



Welcome to the first e news for 2010.

Included in this issue: xoserve has a new CEO, Project updates on Nexus, QBMS and news of our latest Customer Satisfaction Survey.

We would really welcome your feedback on the newsletter, and also any ideas for topics to be covered.

## NEW CEO FOR XOSERVE



**JEFF SCOTT**

xoserve's Chief Executive Officer **Jeff Scott** has announced that following 35 years in the energy industry, he intends to retire later this year.

Jeff's successor will be **Chris Murray** who will join xoserve from National Grid Transmission and his appointment is effective 1<sup>st</sup> May 2010.

Jeff told us "I have enjoyed my two years at xoserve and very much value the strong relationship that exists between xoserve and our customers.



**CHRIS MURRAY**

"One of our key objectives is to deliver excellent Customer Service and I am very pleased that Chris is to be my successor. I know that his wealth of experience and extensive knowledge of the gas industry will ensure that this focus continues under his leadership.

"There are a number of significant changes for the industry on the horizon including the impacts of the roll out of Smart Metering, and I am confident that Chris and the xoserve team will continue to work closely with you to deliver successfully the services that customers need."

## CONQUEST QUERY MANAGEMENT PROJECT UPDATE



The existing ConQuest (Contact and Query Management System) is now nearing the end of its useful life. The 'Q (BPMS) Project' has been initiated to provide a replacement system to manage customer Contact and enquiries (hence the 'Q'). The other element of the project title is that this introduces a Business Process Management Suite (BPMS) into xoserve.

The project is planning to implement the new system in the Autumn of 2010, and we have started to engage users of the current system about how the new system should look and any functionality that they would like to see. Whilst we are focussed on delivering the Q system as planned, we are also looking to improve the customer interfaces provided by the new system.

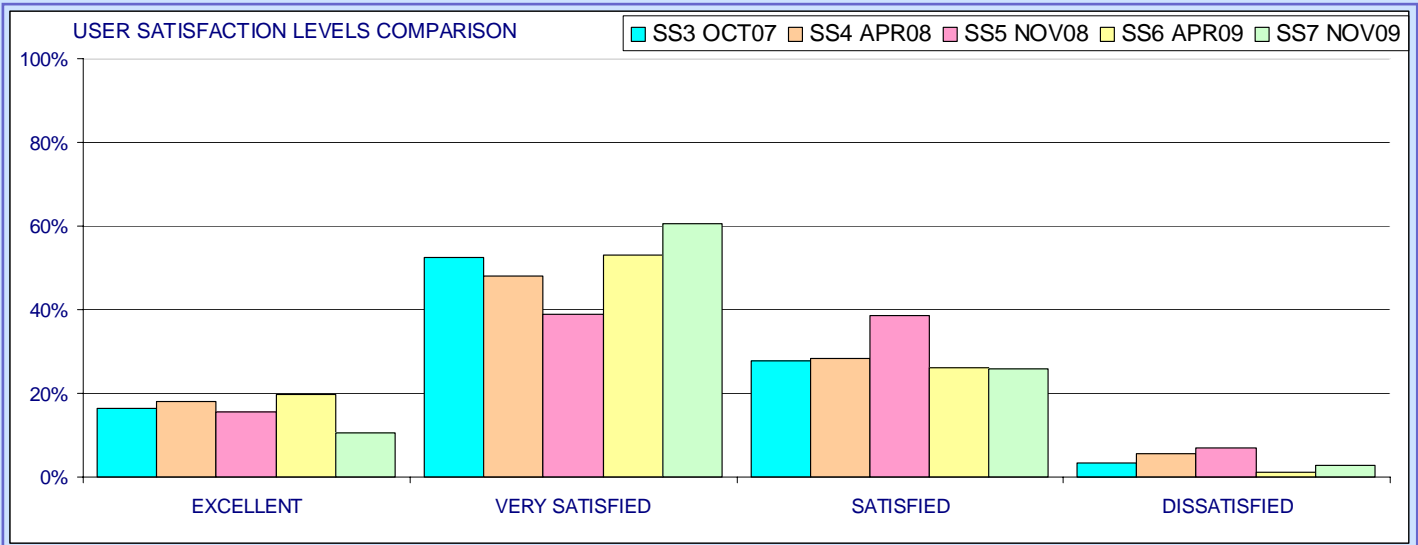
Project Manager **Dave Addison** explains, "We are talking to users through the 'ConQuest External User Group'. They have already provided inputs to the screen design and data requirements of the new system. A copy of the latest slides are available on our website using the following link:

<http://www.xoserve.com/congpresentations.asp>

"Should you wish to input to this group, please contact your xoserve Customer Team who will be able to let you know whether your organisation is already represented, and the date and location of the next meeting."

