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User Pays User Group Minutes
Monday 11 January 2010
(via teleconference)

Attendees

Tim Davis (Chair)	TD	Joint Office
Lorna Dupont (Secretary)	LD	Joint Office
Chris Davies	CD	Total Gas & Power
Collette Baldwin	CB	E.ON UK
Lorna Gibb	LG	Scottish Power
Mark Cockayne	MC	xoserve
Rob Finch	RF	RWE npower
Sandra Dworkin	SD	xoserve
Sharon Cole	SC	SSE
Susan Barfield	SB	RWE npower

1.0   Introduction

TD welcomed attendees to the meeting and confirmed that, as the meeting was not quorate, it would be deemed to be an informal meeting of the User Pays User Group.

1.1.   Minutes of last meeting (12 November 2009)

These were accepted by those present.

1.2.   Actions

Action UPUG11/01: Consider publishing responses to Change Order voting invitations on the xoserve website as soon as they are received.

Update: MC reported that in principle xoserve would endeavour to publish substantive responses as they were received, but reiterated that there was a time lapse in getting updates made to its website via its external service provider. **Action closed.**

Action UPUG11/02: xoserve to write out to all Contract Managers/LSOs to make them aware of the introduction of the new LSO/DLSO Form.

Update: MC reported that this had been done, and that a reminder together with a copy of the new form would be sent out today.   **Action closed.**

Action UPUG11/03: xoserve write out to all Contract Managers/recipients of the Unique Sites User Pays reports to advise of the intention to make changes to format and to include additional information, and to seek their views.

Update: MC reported that this had been done.   **Action closed.**

Action UPUG11/04: xoserve to write to the Contract Managers to enquire about their proposed working arrangements for the Christmas period before finalising resourcing plans for Data Centre Services.

Update: MC reported that this had been done.   **Action closed.**

2.0   Agency Charging Statement (ACS)

The current ACS is available at: www.gasgovernance.co.uk/liveacs

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MC reported that the annual review of services initiated notification was issued in December 2009 requesting that forecasts be returned to xoserve by 08 January 2010. A limited number of responses had been received and MC encouraged those present to respond as soon as possible if they had not already done so.

MC would be writing out again towards the end of the month and xoserve would be seeking to engage with customers and the Networks prior to the March UPUC meeting.

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 for the following Change Order:

UPCO002 – IAD Last Access Report.

3.1.1 UPCO002 – IAD Last Accessed Report

MC reported that the documentation and timeline had been updated and reissued but not added to the xoserve website. After a brief discussion, it was unclear whether all present had the appropriate version of the document that contained the financial information.

LG requested that a breakdown of the costings be provided so it was clear how the amounts had been arrived at. CB expressed concern regarding the proposed charges for a service which is already provided without charge, and MC explained what the costs covered, pointing out that what was currently produced on ad hoc basis could not be sustained for all users without incurring more significant costs.

TD asked those present if more time was required to consider the BER and it was agreed that a deferral was to be welcomed. It was requested that more detail be included in the BER as the change order introduces a prospective cost and has to be considered/discussed/passed on and explained internally.

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

It was agreed that a teleconference meeting would be held at 10:30 on Monday 08 February 2010 to progress this change order.

4.0 Modification Proposals identified as potential User Pays

The following Live UNC Modification Proposals were identified as being User Pays Proposals (0209, 0231, 0245, 0246B, 0248, 0253, 0255, 0260, 0264, 0270, 0272, 0274, 0276, 0277 and 0279), and those present agreed to acquaint themselves with the current status of each one.

5.0 Operational Updates

5.1 Performance

MC noted that all indicators were green, with all performance targets being achieved.

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6.0   Any Other Business

6.1 New LSO/DLSO Request Form

MC reported that the new form was effective from 11 January 2010.

6.2 Unique Sites User Pays Reports

MC reported that the majority of responses received by xoserve in respect of proposed reporting had approved the new version of the report, but some suggested refinements had been put forward. It was therefore anticipated that the new report would go live from 01 March 2010.

6.3 Customer Satisfaction

MC reported that the next survey was due out in April; xoserve was working on a revised approach to its survey and User Pays services would not be separately identified. MC thanked all those who took part in the October survey; the feedback provided had proved very useful.

6.4 IAD Account Creation/Deletion

MC reported that xoserve, conscious of past issues, was looking at changing the processes and would be bringing IAD account creation/deletion in house from 01 February 2010.

Impact on users was expected to be minimal - LSOs will receive an email rather than a telephone call - and xoserve hoped to provide a better and lower cost service to users. There were no adverse comments from those present.

7.0   Next Meeting

The next meeting will be held via teleconference at 10:30 on Monday 08 February 2010. The conference contact numbers will be made available on the agenda.

Meeting Dates 2010

Date	Time	Venue
Monday 08 February 2010	10:30	via teleconference
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

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Action Table: User Pays User Group – 11 January 2010

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
UPUG11/01	12/11/09	3.1.2	Consider publishing responses to Change Order voting invitations on the xoserve website as soon as they are received.	xoserve (MC)	Completed. Closed
UPUG11/02	12/11/09	6.1	xoserve write out to all Contract Managers/LSOs to make them aware of the introduction of the new LSO/DLSO Form.	xoserve (MC)	Completed. Closed
UPUG11/03	12/11/09	6.2	xoserve write out to all Contract Managers/recipients of the Unique Sites User Pays reports to advise of the intention to make changes to format and to include additional information, and to seek their views.	xoserve (MC)	Completed. Closed
UPUG11/04	12/11/09	6.3	xoserve to write to the Contract Managers to enquire about their proposed working arrangements for the Christmas period before finalising resourcing plans for Data Centre Services.	xoserve (MC)	Completed. Closed
UPUG01/01	11/01/10	3.1.2	xoserve to revise UPCO002 BER to include breakdowns of figures, apply version control, and publish for further consideration.	xoserve (MC)	