



Welcome to the first e news for 2009.

Included in this issue: Your verdict on the Shipper Discovery Day and the Customer Survey results.

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](mailto:box.xoserve.communications.internet@xoserve.com)

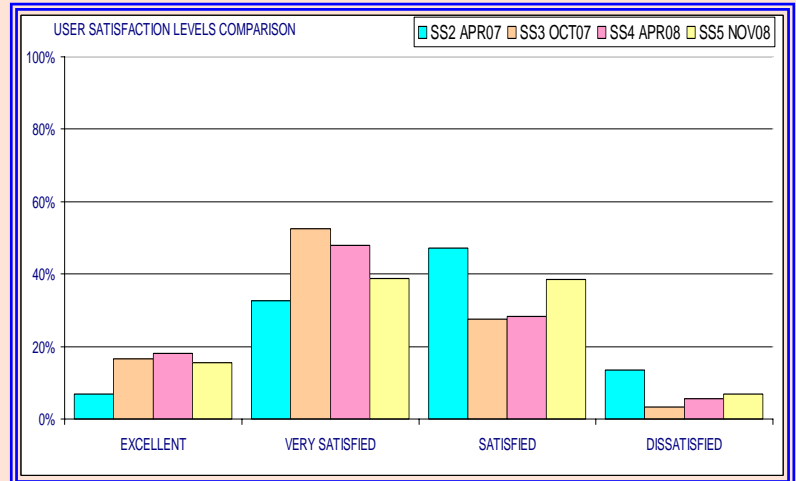
## NOVEMBER CUSTOMER SATISFACTION SURVEY

We would like to thank everyone who responded to our latest Customer Satisfaction Survey. The overall results are shown in the graph. The results show that 93% of respondents returned a rating of satisfied or higher with our service. Although there has been a small move away from "excellent" and "Very Satisfied" to "Satisfied" since the April survey, we have reviewed all the results and comments in detail and have spoken, or are speaking, to all respondees to agree action plans and areas for improvement as appropriate.

The information we receive from these surveys is invaluable to us and is an important factor in determining how we deliver services to you and build our ongoing customer service.

One of our aims is to encourage more of you to take part in the survey and to make sure we are targeting the appropriate people in your organisation and capturing all relevant feedback.

In the meantime your xoserve Customer Officer will be happy to discuss the results in more detail if required.



## NEW SHIPPER DISCOVERY DAY

As we were unable to accommodate everyone at the xoserve shipper Discovery Day in November last year we are holding another event on March 17<sup>th</sup>.

We received very constructive feedback from the day and with this in mind some minor changes to the format have been made. Hopefully the changes will mean the day will be even more informative and relevant to attendees.

If you have any questions about the Discovery Day please email [xoserve.CR.Comms@xoserve.com](mailto:xoserve.CR.Comms@xoserve.com)



## USER PAYS UPDATE



Since User Pays was implemented on 1<sup>st</sup> April 2008, xoserve has worked with the industry to finalise the Framework Contract for the Provision of Non-Code User Pays Services (Framework Contract). The final copies of the contractual documentation including the Services Schedule for the Provision of Non-Code User Pays Services were sent out for signing week commencing 23<sup>rd</sup> February.

Terms of Reference for the User Pays User Committee, which includes the User Pays User Group and the User Pays Contract Expert Group have been updated and are now published on the Joint Office website, <http://www.gasgovernance.com/industryinfo/UPDocs>.

An updated Agency Charging Statement has been submitted to Ofgem and it is expected that the new prices will be effective from 1<sup>st</sup> April 2009.

## PROJECT NEXUS UPDATE



**NICK SALTER**

We published our Project Nexus Consultation Conclusions on the xoserve website on 6th March, bringing the formal consultation phase of the project to a close.

We are now planning and mobilising for the start up of the Requirements Definition phase, which will major on further engagement with the industry to develop and agree business rules. We expect this activity to continue through to Autumn 2010. The Consultation Conclusions contains further information about the steps that are being planned for Requirements Definition start up, and additional documents to support these start up activities will be published on the xoserve website in due course.

You will find further information about Project Nexus, including Consultation Documents, industry responses and presentations at [www.xoserve.com/nexus\\_consultation.asp](http://www.xoserve.com/nexus_consultation.asp)

## AQ2009 OPERATIONAL REVIEW GROUP



xoserve will be hosting the next AQ Operational Review Group Meeting, on 25<sup>th</sup> March here at 31 Homer Road. We will be presenting details of the 2009 Trial Calculation performance and results, the Threshold Crosser Report and the AQ Review 2009 Timeline. For more details contact **Nicky Kingham** on 0121 623 2342 or visit our website [http://www.xoserve.com/AQ2009\\_FPU.asp](http://www.xoserve.com/AQ2009_FPU.asp)

## MOD 192 IMPLEMENTED ON 21 FEBRUARY 2009

Mod 192, the Introduction of DN obligations to facilitate the resolution of unresolved User Suppressed Reconciliation Values (USRVs and generally known as Filter Failures) was implemented on 21st February.


From that date all USRVs older than 30 months will be resolved by xoserve as the Transporters agent as a User Pays service.

For more details contact **Linda Whitcroft**, [linda.e.whitcroft@xoserve.com](mailto:linda.e.whitcroft@xoserve.com) or **Karen Marklew** [karen.marklew@xoserve.com](mailto:karen.marklew@xoserve.com) or visit the Joint Office Website <http://www.gasgovernance.com>

## FORTHCOMING EVENTS

EVENT	DATE, TIME and VENUE
SHIPPER DISCOVERY DAY	TUESDAY, 17th MARCH at 09.30am 31, Homer Road, SOLIHULL B91 3LT
AQ2009 OPERATIONAL REVIEW	WEDNESDAY, 25th MARCH at 10.30am 31 Homer Road, SOLIHULL B91 3LT
DISTRIBUTION WORK STREAM	THURSDAY, 26th MARCH at 10.00 am Elaxon, 350 Euston Road, LONDON NW1 3AW
USER PAYS WORK GROUP	MONDAY, 6th APRIL at 10.00 am Energy Networks Association, 6th Floor, Dean Bradley House, 52 Horseferry Road, LONDON SW1P
UK LINK COMMITTEE	THURSDAY, 9th APRIL at 10.00 am Teleconference 0207 0819473

## USEFUL CONTACT NUMBERS

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

## NEXT ISSUE

### e-NEWS

We are now 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](http://www.xoserve.com)

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