



Welcome to the latest issue of "e-News", xoserve's monthly e-newsletter. This month meet our new CEO, learn about the Load Research Project (Data Recording) and get updates on User Pays & UK Link Technology Refresh.

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



xoserve has a new Chief Executive Officer

We're pleased to announce that Jeff Scott is xoserve's new CEO, taking over from Jon Carlton who has joined National Grid as Director of UK Shared Services.

Immediately prior to joining xoserve, Jeff was Director of Strategy Implementation for National Grid, having taken up that role in September 2006. For a three year period before that he was Chief Operating Officer, Transmission for National Grid in the US responsible for the company's transmission operations in New England and New York State. In all, Jeff has over 30 years experience in the energy industry with National Grid and Manweb.

Jeff is delighted to be taking up the role of xoserve CEO and told us " I'm very much looking forward to meeting and working with all of xoserve's customers and building on the excellent relationships that Jon and the xoserve team have already established."

"I am impressed by the hard work and dedication of xoserve's employees and, in particular, the high degree of customer focus that runs through everything the company does. The pursuit of excellence in customer service, supported by efficient operations to deliver our services, matches my philosophy for business and will remain at the heart of xoserve's approach."

"There are several changes and challenges for us and the industry over the next few years, including the introduction of User Pays for a number of our services and a significant investment programme to keep our systems up to date and to ensure service quality into the future. One major development on the horizon that you will have seen is the replacement of UK Link, and we will be starting consultations on this in April of this year."

"I look forward meeting many of you in the months ahead."

xoserve gears up for "User Pays"

Background information is also available on the Joint Office website.

www.gasgovernance.com/industryinfo/xoserveGroup

In January's newsletter we gave details on the background to User Pays. Since then there have been a number of significant developments.

The draft Agency Charging Statement (ACS) giving details of proposed prices for both Code and Non-Code services, has now been published on the Joint Office Web site along with the ACS consultation. Industry participants have until 22nd February to respond to the ACS consultation document.

The contracting details for User Pays are also available on the Joint Office site. We strongly recommend that shippers now give consideration to their requirements as contracts and order forms will need to be signed in readiness for "go live" on 1st April. Representatives from xoserve have been meeting with individual shipper organisations to give more background and details on how User Pays will work.

A User Pays Implementation Group (UPIG) meeting took place on 11th February in Solihull. The meeting was well attended and gave an opportunity to discuss the ACS and next steps required before 1st April. We have received feedback specifically about our IAD service and to encourage shippers to give us an accurate picture of their proposed usage of the IAD service under User Pays.

Who can I contact about User Pays ?

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".



xoserve DATA RECORDERS

Help Us to Get it Right!

You may not have seen one before but there are approximately 4,300 data recorders attached to the gas meters at Non Daily Metered at sites across Britain.

So what does it do?

This equipment takes and records read information which xoserve then uses to create the annual gas consumption profiles which are an essential part of the bills that gas transporters send to gas shippers for their usage of the pipeline.

Why do we need your help?

We are seeing an increase in meter exchange activity triggered by shippers and suppliers, which often leads to the loss of our equipment and therefore the loss of our data stream. Finding a replacement site costs a significant amount of money and the data cannot be used until the following year because we need a full 12 months history for each site.

Ideally, our equipment should be left in place after a meter exchange, and the meter worker should advise our service provider, Mouchel, of the exchange by telephoning their free phone number **0808 100 2621**. This will enable Mouchel to visit the site after the exchange and connect the data recorder to the new meter. If the break in the data stream is only a few days we can still use the data in our analysis that year.

How you can help?

We would be grateful if you would brief your Meter Asset Managers about the importance of our data collection equipment, and ask them to telephone the Mouchel hotline (**0808 100 2621**) if they require assistance when encountering our equipment.

A quick-reference hand-out [What is A Data Recorder ?](#) is available on our website explaining our equipment and the process, which you may wish to pass on to them to brief their field staff.

Gas consumers sometimes ask about this equipment, or become concerned if our service provider contacts them to agree to have equipment installed at their property. Please reassure gas consumers that the data our equipment records is entirely confidential and that they are playing an important role in developing the consumption profiles which are used throughout the gas industry. We have added information about data recorders to our website, under the title "Load Research Project", to which gas consumers will be able to refer.

