search Screens.
- Rejection codes - There has been a requirement to develop some new Rejection Reasons to help identify validation failures of contacts.

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MOD192 Process - continued

- **Case Event Descriptions (CED)** - New Case Event Descriptions have been created to aid visibility of the contact lifecycle, accommodate process improvements and system enhancements.
- An example of this - when a TORU (MOD192) contact is transferred back to the Shipper, the contact will have a CED of TASH, TORU Awaiting Shipper Action.

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MOD192 Process – Summary of Change

Current	Future
Known as MOD192	To be known as TORU
Can't track progress	Able to track progress
Contact transferred back to Shipper with a CED of AASH	If requested a MOD192 contact can be transferred back to the Shippers, with a new CED of TASH
Supporting Information is sent via email	Supporting information will be sent via IX
Supporting information is sent separately	For MOD192 & Must Read processes that fall within the User Pays Type 1 Invoice, there will be one supporting information file under USP file

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Must Read Process

Must Read Process

Headlines

- Communication to CEUG – QP36 7th October 2010 & QP72 12th July 2012.
- Visibility of Must Read contacts - Following implementation of Contact Management Service, status of must reads can be viewed via Search from original read request through to contact closure or file communication, QEX and QCL.
- Rejection codes - There has been a requirement to develop additional Rejection Reasons to help identify file validation failures.
- Closure - Contacts will remain open for 20 Business days, when a read has not been successfully obtained, providing shippers an opportunity to investigate.

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Must Read Activities – Summary of Change

Current	Future
Notification of Must Read requests provided via emails	Email communication will continue, however visibility of contact lifecycle also provided via search functionality
Contacts classed as 'Forward to Shipper' are open for five business days	Contacts classed as 'Forward to Shipper' will be open for 20 business days
Closed contacts available via search	Closed ConQuest contacts available via Archive search and those closed following CMS implementation via either simple or Advanced search
Supporting Information is sent via email	Supporting information will be sent via IX
Supporting information is sent separately	For MOD192 & Must Read processes that fall within the User Pays Type 1 Invoice, there will be one supporting information file under USP file

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User Pays Supporting Information - MOD192 & Must Read Process -

User Pays Supporting Information

Headlines

- Combined USP File – The User Pays Services supporting information will be produced by the Contact Management system within a single file containing details for both TORU and MUR processes.
- Invoice Supporting Information - Will be transmitted via the IX.
- The Charge Types and Invoice Type – These are being amended to fall in line with User Pays enhancements.

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User Pays – Charge & Invoice Types

Charge Type Description	Charge Type Code	VAT Code	VAT Rate	Credit / Debit	Frequency	Invoice Type
MUST READS CR	W07	8	20%	Credit	Adhoc	ADW
MUST READS DR	W08	8	20%	Debit	Adhoc	ADW
USRV DESKTOP RESOLUTION CR	W09	8	20%	Credit	Adhoc	ADW
USRV DESKTOP RESOLUTION DR	W10	8	20%	Debit	Adhoc	ADW
AVV USRV DESKTOP RESOLUTION CR	W11	8	20%	Credit	Adhoc	ADW
AVV USRV DESKTOP RESOLUTION DR	W12	8	20%	Debit	Adhoc	ADW

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