

Xoserve ‘User Group’ operating arrangements

In support of the DN sales arrangements and the creation of xoserve as the provider of SPA, Information and Billing services on behalf of Network Operators, it is proposed to establish a User group. The purpose of the group will be to provide Shippers / Suppliers with transparency and awareness of the services delivered by Network Operators through xoserve.

In recognition of industry concerns over the impact of ‘how’ and ‘what’ services are delivered, the User Group will provide the forum through which proposed changes are discussed with Shippers. The new forum will be additional to existing Network Code committees (i.e. UK-Link) and provides the opportunity for Shippers, Suppliers and where appropriate consumer groups, to have early involvement in any proposals for change by Network Operators and to ensure that xoserve and the Network Operators have awareness of User design and implementation preferences in making any decisions.

The User Group will as part of the NGT proposed escalation route (DISG 12 paper) for xoserve services, provide the forum for discussion of any referred service delivery issues and evaluate the options for resolution. Recommendations will be made to the Network Operators on how service delivery issues may be best resolved, including where appropriate, the User preference for progression through the appropriate industry governance arrangements (i.e. UNC / SPAA change).

Xoserve will maintain and make available to the ‘User Group’ service delivery guidelines and descriptions agreed with the Network Operators Representative (including those it is assigned under its contract with Network Operators in fulfilment of UNC obligations i.e. ancillary documents). This is aimed at providing transparency of the service delivery mechanism and the performance standard, such guidelines will provide the lower level definition of ‘what’ & ‘how’ service is provided and will be made available to the ‘User Group’ for review and understanding.

The User Group does not in any respect affect the contracted parties (Shippers, Suppliers & Network Operators) rights to progress change through governance forums by the raising of Network Code Modifications or SPAA change requests.

The User Group will be operated by xoserve as a service under its contract with Network Operators. The service will be subject to the same contractual change processes requiring all Network Operators to agree to a change to the operation of the service prior to any amendment being implemented (including removal). The terms of Reference and scope of the User Group will be maintained by xoserve as a contracted service with Network Operators... Where the User Group wishes to make recommendation in respect of the services then this would go to the Network Operators representative (appointed and duly authorised by the Network Operators) for consideration. Where changes to the services would need to be implemented through UNC or SPAA they would need to be progressed through the appropriate governance route.

The User Group will be operated by xoserve in a manner that promotes efficient and effective use of industry resource through alignment with industry operating forums as appropriate where they form part of the xoserve service delivery.

Xoserve User Group

Terms of Reference

Purpose

The key purpose of the proposed xoserve User Group is to provide a forum through which Shippers, Suppliers, Network Operators and xoserve can monitor and review the delivery and development of services provided under The Contract. Further that the forum supports Network Operator exposure to the Users operational experience of the services provided by xoserve.

The User Group will act as a body through which recommendations are made to the Network Operators in respect of 'what' and 'how' services are delivered under 'The Contract'. The User Group in no way affects the relevant Parties rights to progress change under the UNC and SPAA governance processes and this is the appropriate route for such changes.

Scope

The User Group is provided as a means through which 'Users' of the services defined within the xoserve contract have involvement in the efficient and effective delivery of the Network Operators obligations under relevant Licence and UNC terms.

Service Delivery

To provide a forum for escalated issues, which are of User wide interest, to be discussed, assessed and recommendations made. Where these relate directly to the xoserve contracted service delivery, the Network Operators representative will be the authority for acceptance, rejection or referral of User group recommendations.

Where a recommendation is rejected the NOR will provide the group with the rational for rejection. In the case of referral, the Network Operators Representative (NOR) will be responsible for gaining a decision from the relevant Network Operators and reporting back to the User Group as to approval, suggested amendment or rejection of the groups recommendation.

Where a recommendation of the User Group requires a change to the UNC or schedules under SPAA, the User Group may agree a sponsor of such change.

Service Delivery Guidelines

Xoserve will maintain and make available to the User Group such guidelines that support the delivery of service under The Contract, for the purpose of providing transparency of the service delivery and any agreed User interface definitions.

Service Change

The User Group will provide a forum for discussion of change to The Contract generated by Network Operators, xoserve or Users in respect of proposed changes.

Xoserve will provide the User Group with visibility of proposed changes and the change plan to provide awareness of the timetable and potential impact on User business process and systems. In defining the solution for proposed change xoserve will consider design and implementation aspects raised by Users.

The User Group assessment of change will support but not replace existing Network Operators responsibilities under the Network Code or SPAA with regards to change management (i.e. UK-Link committee).

The same decision process will apply to change in respect of the NOR approval, referral or rejection of a change.

User Group membership

Xoserve (Chair + experts as required)
Network Operators representative
Network Operators (DN's & Transmission)
Shippers
Suppliers
iGT
Consumer Groups

Guests (including but not limited to)
Ofgem
Energywatch
UNC Joint Office
Meter Asset Mangers

Undertaking of User Group Business

The User Group will operate in an efficient and effective basis and not limit itself to progression of business only through meetings. Matters requiring the attention and views of group members may be achieved through various methods including Website publication and feedback, conference call, e-mail and group meetings.

User Group recommendation

The provision of a recommendation will require a minimum level of User input to be classed as a User Group Recommendation (UGR). The User Group parties will in all cases be a minimum of,

2 Domestic Shipper/supplier
2 I&C Shipper/supplier
2 Network Operators (NGT + 1)
Xoserve Contract manager

Where the service provided by xoserve impacts on the interface with other Users such as consumers and iGTs, a view will be requested from the representative body (i.e. iGT workgroup, energywatch, MEUC etc) this will be managed by classifying the impacted parties as part of the initial xoserve change assessment.

Where a party has provided input to the recommendation but does not fully support the proposal, then the views will be included for consideration by the NOR.

Information Source

Xoserve Services and Performance definitions
Xoserve User Guidelines
UNC(including relevant ancillary Documents)
SPAA

Appendix 1

Definitions

The following definitions cover those terms not defined within Network Code or SPAA.

Xoserve – Appointed by the Network Operators for the provision of services in relation to Licence conditions and UNC as set out in the xoserve services definition.

The Contract – xoserve contract with Network Operators including the definition of services

Network Operators Representative – Person appointed under the terms of The Contract by the Network Operators and authorised to direct xoserve on their behalf

Users – Receivers of service provided by xoserve on behalf of the Network Operators in accordance with, but not limited to, obligations under Licence, UNC NExA and SPAA