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User Pays User Committee

1st July 2013

Agenda

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

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Change Management

UPUC 1st July 2013

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Operational Updates

UPUC 1st July 2013

Telephone service

| | No. of calls | Service Availability (Target 95% availability) | Call answering (Target 90% within 30 sec's) |
|------------|---------------------|--|---|
| May | 18722 | 99.43% | 92.2% |
| Apr | 18957 | 100% | 92.2% |
| Mar | 18378 | 100% | 93% |

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Data Enquiry Service

| | No. of accounts | Service Availability (Target 97% during core hours) |
|------------|------------------------|---|
| May | 20,500 | 100% |
| Apr | 20,500 | 100% |
| Mar | 20,250 | 100% |

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E-mail Reporting service

| | No. of requests | Performance (2 & 5 business days) |
|-----|-----------------|--------------------------------------|
| May | 138 | 100% |
| Apr | 134 | 100% |
| Mar | 113 | 100% |

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Portfolio Reporting service

| | No. of reports issued | Performance |
|-----|-----------------------|-------------|
| May | 108 | 100% |
| Apr | 112 | 100% |
| Mar | 89 | 100% |

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AQ enquiries

| | No. processed | Performance (Target to process by end of 2nd Business Day) |
|------------|----------------------|---|
| May | 65652 | 100% |
| Apr | 1843 | 100% |
| Mar | 5965 | 100% |

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Data Enquiry Account Transaction Volumes

| | Accounts Created | | Password Resets | |
|---------------|------------------|----------------|------------------|------------------------|
| | Number | Within 10 days | Number Requested | Completed within Month |
| May '13 | 994 | 100% | 1359 | 1359 |
| April '13 | 1091 | 100% | 1579 | 1579 |
| March '13 | 1331 | 100% | 1297 | 1297 |
| February '13 | 661 | 100% | 1577 | 1577 |
| 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 |

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Data Enquiry – Account deletion volumes

| | <i>Accounts Deleted</i> | | |
|-------|-------------------------|-----------------------|------------------|
| | <i>Number</i> | <i>Within 10 days</i> | <i>Comments</i> |
| May | 1164 | 100% | 1 Bulk Deletion |
| April | 692 | 100% | No Bulk Deletion |
| March | 952 | 100% | 1 Bulk Deletion |

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Modifications with User Pays Impact

UPUC 13th May 2013

Modifications identified as potential User Pays

- 0410 - Responsibility for gas off-taken at Unregistered Sites following New Network Connections
- 0428 – Single Meter Supply Points
- 0432 – Project Nexus – Gas Settlement Reform
- 0434 – Project Nexus – Retrospective Adjustment
- 0435 – Arrangement to better secure firm gas supplies for GB Customers
- 0450 – Monthly revision of erroneous SSP AQ's outside the User AQ Review Period
- 0451 – Individual Settlements for Pre-Payment & Smart Meters
- 0453 – Project Nexus – Demand Estimation
- 0454 – Introduction of a long term non firm capacity product
- 0455 – Updating of meter information by the transporter
- 0456 – (URGENT) – Revision to the treatment of allocation of unidentified Gas for the 2013/14 AUG year

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A.O.B