



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

Included this month : Project Nexus initial consultation document is published. Meet the Customer Operations Team

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

Project Nexus

xoserve has begun the industry consultation phase of **Project Nexus** - the replacement of the UK Link system. This is a very important phase of the project as we will be actively seeking views and input from all interested industry parties before the scope for the new system and processes are agreed.

As **Nick Salter**, xoserve Strategy and Planning Manager explained "Our approach to the consultation is very inclusive and our desire is to work closely with the industry to ensure we have systems and processes developed to meet the requirements of the gas industry for the long term, beyond 2012. **Project Nexus** is one of the most critical projects being undertaken by xoserve and many industry parties will be dependent on its success".

The consultation phase will take the form of a series of consultation documents and industry meetings which will stimulate industry debate and input into the project. The consultation period will take just over a year as we gather the information required to scope the work going forward. The initial Consultation Document is now available on the xoserve web site: www.xoserve.com/nexus_home.asp and the first industry meeting will take place on 2 July at the Birmingham Hilton Metropole.

Invitations will be sent out in the near future but in the meantime if you would like more information please e-mail xoserve.projectnexus@xoserve.com, or contact Graham Frankland on 0121 623 2355.

Customer Team Restructure

The Customer Operations Team recently undertook a review of its structure to assess its ability to meet future customer service needs. As a result some changes have been made and a few members of staff have moved into different roles.

In addition to role changes some "new faces" have recently joined the team, Matt Taylor is covering for Dawn Flay on the D8ta Centre whilst she is on maternity leave, and James Abrahams has been newly recruited as an Account Administrator on the Customer Management team.

Dave Ackers Customer Operations Manager told us "One of the drivers for the changes is to provide an enhanced service to our customers, and we feel the new structure puts us in an excellent position to achieve this".

Meet The Customer Operations Team

D8ta Centre

Telephone Enquiry Services
Internet Access to Data service
Quarterly M No DVD
Email Request for Reports
Customer Liaison

Customer Management

Conquest - Query Handling
Customer Liaison

Strategy & Support

Annual Portfolio Report service
Data Project Development & Support
Customer Operations Support

The D8ta centre and the Customer Management team primarily provide the customer interface, linking you to a range of data services and our Billing & Supply Point Administration process experts.

The Strategy & Support team is a newly formed group that will underpin internal and external information provision and also proactively focus on data quality projects.



LtoR : Dave Ackers (Customer Ops Manager), Darren Jackson (Strategy & Support) , Emma Lyndon, Helen Field (Customer Management Officers) and Lee Jackson (Customer Management Officer -D8ta Centre).

Industry News

Recent UNC Modifications

MOD 90 Changes to DN Interruption Arrangements

This mod was implemented on 1st April 2008 and introduces a new method for shippers to apply for supply point interruption. From June 2008 there will be an annual tender process where shippers can bid for interruption contracts at differing terms (number of days, volumes, price, and contract length) for sites with an AQ of more than 5.86m kWh.



These contracts will become effective three years from the bid year so that the Distribution Networks are able to make judgements on whether it would be more cost effective to agree interruptible contracts or to reinforce the network. As a result of this all sites will become firm from October 2011; however some sites will have interruptible contracts which will attract a payment reflective of the price of the contract that was agreed three years earlier. If interruption is needed at short notice there is also the concept of an ad-hoc tender process where contracts become effective within a matter of months (but not before Oct 2011)

As part of the DNI process xoserve has sent Users details of their eligible sites and Networks have specified the sites that sit in areas requiring interruption. Users were notified of this via a second file on 1st May 2008. Users are now invited to participate in a 10 day tender process (for interruption contracts) from 2nd to 13th June, results of the tender process will be published on 31st July 2008 and made available via xoserve's IAD service.

MOD 174 also went live on 1st April and is linked to MOD090 and extends the time frames that interruption contracts have to be agreed by from mid July, to the end of July.

MOD 152V Limitation on retrospective invoicing and invoice correction.

This Mod limits the period for which financial adjustments can be made beyond a four to five year period. This proposal went live on 1st April and applies to all adjustments to charges both debit and credit. Until now the "cut off" date for adjustments was 1st February 1998. This change is reflected in April's invoices which were issued in May.

For more details on UNC Mods visit the Joint Office web site :

www.gasgovernance.com/industryinfo/xoserveGroup

Gemini 2008 Summer Release

A number of changes to the Gemini system have been combined to form one release with a planned implementation date of 17th August 2008. There will be a system outage to enable the implementation and more details will be available nearer the time.

The following Change Orders are included within the scope of the release:

- * Introduction of New Interconnector Functionality
- * New Entry Capacity Licence Obligations introduced as part of the Transmission Price Review
- * Transportation Owner (TO) Commodity Charge Rebate & Retrospective Negative TO Commodity Charge
- * Amending the Scaleback Calculation within Gemini and the Restoration of Interruptible Capacity Rights Post Scaleback

The xoserve Projects team are keeping the industry updated on progress through a number of industry meetings including UK Link Committee, Gas Ops Forum and Billing Ops Forum.

More details can be found on the xoserve web site :

www.xoserve.com/gemini.asp

Unregistered Sites Industry work group update



Historically there have been a number of initiatives to investigate and resolve the Unregistered and Shipperless sites, and there has been a significant decline in the volumes since 1998. However, there remains a population of invalid sites as well as a potential population of sites consuming gas with no registered system user recorded on Sites and Meters.

There are a number of reasons why this occurs, including data quality issues and a lack of a defined end to end industry process. These sites can lead to the creation of duplicate Meter Point Reference Numbers (MPRNs), crossed meters and cause incorrect settlement allocation and safety issues.

In an attempt to address these issues an unregistered sites workgroup was initiated in May 2007 and included representatives from shippers, Networks and xoserve.

The group's objectives were:

- * Collectively establish and execute activities to correct the current unregistered and Shipperless datasets recorded within the central systems
- * Identify the root causes and fix the process deficiencies

Two main classifications for unregistered sites have been established

- * Sites which DO have shipper activity associated to them
- * Sites which DON'T have shipper activity associated to them

Richard Jones, Connections and Registration team officer explained "The work group has investigated and implemented several other initiatives to identify root cause and improve data quality. These include changes to shippers' internal processes and improvements to the MPRN creation process."

"This is all very positive but there is still work to be done by engaging other industry players such as Connection companies, and improving developer communications and "Plot to Postal" data quality."

"If we are to fully resolve the issue of Unregistered sites it is essential that we have the support of all industry participants and we encourage suppliers not already involved in this work to respond fully to the monthly reports and provide input into the Work Group."

For more information please contact Richard Jones at richard.a.jones@xoserve.com or use the following link for updates www.gasgovernance.com/industryinfo/UnconSites



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 **next** 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.

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