



Welcome to the first issue of "e-News", xoserve's monthly e-newsletter.

This month we're focussing on the UKLTR (UK Link Technology Refresh) project, and User Pays. We would really welcome your feedback on the newsletter, and also any ideas for topics to be covered.

Please send your views to box.xoserve.communications.internet@xoserve.com

UK Link gets a "Refresh!"



You may be aware of the UK Link Technology Refresh due to go live on **25 February 2008**.

As this date draws nearer we will keep you informed on progress, what's happening and when, and what it means to you. xoserve employees will be giving updates at a number of Industry meetings and forums including UK Link Committee, Distribution Workstream and the Service Delivery Operational Forum.

So what is the UKLTR?

The technology refresh is an update of the technical components that make up xoserve's Sites and Meters and Invoicing systems. These systems process all Supply Point Transfers, and also produce transportation invoices.

The current UK Link system has existed since 1996 and the last technology refresh was carried out in 2001. Following a risk assessment in 2004 and a feasibility study in 2005, a decision was made to upgrade the hardware, database version and application toolset.



Annie Griffith

A project team, led by Annie Griffith, was formed in 2006 to facilitate the development, planning and delivery of the refresh. We're happy to report that the project has progressed well and many significant project milestones have been achieved. The Development and Unit Testing phase of the project was completed in September and the new Network Operations Centre in Bangalore has been set up ready for integration with the two UK based data centres.

What progress has been made ?

2007 saw a range of activities comprising User Acceptance Testing (UAT), now completed, and Operational Acceptance testing (OAT), 98 % of which has now been completed. The output from this phase of testing has been extremely encouraging with a very small number of defects having been identified. The Systems Testing phase is also completed and additionally incorporated early user testing of some of critical business processes.

We have been keeping all users updated on progress. In the autumn shippers were invited to get involved in the trial phase of the project. This gave them an opportunity to test key "nominations" processing on the upgraded system, and also check that files can be sent and received via the IX.

Leading up to Go Live....

Work is well underway for the actual cut-over and go-live to the new system, this will take place between 23rd and 25th February 2008. Trials of the data migration process have already taken place and the next phase of trials is currently underway. As this is the key element of the actual cut-over it is essential that this process is thoroughly tested and understood to remove risk from the go-live weekend itself.

How do I find out more ?

We will continue to provide updates on the project at Industry groups and through the xoserve Customer Newsletter. In the meantime if you have any questions or queries please contact your xoserve Customer contact who will be happy to hear from you.

Further information, including FAQs, Weekly Bulletins, Forum & Project Updates, is available on our xoserve web site; http://www.xoserve.com/UKLink_Refresh.asp

xoserve gears up for "User Pays"



Over the last few months xoserve has been speaking to the Industry about the User Pays Services which come into effect from 1 April this year.

What's the background ?

Within the recent Gas Distribution Price Control Review proposals is Ofgem's intention to introduce User Pays for a number of our services from 1st April 2008. Presently the funding for these services is included within the transportation formula. Based on the cost information provided to Ofgem, some £3 million per annum has been deducted from proposed allowances on the assumption that revenue to cover these costs will be recovered via User Pays arrangements. Services that were previously incorporated as part of the Gas Transportation charges will now be recovered on a directly chargeable basis.

What services will be affected?

There are **nine** services affected and these come under **two** types (See table below)

TYPE 1 Provided under UNC (Uniform Network Code)	TYPE 2 Provided by xoserve under contract with customer	
Charges for these services will be invoiced by xoserve in the name of the relevant transporter(s)	Charges for these services will be invoiced in the name of xoserve	
Must Reads Shipper Agreed Reads User Admission	IAD Service(Internet Access to Data) D8tacentre Telephone Bureau Quarterly M Number DVD	E-Mail Reports Portfolio Reporting AQ Enquiries

What do shippers need to do now?

xoserve is working with the Industry to ensure the smooth implementation of these new arrangements. Regular updates are being given at various industry forums.

What are the next steps ?

We will be contacting each Shipper individually to discuss their User Pays requirements. If they wish to take any of the services, Shippers will have to sign a short form contract and then place their order with us. All this will be explained when we contact you.

