



Welcome to the second e-news for 2009. 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.cr.comms@xoserve.com](mailto:box.xoserve.cr.comms@xoserve.com)

## NEW HEAD OF CUSTOMER OPERATIONS



• Peter Bingham

Peter Bingham joined xoserve in July as Head of Customer Operations. Peter replaces Helen Barratt who has taken up the role of Finance Director at National Grid. Here Peter talks about his new role at xoserve;

"I am delighted to have joined xoserve and am proud to be part of the team. During the past two years I have been based in the United States as Director of Operations Performance for National Grid Electricity Distribution business. This was a great experience from both a work and lifestyle perspective. Now back in the UK, I am enjoying this new and exciting role at xoserve.

"This role represents an opportunity to play a major part in the company's future as we embark on a major investment program to replace our ageing systems. Working at xoserve is an exciting and challenging prospect given the pivotal role we play at the centre of the gas industry and the changes that will inevitably occur across the industry as a result of the government's plan to roll out Smart Metering.

"Maintaining our reputation is essential and I am committed to maintaining a high quality service to our customers whilst delivering our programme of Change.

"I have already had the pleasure of meeting some of you through my customer visit schedule and I look forward to engaging with more of you in the future".

## INSTITUTE OF CUSTOMER SERVICE



As a company xoserve is continuously striving to improve its service to customers and the overall xoserve customer experience. To help us achieve this aim earlier this year we joined the Institute of Customer Service, (ICS). The ICS is an independent organisation with a mission to lead customer service performance and professionalism and focus on helping to raise its members' customer service standards.

Graham Frankland, Customer Manager said "Membership of the ICS gives us an opportunity to access a greater wealth of knowledge, experience and innovation in the field of customer service. We are here to learn and develop our services and use this information and expertise to enhance our customer satisfaction even more. Our aim is to ensure we provide a first class service to you".



• Tracey Barber, Graham Frankland, Helen Field and Norman Reid.

## PROJECT NEXUS UPDATE



• Nick Salter

The ongoing Government Department of Energy and Climate Change (DECC) consultation on how Smart Metering will be managed has given rise to xoserve carrying out an impact assessment on Project Nexus. We have been working with our customers and other industry participants in carrying out the analysis. When the analysis has been concluded and agreed, an updated industry engagement plan on the collation of customer requirements will be established.

Ongoing industry discussions will continue taking place within the Project Nexus Advisory Group Meetings. For more information and further details please visit our website [www.xoserve.com/nexus\\_home.asp](http://www.xoserve.com/nexus_home.asp).

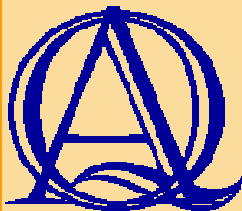
## REPLACEMENT OF THE XOSERVE CONQUEST SYSTEM

The xoserve ConQuest Query Management System is used to receive, process and respond to 'contacts' from our Shippers, Networks and Utility Infrastructure Providers customers. This system was introduced in 2001 and now requires replacing due to recent availability issues.

Dave Ackers, Customer Data Services Manager explained, "ConQuest has served us well over the last eight years, however there is a requirement to replace it in order to ensure we continue to deliver an excellent service to you. The replacement of the ConQuest workflow system is on the basis that we need to upgrade the technology first to ensure we continue to provide a seamless service to yourselves. We will be using a state-of-the-art Business Process Management Suite (BPMS) solution for the future service provision, which will then give us the opportunity to develop the service further".

Over recent months there have been updates as to the intention to replace ConQuest at various forums namely UK Link Committee meetings and at the Service Delivery Operations Forum. In order to further share with you the timescales, the scope and the consequential impacts of this technology change and to provide the opportunity to have a round the table discussion, a seminar has been convened for Monday 5<sup>th</sup> October. For more details contact Dave Ackers on 0121 623 2492 or email [box.xoserve.CR.Comms@xoserve.com](mailto:box.xoserve.CR.Comms@xoserve.com).

## AQ2009 OPERATIONAL REVIEW GROUP



### AQ Review Process 2009 Update

The AQ Process is an annual series of events which culminates in the recalculation of the annual quantity (AQ) for all live meter points. There are four key phases to the AQ process;

**Phase 1:** This is the actual calculation of the AQ/WC (Winter Consumption) values for all Meter Points, which was initiated on 26<sup>th</sup> March. Shippers were provided with the opportunity to amend and challenge the xoserve proposed AQ/WC values and this activity was completed successfully on 13<sup>th</sup> August.

**Phase 2:** The new gas year's SOQ (Supply Offtake Quantity), EUC (End User Category) and BSSOQ (Bottom Stop Supply Offtake Quantity) values were calculated during this phase. xoserve notified the Shippers of these values. On 11<sup>th</sup> September, this phase completed successfully.

**Phase 3:** The AQ System Processing phase started on 22<sup>nd</sup> September. xoserve will update all of their systems with the appropriate Supply Point amendments, which will update all of the recalculated AQ values in preparation for 1<sup>st</sup> October.

**Phase 4:** 1<sup>st</sup> October is the go live date for the new AQ values. xoserve will be monitoring the file data flow between Sites & Meters and Gemini to ensure the data is reflected correctly in both systems.

