

# Change Order Form

For

IAD Transactional Charging

**Please send completed CO Form to**  
[xoserve.userpays@xoserve.com](mailto:xoserve.userpays@xoserve.com)

*This document contains confidential or privileged information; it should not be copied or disclosed to any third party without the express permission of xoserve Ltd. All rights reserved.*

*Copyright © 2010 xoserve Ltd*

Please send completed CO Form to [xoserve.userpays@xoserve.com](mailto:xoserve.userpays@xoserve.com)

**BLUE TEXT SHOULD BE OVERTYPED, PURPLE TEXT IS FOR INFORMATION/GUIDANCE**

<b>Admin Details</b>	
Title	<b>IAD Transactional Charging</b>
Submission date	<b>2<sup>nd</sup> August 2010</b>
Expected Beneficiaries <i>Indicate the impacted organisations</i>	<p><i>Please insert an X in the appropriate box(es):</i></p> <p><input checked="" type="checkbox"/> All User Pays Customers (Gas Shippers, Transporters, Major Energy Users)</p> <p><i>Or select individually as follows:</i></p> <p><input type="checkbox"/> Gas Transporters</p> <p><input type="checkbox"/> Gas Shippers</p> <p><input type="checkbox"/> Xoserve</p> <p><input type="checkbox"/> Major End Users</p>
CO Raising Organisation	<b>British Gas</b>
User Pays Contract Manager	<b>Graham Wood</b>
User Pays Contract Manager contact details	<b>07979 567686</b>
Customer subject matter expert	{Name}
Customer subject matter expert contact details	{Email and telephone number}
xoserve subject matter expert (if known)	{Name, if applicable}

Please send completed CO Form to [xoserve.userpays@xoserve.com](mailto:xoserve.userpays@xoserve.com)

### Change Details

**Change priority :**

*Please insert an X in the appropriate box and include a explanatory statement below;*

Non-Urgent

Urgent

We recommend that this change be implemented alongside the new replacement IAD system. Implementation of both the new system and this proposal should ideally take place on the same day. This should provide sufficient time for the industry to develop this change and agree on an appropriate transactional charging mechanism in readiness for the IAD replacement system's implementation.

**Change overview:**

*Please insert an X in the appropriate box and include full change description below;*

Change to existing service     New service

The IAD service is a fundamental service used by gas shippers to help maintain data quality and assist in the smooth running of gas industry processes. The current method of charging for this service means shippers are commercially disincentivised from giving access to all staff who may require to use the system.

This change proposal is to request that xoserve change the method of charging for the IAD Service from a charge per IAD account to a transactional based charge and to deliver this change in parallel with the implementation of the replacement IAD system.

We would suggest that the new charging mechanism is one that levies a charge per 'hit' on the IAD site. This would ensure those users who are making most use of the site incur a more accurate proportion of the costs.

This method of charging was discussed initially before User Pays was introduced but was not progressed at the time as the system did not have the ability to record transactional information. It was again discussed in 2009, where it was deemed not an appropriate time to introduce due to the future plans to replace the existing IAD with a new replacement system.

We believe that the implementation of the new replacement system is an opportune time to introduce a transactional method of charging which would have the following benefits:

1. That this is a more cost reflective way of charging for the IAD service because it will ensure those that those who actually utilise the system are charged, rather than those who merely have an account set up.
2. This will result in a more efficient use of the system.
3. This method would remove the perverse incentive on shippers that presently discourages them from providing access to all staff that requires it.
4. By extending access to more users, shippers will be able to offer improved and more consistent service to its customers.
5. By improving these arrangements, data quality will improve because those people that need access to the system will be given it.

**Additional information:**

{Please attach any additional information regarding the change proposal, i.e;}

It is essential that this change is progressed promptly to ensure that its implications can be allowed for within the design of the replacement IAD system.

**Please send completed CO Form to [xoserve.userpays@xoserve.com](mailto:xoserve.userpays@xoserve.com)**