

User Pays User Committee

15th November 2010

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).
- Review of EQR
- Next steps
- Consultation period & UPUC member voting (as per UPUC ToR)

ACS Review April 2011

- The ACS review for April 2011 is underway
- A key factor in determining the prices for User Pays services is an accurate assessment of demand
- Therefore we will shortly be issuing a request to all User Pays customers asking you to let us know your expected demand for User Pays services for the year commencing April 2011

Operational Update

Telephone Service Line

	No of calls	Service Availability (target 95% availability)	Call answering (target 90% within 30 seconds)
October	24,649	100%	90%
September	23,433	100%	91%
August	22,011	100%	90%

IAD Service Line

	Number of Accounts	Availability (Target 97% availability during core hours)
October	19,750	100%
September	19,250	100%
August	20,000	100%

Email Report Service Line

	No. of email reports	Performance (2 and 5 business days)
October	116	100%
September	128	100%
August	118	100%

Portfolio Reports

	Reports sent in the month	Performance standard
October	110	
September	110	
August	110	

AQ Enquiries

	Number of AQ Enquiries processed	Performance (Target process by end of second Business Day)
October	8,305	100%
September	1,940	100%
August	849,509	100%

IAD Account Transaction Volumes

	Accounts Created (normal process)		Bulk Password Resets	
	Number	Within 10 days	Number Requested	Completed within Month
October'10	536	100%	477	401
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
December'09	1043	100%	0	0
November'09	537	100%	0	0

IAD Account – Deletion volumes

	<i>Accounts Deleted (normal process)</i>		
	<i>Number</i>	<i>Within 10 days</i>	<i>Comments</i>
October	55	100%	
September	1668	100%	<i>1321 deleted via bulk request</i>
August	21	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

Modifications identified as potential User Pays

- 0326 - Allocation of unidentified gas following the appointment of the Allocation of Unidentified Gas Expert (AUGE)
- 0335 – Offtake Metering Error Payment Timescales

A O B