

**User Pays User Committee Minutes**  
**Tuesday 16 February 2010**  
**(via teleconference)**

**Attendees**

Tim Davis (Chair)	TD	Joint Office
Lorna Dupont (Secretary)	LD	Joint Office
Chris Davies	CD	Total Gas & Power
Claire Blythe	CB	SSE
Danielle King	DK	E.ON UK
George Donoghue	GH	GDF Suez
Graham Frankland	GF	xoserve
Jemma Woolston	JW	Shell
Rosie McGlynn	RM	EDF Energy
Sandra Dworkin	SD	xoserve
Sharon Cole	SC	SSE
Steve Mullinganie	SM	Gazprom

**1.0 Introduction**

TD welcomed attendees to the meeting, which was quorate.

**1.1 Minutes of last meeting (11 January 2010)**

These were accepted by those present.

**1.2 Actions**

**Action UPUG01/01:** xoserve to revise BER to include breakdowns of figures, apply version control, and publish for further consideration.

**Update:** Completed. **Action closed.**

**2.0 Agency Charging Statement (ACS)**

The current ACS is available at: [www.gasgovernance.co.uk/liveacs](http://www.gasgovernance.co.uk/liveacs)

The services provided must be cost reflective and GF reported the projected costs for 2010/11 were £230,000 below the present year due to a range of efficiencies. Revised ACS charges had been set by reviewing actual use to date, the provision of updated customer forecasts and identifying trends from historical ad hoc services data.

Charges continue to be set in accordance with the charging methodology. There would be revised prices in 2010/11, and the majority of customers will see a reduction in their monthly User Pays invoice.

GF then ran through the revised charges for IAD, Telephone Enquiries, Email Reporting, Shipper Agreed Reads (SARs), and USRV Resolution (Mod 0193). Charges for Must Reads have yet to be confirmed - xoserve was waiting for confirmation of charges from the Networks. In response to questions, GF confirmed that if the new charges were not received from the Networks by 01 March 2010 then the current charges would be rolled forward, although the ACS would be revised and reissued at a later date. GF pointed out that Ofgem's interest in relation to the ACS lay in considering methodology changes rather than the level of charges.

It was noted that certain services, such as the M Number DVD, Portfolio Reporting, User Admission and AQ Enquiry, were seeing the first price increase in two years, reflecting changes in both people and system costs.

An updated revenue forecast and the timeline for the ACS review were also provided. Formal comments were requested by 22 February 2010 and should be submitted to [xoserve.userpays@xoserve.com](mailto:xoserve.userpays@xoserve.com).

### **3.0 Change Management**

#### **3.1 Change Orders**

All associated documentation is available to view on the xoserve website at: [http://www.xoserve.com/UPS\\_Changes.asp#1](http://www.xoserve.com/UPS_Changes.asp#1) for the following Change Order:

UPCO002 – IAD Last Access Report.

##### **3.1.1 UPCO002 – IAD Last Accessed Report**

SD reported that the BER had been reissued, together with an updated timeline, and reiterated the changes proposed and the detailed costs. She confirmed that an email to clarify how the costs had been arrived at had been issued following the previous meeting. Those present confirmed they were satisfied with the level of detail provided.

Those parties eligible to formally give assent agreed that the voting phase should now commence. SD advised that an email would be issued to all Contract Managers today and that the voting period would formally commence tomorrow (17 February 2010).

### **4.0 Modification Proposals identified as potential User Pays**

The following Live UNC Modification Proposals were identified as being User Pays Proposals (0209, 0231, 0246B, 0248, 0253, 0263, 0270, 0271, 0272, 0274, 0276, 0277, 0279, and 0282), and SD gave an update on the status of each.

TD pointed out that an appropriate change to the ACS would be required, if any of the Modification Proposals were to go ahead.

### **5.0 Operational Updates**

#### **5.1 Performance**

SD reported that all indicators were green, with all performance targets being achieved. No comments were received.

### **6.0 Any Other Business**

#### **6.1 IAD Password Reset Process**

SD explained that online functionality supports password retrieval and reset. With effect from 01 April 2010 it is intended to also enable the LSO/DLSO to direct requests via email to [xoserve.datacentreservices@xoserve.com](mailto:xoserve.datacentreservices@xoserve.com), with a response being provided by email.

## 6.2 Formal Alternates and Updates to Circulation Lists

SD reported that she had written to Contract Managers requesting confirmation of formal alternates, and also confirmation of appropriate recipients for UPUC communications.

## 6.3 Customer Feedback

SD reported that a number of parties had expressed a desire for occasional face-to-face UPUC meetings. It was agreed that this should be arranged, but would best suit a time when there was substantive business need that warranted the travel commitment.

## 7.0 Next Meeting

The next scheduled meeting is due be held via teleconference at 10:30 on Monday 15 March 2010 (conference call numbers will be made available on the agenda). However, this may be rescheduled as it was pointed out that this conflicts with industry meetings which Ofgem has subsequently arranged.

### Meeting Dates 2010

Date	Time	Venue
Monday 15 March 2010	10:30	via teleconference
Monday 10 May 2010	10:30	via teleconference
Monday 12 July 2010	10:30	via teleconference
Monday 13 September 2010	10:30	via teleconference
Monday 15 November 2010	10:30	via teleconference

### Action Table: User Pays User Group – 16 February 2010

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
UPUG01/01	11/01/10	3.1.2	xoserve to revise UPUC002 BER to include breakdowns of figures, apply version control, and publish for further consideration.	xoserve (MC)	Completed. <b>Closed.</b>