

Billing Operations Forum Minutes

Tuesday 8 December 2009

xoserve, 31 Homer Road, Solihull

Attendees

Shippers			xoserve	
Samuel Lydgate	SL	Shell Gas Direct	Mark Cockayne (Chair)	MC
Louise Mace	LM	British Gas Trading	Tricia Moody	TM
Adrian Myatt	AM	British Gas Trading	Linda Whitcroft	LW
Tracey Walker	TW	Eon	Yvonne McHugh	YM
Sharon Broadley	SB	Scottish Power	Brendan Gill	BG
Julian Stolzenburg	JS	Wingas	Emma Smith	ES
Alexander Iichmann	AI	Wingas		
Tariq Akbar	TA	Wingas		
Dimuthu Wijetunga	DW	N Power		
John Welch	JW	N Power		
Naomi Anderson	NA	EDF Energy		
James Hill	JH	EDF Energy		
Liza Davies	LD	Eon		
Carol Williams	CW	Statoil		
Network Operators				
Mandip Grewal	MJ	Northern Gas Networks		
Jo Ferguson	JF	Northern Gas Networks		
Sue Davies	SD	Wales & West Utilities		
Wendy Taylor	WT	Scotia Gas Networks		
Richard Wilson	RW	National Grid Transmission		

1.0 Apologies

Helen Field	xoserve
Debbie Wright	British Gas Trading
Paul Davies	N Power
Sharon Cole	Scottish & Southern
Michael Painting	Total Gas & Power
Sunny Vara	N Power
Deborah Watson	Eon

2.0 Actions arising from previous minutes

Action Point	Who	Status
NDM Reconciliation Filter Failures (USRV) – Shippers to clear linked USRV Contacts	All	Closed
NDM Reconciliation Filter Failures (USRV) – xoserve will undertake an analysis on linked USRVs and will update at the next Billing Operations Forum.	LW	Carried Forward
CSEP Reconciliation – Shippers to respond that they are in agreement for option 1 reconciliation methodology to be used by 30/10/09. Update: Option 1 utilised	All	Closed

CSEP Reconciliation – Shippers to review portfolios against xoserve's data to check for missing LMNs and discrepancies. Update: Some reconciliation completed. New portfolios to be issued in December	All	Closed
Shipper Satisfaction Survey. Shippers encouraged to provide comments and feedback on xoserve shipper services and forward the link to others within their business	All	Closed
RGMA flow (meter exchange) – xoserve to provide shippers with details of impacted sites during their ownership, details to be sent to the Filter Failures contacts and BOF attendees	KM	Closed
RGMA flow (meter exchange) – xoserve to provide Wales and West Network details of impacted sites in their network	KM	Closed
RGMA flow (meter exchange) – Shippers to investigate their own processes and address issues where sites are isolated on S&M but reads being submitted. Update – No feedback received	SHP	Closed

3.0 LDZ Offtake Reconciliations

- 3.1 An update from National Grid (LDZ Reconciliation's) was presented by RW

RW provided an overview of the Aggregate Rbd for August, September and October 2009 invoices with details included of future adjustments.

4.0 Invoicing Update

- 4.1 Adjustment update was presented by LW covering adjustments issued since 30th September 2009 and forthcoming adjustments. 16 out of the 124 unbilled DM sites identified have yet to be corrected by the shippers concerned. LW will send details to the affected shippers with the Customer Team available to assist with any operational assistance in order to correct the sites.
- 4.2 NDM reconciliation Filter Failures (USRV) was presented by LW. During the month of October one shipper created errors through their RGMA flows resulting in the volume of Filter Failures increasing from 9,318 in September to 22,161 in October 2009.
- 4.3 xoserves and the Transporters resolution of unresolved USRVs was presented by LW including the performance by shipper identifier.
- 4.4 TM talked through four new charge types that had been created since October 2009 following the implementation of UNC MOD 260 – Revision of the Post Emergency Claims Arrangements.
- 4.5 CSEPS reconciliation was presented by YM with details of LMNs requiring reconciliation and a shipper breakdown of processed reconciliations. System changes have been implemented for overlapping reconciliation periods from 1st December 2009; therefore any LMNs that have never had reconciliation's or corrected D+1 LMNs will flow correctly. Following the November Reconciliation invoice; a new portfolio report is being produced up to and including the 27th November 2009 and will be issued within the next week. Shippers who require reconciliation's to be invoiced for current Line in Sand (01/04/05) need to ensure that the data is submitted to xoserve ASAP and xoserve will process on a best endeavours basis. Shippers should prioritise their submissions with the oldest being submitted first.
- 4.6 TM reminded attendees that on 1st January 2010 the VAT rate changes from 15% to 17.5%. Gas Transportation is classified as a Continuous Supply Service; therefore from 01 January 2010 all Transportation charges will be invoiced at 17.5% regardless of when the service was provided. SD stated that the chancellor's pre budget report on Wednesday 9th December could potentially impact the planned change. Update – rate will change to 17.5% from 1st January 2010.

