

User Pays User Committee

19th January 2011

Agenda

- Change Management
- ACS Review April 2011
- Operational Update
- Modification Update
- AOB

Change Management

UPCO003- IAD Transactional Charging

- Change Order 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 presented at September UPUC.
- Change Order approved following voting, and submitted to xoserve to prepare an Evaluation Quotation Report (EQR).
- EQR presented at November UPUC - approved following voting.
- As requested BEO produced by xoserve, requesting production of BER.
- BER to be presented at UPUC
- Consultation period & UPUC member voting (as per UPUC ToR)

ACS Review April 2011

- The new ACS was submitted to Ofgem with the new Mod 279 report price on 13th January 2011
- The ACS review for April 2011 is ongoing
- Draft revised ACS and Review Report for 1st April 2011 due to be published mid February for customers to review and feedback any comments they may have
- Discuss whether UPUC required in February to go through the report and ACS

Operational Update

Telephone Service Line

	No of calls	Service Availability (target 95% availability)	Call answering (target 90% within 30 seconds)
December	17,086	98.96%	93%
November	25,071	100%	90%
October	24,649	100%	90%

IAD Service Line

	Number of Accounts	Availability (Target 97% availability during core hours)
December	19,250	100%
November	19,250	100%
October	19,750	100%

Email Report Service Line

	No. of email reports	Performance (2 and 5 business days)
December	79	100%
November	131	100%
October	116	100%

Portfolio Reports

	Reports sent in the month	Performance standard
December	110	
November	110	
October	110	

AQ Enquiries

	Number of AQ Enquiries processed	Performance (Target process by end of second Business Day)
December	6,090	100%
November	32,893	100%
October	8,305	100%

IAD Account Transaction Volumes

	Accounts Created (normal process)		Password Resets (e-mail)	
	Number	Within 10 days	Number Requested	Completed within Month
December'10	307	100%	447	447
November'10	501	100%	531	531
October'10	536	100%	477	477
September'10	598	100%	389	389
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

IAD Account – Deletion volumes

	<i>Accounts Deleted</i>		
	<i>Number</i>	<i>Within 10 days</i>	<i>Comments</i>
December	250	100%	
November	889	100%	<i>855 deleted via Bulk Request</i>
October	55	100%	

Modification Update

Modifications identified as potential User Pays

- 0209 – Rolling AQ
- 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
- 0326 - Allocation of unidentified gas following the appointment of the Allocation of Unidentified Gas Expert (AUGE)
- 0330 – Delivery of additional analysis and derivation of Seasonal normal weather
- 0331- Demand Estimation Section H Changes to Processes and Responsibilities

Modifications identified as potential User Pays

- 0333 – Update of the default System Marginal Buy Price and System Marginal Sell Price
- 0335 – Offtake Metering Error Payment Timescales
- 0336 – The Introduction of a Balancing Neutrality Adjustment Charge for Cost Recovery Associated with Rating Services
- 0337 – Introduction of a Balancing Neutrality Adjustment Charge for Cost Recovery Associated with Rating Services
- 0337 – Introduction of an Inter-Day Linepack Product
- 0346 – An Alternative to the Supplier Energy Theft Scheme Based on Throughput
- 0347v – Amend NTS Exit Capacity Assignment Start Date
- 0351 – Enduring Exit Overruns – Deemed applications
- 0353 – Population and Maintenance of the Market Sector Code within the Supply Point Register

A O B