Who can I contact about this ?

The xoserve contact for User Pays is Andy Miller (andy.j.miller@xoserve.com) and you can also contact your xoserve Customer team who will be happy to provide further information and answer any questions.

For more information on User Pays go to the xoserve website (www.xoserve.com) homepage and use the link to User Pays in the section "Industry Information".

Background information is also available on the Joint Office website.

www.gasgovernance.com/industryinfo/xoserveGroup

Have you seen our website ?

The xoserve website www.xoserve.com contains lots of useful information and details of who to contact.

Recent additions to our site include User Pays and UKLTR sections.

Do you have any topics you would like to see or further information you may like to see on our site?
Please use the Feedback & Comments form.



Service Delivery Shipper Operational Forum 22nd January 10:30am

Invitations have gone out for the **Service Delivery Shipper Operational Forum** which will be held on **22 January** at 31 Homer Road in Solihull.

The Forum, which is held every quarter is an opportunity to discuss xoserve's performance, share information, discuss industry wide topics relating to xoserve's services and for you to raise any issues you may have.

For more details contact your Customer team.

FORTHCOMING EVENTS

January

- 22 Jan — Service Delivery Ops Forum
- 24 Jan — Distribution Workstream

February

- 5 Feb — Billing Ops Forum
- 11 Feb — User Pays Implementation Group (UPIG)
- 14 Feb — UK Link Committee

DID YOU KNOW ?

In **NOVEMBER**
our **Query and Data Management** team

- Cleared 3,735 Domestic queries
- Cleared 1,064 I and C queries

In **DECEMBER**
the **D8ta Centre**

- Handled a total of 21,286 calls
- Processed 217 e- mail requests

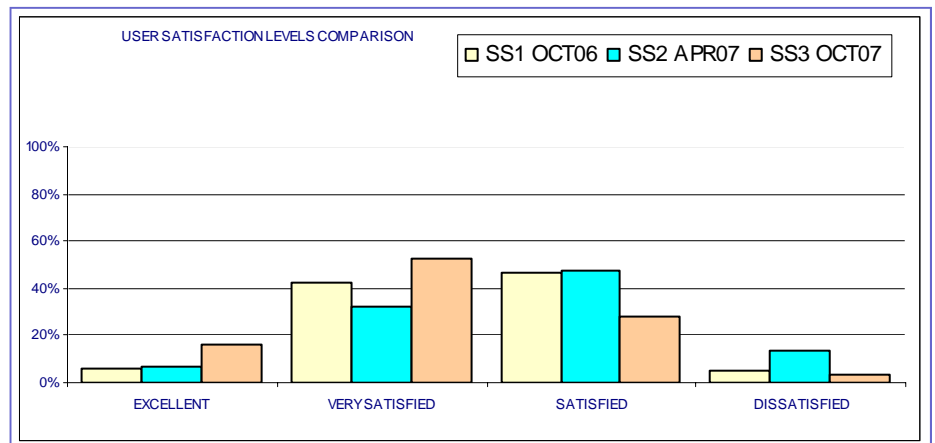


Thank you to everyone who took part in our **October Customer Survey**.

The overall results are shown in the graph.

Your feedback is invaluable to our business and it was very pleasing to note that overall, shippers are satisfied with the service we provide.

The next survey will be carried out in **April** and more information will be provided nearer the time.



USEFUL CONTACT NUMBERS

D8ta Centre (M Number)	0845 601 3048
Commercial Requests	0845 601 3049
Domestic Consumer M Number	0870 608 1524
Dedicated Shipper Helpline	08705 216121
Theft of Gas	0500 447 667

e-NEWS

We are already putting together our **FEBRUARY 2008** Issue.

If you have any ideas or suggestions for information to be included in future issues please use the General Enquiry Form on our website www.xoserve.com or contact Diane Cedra Tel 0121-623-2342.

Happy Reading!

NOTE. Whilst every effort has been made to ensure the information included in this newsletter is accurate xoserve will not be liable for any action or decision taken resulting from the use of information in this newsletter.