Full details can be found on the xoserve web site (www.xoserve.com) under Industry Information / Load Research Project, or for more details contact John Ryder (john.c.ryder@xoserve.com).



Do you need access to our systems ? Problems accessing information online ?

On our xoserve website www.xoserve.com you can both access, and request access, to the following Secured Sites :

- Conquest
- Gemini E-training
- Network Companies Documentation *
- UK Link Documentation *
- xoserve ODS (Offline Data Store)

These sites allow authorised users from the Shipper Community and the Networks to access Information online.

To request new access to any of the above please complete a [Secure Access Request](#) which can be found on our home page under "Secured Sites". Please ensure you provide us with all the information requested, including details of your Local Security Officer (LSO), this will help ensure you are given access at the earliest opportunity subject, to your eligibility.

* You can reset your own password for these documentation systems, using the "Reset Password" link at the bottom of the page by entering your User Id and Registered email address. You will then be sent a new password to that email address.

UK Link Technology Refresh Update.

With the main Cut-Over period almost upon us, we are now into the final stages of the UKLTR implementation and are pleased to report that all activities are progressing well and are on target.

The data migration that started earlier this month is continuing and we are looking forward to the main Cut-over period which takes place between 23rd and 26th February.

Everything is currently on course for full implementation and we have a series of “check points” in place prior to making the final decision to go ahead with Cut-Over.

We have been keeping the industry fully updated by sending out regular bulletins and providing updates at industry fora on both progress and the impacts of the Refresh. Hopefully this information has been shared throughout your organisations so that everyone is aware of how it affects their area of work.

The table below summarises the system outages required on a number of our systems and reports for the Cut-Over period.

System	Sat 23 Feb	Sun 24 Feb	Mon 25 Feb	Tue 26 Feb	Wed 27 Feb	Thu 28 Feb
Conquest	Outage	Outage	Outage	Service resumes, data will match UK Link	Service resumes, data will match UK Link	Normal Service
IAD	Will have data as 22nd	Will have data as 22nd	Will have data as 22nd	Will have data as 22nd	Will have data as 22nd	Data will be up to date (27th)
ODS	Will have data as 22nd	Will have data as 22nd	Will have data as 22nd	Will have data as 22nd	Will have data as 22nd	Data will be up to date (27th)
SP Transfer	No Run	No Run	No Run	Run 24th and 25th	Run 26th and 27th	Normal Service
Data Loggers	23rd Run	No Run	No Run	Run 24th and 25th	Run 26th and 27th	Normal Service
KEY	System available as normal		System available but data not up-to date or restricted service		System not available or normal batch jobs not scheduled	

If you have any questions or queries regarding the implementation please send them to or contact your xoserve Customer Team who will be happy to deal with your query.

You can also find comprehensive information on the xoserve website (www.xoserve.com), including industry presentations, implementation updates and Frequently Asked Questions.

Have you seen our website recently ?

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

In addition to updates to existing pages see recent site additions :

- **Load Research Projects**
- **Postcode Exit Zone Data (as requested by a Customer!)**

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](#)



FORTHCOMING EVENTS

FEBRUARY

Saturday, 23rd February : UKLTR Cutover
Thursday, 28th February : Distribution Workstream

MARCH

Thursday, 13th March : UK Link Committee
Thursday, 27th March : Distribution Workstream

APRIL

Tuesday, 1st April : User Pays begins (Subject to consultation)
Thursday, 10th April : UK Link Committee
Thursday, 24th April : Distribution Workstream

DID YOU KNOW ?

In **DECEMBER**

our **Query and Data Management** team

- Cleared 2,347 Domestic queries
- Cleared 1,369 I and C queries

In **JANUARY**

the **D8ta Centre**

- Processed 418 e-mail requests

our **Query and Data Management** team

- Cleared 2,937 Domestic queries
- Cleared 2,078 I and C queries



QUARTERLY SHIPPER CUSTOMER SURVEY

We will be launching our next Customer Survey in **APRIL**.

Your feedback on the services we provide is invaluable to our business so please contact your customer team to find out how you can participate.

Make sure your views are heard.



USEFUL CONTACT NUMBERS

D8ta Centre (M Number)	0845 601 3048
Domestic Consumer M Number	0870 608 1524
Dedicated Shipper Helpline	08705 216121
Theft of Gas	0500 447 667
Smell Gas?	0800 111 999

e-NEWS

We are already putting together our **MARCH 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.