All SPA file processing will be put on hold for a short period of time during Phase 3 and 4 to enable the SPA activities in Phase 3 to complete. Communications will be issued during October detailing the dates and actual files that are affected by these delays, including any IAD impacts.

All external communications are published on the xoserve web page, which can be accessed at [www.xoserve.com](http://www.xoserve.com) under Industry Information - AQ 2009. Should you have any questions about this year's AQ process, please call your xoserve AQ contact or your Customer Operational contact.

## CUSTOMER TEAM RESTRUCTURE

"It's been five months now since we adopted our new structure, as you are aware following your feedback we centralised our Customer Relationship Management Team. The new structure has proven to be a great success, but we will continue to strive to improve the service that we offer you.

"We thought it opportune to advise you of recent changes on the team as Nick Reeves has recently obtained a new role and left the department, and Brendan Gill has been appointed to the replace him. To help you put a face to a name we have included a gallery below:



0121 623 2450



0121 623 2437



0121 623 2556



0121 623 2343



0121 623 2536



0121 623 2438



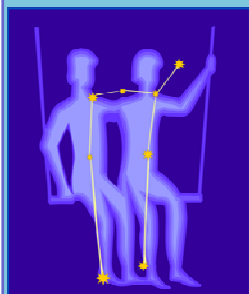
0121 623 2350

• L-R Brendan Gill, Helen Field, Mark Cockayne, Sandra Dworkin, Tracey Barber, Matt Edwards, Norman Reid.

"We would also like to take the opportunity to advise you that we will be issuing our seventh Customer Satisfaction Survey in October. The format remains unchanged, however we have had feedback from a number of you that you would like to complete the survey on a more personal basis. To facilitate this your customer representative will contact you to either arrange for the survey to be added as an agenda item in your regular operational meeting or alternatively complete the survey over the phone. Feedback from previous surveys has enabled us to put together effective bespoke customer action plans.

"Again we ask for your continued support in completing the survey. Your input is invaluable to helping us shape and improve the service that we offer to you".

## GEMINI UPDATE



xoserve is supporting National Grid's MIPI Phase 2 project by delivering interface changes to the Gemini application in order that information is available to National Grid's MIPI system, so that this information can be published to Users.

This Gemini change is planned to be implemented on **Sunday 11th October 2009**, and requires a **system outage on the Gemini Application, between 4am and 9am** with a contingency until 11am if changes are required to be "backed-out". During the outage the standard 'Maintenance Window' will be visible and regular communications will be made on progress of the implementation through the normal ANS channels. The enhancements to the MIPI system will be implemented shortly after this date.

If you have any questions with regard to the Gemini change then please contact: Donna Danks (Project Analyst) on 0121 623 2749. For broader MIPI Phase 2 changes, please contact Mahendra Patel on 0774 7004583.

### Gemini Programme

Looking forward to future changes within Gemini, Exit Reform and Gemini Re-Platforming projects are in progress. Details of these have been shared at the UK Link Committee, and xoserve will provide updates within e-NEWS as these projects progress.

# CORPORATE SOCIAL RESPONSIBILITY

The xoserve Corporate Responsibility Report 2008/9 will shortly be published on <http://www.xoserve.com/csrhome.asp>.

In this report, we outline the key Corporate Responsibility activities carried out by xoserve in 2008/9. We hope that it will give you a flavour of the way in which xoserve actively delivers its key Corporate Responsibility objectives of community contribution, charitable fundraising, promotion of positive environmental initiatives and minimisation of our negative environmental impact, looking after the health, safety and wellbeing of all of our people and ensuring that we have a fully diverse and inclusive workforce. Corporate Responsibility is at the heart of xoserve. We have a dedicated Corporate Responsibility Steering Group made up of our Chief Executive Officer, two other members of the Executive Management Team, and other managers who chair the Community and Environment, Inclusion and Diversity, and Health and Safety Groups.



• Reed planting at a Warwickshire Wildlife Trust site.



• Visiting Chiguru Centre for Special Needs school in Bangalore, India.

Graham Frankland who chairs the Community and Environment Group explains, "We actively encourage all staff to contribute in our Corporate Responsibility activities and believe that this is evidenced by the very positive feedback we receive from our staff and the external organisations with which we are involved".

xoserve has ISO9001:2000 and Investors in People accreditation.



## COMING SOON . . .

- Mod 224, DM Elective has now been approved by Ofgem and xoserve will be liaising with the Industry regarding its implementation.


## FORTHCOMING EVENTS

## DATE, TIME and VENUE

ConQuest Customer Seminar	Monday 5th October, 12noon, Elexon, London
Project Nexus Advisory Group	Monday 5th October, 10am-2pm, Renewal Centre, Solihull
Billing Ops Forum	Tuesday 6th October, 10am, xoserve, Solihull
UK Link Committee	Thursday 8th October, 10am-11am, Teleconference
User Pays User Committee	Monday 12th October 10.30am-1pm, Teleconference
Gas Ops Forum	Tuesday 13th October, 10.30am-12noon, Radisson Grafton Hotel, London
Distribution Workstream	Thursday 22nd October, 10am-1pm, 31 Homer Road, Solihull



## USEFUL CONTACT NUMBERS

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

## 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)

**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.

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