5.0 Network Matters

- 5.1 JF provided details of a Unique Site Adjustment with a 470 GWh over bill to the connected party which had been caused due to a relative density calculation error. The adjustment will be for the period June 2005 – February 2009 and will result in a debit through Rbd. Shippers requested that they be notified in advance of the adjustment being invoiced.

6.0 General Updates

- 6.1 LW advised that the changes being introduced to support DM Electives is scheduled for implementation during November 2010. LW gave updates on the following Modifications affecting Billing: 194, 194a, 228, 228a, 229, 231, 245, 248, 268, 271, 272, 275. For further information please refer to the Gas Governance website <http://www.gasgovernance.co.uk/livemods>. SD requested shipper credit representatives to participate in review group 252 relating to Network Operator credit arrangements in order to get this Modification through. Only one shipper has so far attended. Further meetings for this Modification are planned in mid December, January and February 2010.
- 6.2 There were no updates to report for the Information Provision, Exit Reform or Gemini Replatforming projects.
- 6.3 MC talked through the results of the seventh shipper customer survey completed during October 2009. 98% of responses showed that the respondents were satisfied with xoserve services. The feedback captured through the survey has been evaluated and action plans put in place. A review of the mechanism used to monitor customer satisfaction has been initiated which will take into account the OTACE model developed in line with the xoserve customer strategy.
- 6.4 BG provided details on a new Local Security Officer Request form being introduced from January 2010 to allow a Local Security Officer to specify which application (IAD, ConQuest or Gemini) they are to be appointed for. The existing form currently results in the LSO/DLSO being appointed for all xoserve's applications even though they may only wish to be responsible for a specific application.
- 6.5 BG stated that xoserve are taking on a new Agency Service Agreement activity from the Network Operators relating to User Emergency Contacts (UNC Q.2.2) Shippers will be contacted prior to February in order to validate the data currently held by Network Operators. Shippers will be prompted every two months for updates with any changes being submitted to the xoserve Customer Lifecycle Team.

7.0 Any Other Business

- 7.1 MC discussed plans for xoserve to archive WAALP values on Sites and Meters database for the period 01/10/06 – 28/02/10 and then upload the new WAALP values for the same period, before processing daily updates for the period 01/03/10-30/09/10. Any Speculative Calculation (AQ Enquiry) derived using the old WAALP values will become invalid. The User will receive a rejection if a subsequent AQ Appeal is submitted with the AQ derived from these values.
- 7.2 TM and LW notified attendees of changes to the Billing Operations Structure from 1st Jan 2010. The main change will be that the AQ review and Demand Estimation will join Billing Operations under the management of LW.
- 7.3 The issue date for the CSEPs invoice has been changed from 22 December to 21 December 2009 but the existing payment due date of 4th January 2010 remains the same. Scheduled invoices due for issue on 24th December 2009 have been moved to 29th December 2009 with a payment due date of 11th January 2010. xoserve staff will be leaving at 1pm on Christmas Eve with exception of skeleton staff who will be available until 3.30pm. Staff will be leaving at 3.30pm on 31st December 2009 with skeleton staff available until 17:00.

- 7.4 ES took attendees through the key SPA dates in order to achieve a confirmation effective date of 1st January 2010. Under UNC G 1.10.1 (b) the first working day after 1st January is a non-business day for SPA purposes. In 2010 this will be 4th January 2010.
- 7.5 The next Billing Operations meeting will take place on 23rd February 2010 with further meetings scheduled for 11th May, 13th July, 21st September and 7th December.
- 7.6 LW reported that there are 60 DM Meter points which have a standard correction factor when they should be site specific. In the event of the convertor equipment being removed incorrect billing will be incurred. This will also necessitate a further adjustment once the data is amended. Each of the affected shippers has received an email notifying them of this issue.

8.0 Summary of Outstanding Actions

Date Raised	Action Point	Who	Status
08/12 (01)	xoserve to provide details to affected shippers of the outstanding Unbilled DM Sites and the action required by the shipper	LW/BG	
08/12 (02)	New portfolio for CSEPs I&C LMN reconciliation to be issued to shippers & IGTs for the period up to and including 27 th November 2009	YM	
08/12 (03)	CSEP reconciliation breakdown of processed reconciliations to be provided to each shipper individually for their alphabet identity via email	YM	
08/12 (04)	Shippers to send submit CSEP I&C Reconciliations spanning the line in the sand (April 05) to xoserve ASAP	SHP	
08/12 (05)	xoserve to action on a best endeavours basis the CSEP I&C Reconciliations spanning the line in the sand (April 05)	XOS	
08/12 (06)	Notify shippers in advance of the Unique Site Adjustment being processed for Northern Gas Networks.	TM	
08/12 (07)	Shippers to request their transportation credit representatives to support MOD 252 relating to Network Operator credit arrangements	SHP	

Next Meeting

Date Tuesday 23rd February 2010 – 10:15 for 10:30am start
 Chair Mark Cockayne
 Location 31 Homer Solihull, B91 3LT