# 2009 CUSTOMER SATISFACTION SURVEY

We would like to thank everyone who responded to the November xoserve's Customer Satisfaction Survey. The overall results are shown in the graph shown here.



22 individual responses were received from 15 customer organisations. This is an increase on the previous survey in terms of both organisations represented and the number of individuals taking part.

The results show that 98% of respondents returned a rating of 'Satisfied' or more with our service, with a small move away from 'Excellent' to the 'Very Satisfied' category.

The feedback received from the survey and operational meetings has been fed into individual action plans to enable your Customer Team representative to progress the issues raised by you.

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. The next survey will be launched in April and it is our intention to revise the format of this survey with a view to making it simpler to fill in. At the same time obtaining constructive feedback with questions based more upon behavioural competencies rather than operational activities.

In the meantime your xoserve Customer Team representative will be happy to discuss the November results and/or the revised approach for the next survey in more detail if required. Contact Helen Field on 0121 623 2536 for more details.

## CHANGES TO USER EMERGENCY CONTACTS PROCESS



Under section Q2.2 of the Uniform Network Code each User is required to provide the Transporter with a single 24 hour telephone number and a single facsimile number to enable the Transporters to contact a representative of the User in the event of a Gas Supply Emergency.

This process is now managed by xoserve on behalf on the Gas Transporters and from 1st March 2010 and on a bi-monthly basis thereafter, the xoserve Customer Lifecycle Team will provide Users with the User Emergency Contacts registered for their organisation and will prompt the User to notify xoserve of any changes to the details held. Following the prompt or changes notified outside of this process, a revised User Emergency Contact Register will be provided to the Transporters.

Changes to User Emergency Contact Details should be submitted to [user.emcontacts@xoserve.com](mailto:user.emcontacts@xoserve.com)

If you have any questions in relation to this activity then please contact Brendan Gill on 0121 623 2450.



## DM ELECTIVE



**LORRAINE CAVE**

Analysis of the DM Elective (DME) Project commenced on the 21<sup>st</sup> December 2009 in order to implement the new DM Elective service on the 21st November 2010. DM Elective Nominations will be allowed to flow from the 22nd November 2010 for sites that meet the eligibility for Phase 1 roll out.

Currently the project is in Analysis & Design phase to develop the service, this is scheduled to complete in September 2010. There will be a 5 week period for Shipper Testing commencing early October 2010 to provide our shippers customers with the opportunity to test the solution file interfaces. Ongoing updates in relation to progress will continue to be provided at UK Link Committee and Distribution Workstream forums.

A Shipper Transfer Read Workshop has been arranged for the 15th March to outline the requirements for both the outgoing and incoming shipper, xoserve recommend attendance by all shipper customers regardless if they are participating in the DME regime or not as all parties will be impacted. Details of the Workshop can be found on the Joint Office site under the UK Link Committee and Distribution Workstream links.

**Lorraine Cave** is the lead Project Manager and she told us, "This is seen as an important project by the industry and there will be a requirement for a significant level of engagement with shippers and other stakeholders to ensure their support for a timely and successful delivery. To support the change a Shipper Transfer Read Workshop is planned in March to give Shippers an overview of the DME transfer read process."

For more information please contact **Lorraine Cave on ext 0121 623 2728.**

## FORTHCOMING EVENTS

<u>EVENT</u>	<u>DATE, TIME and VENUE</u>
UK Link Committee	Thursday, 11th March, 10.00am-11.00am, Teleconference
User Pays User Committee	Monday, 15th March, 10.30am-13.00pm, Teleconference
DM Elective Shipper Transfer Read Workshop	Monday, 15th March, 10.00am-16.00pm, xoserve, Solihull
(PNAG) Project Nexus Advisory Group	Tuesday, 16th March, 10.00am-14:00pm, xoserve, Solihull
Distribution Workstream	Monday, 25th March, 10.00am-14:00pm, London



## USEFUL CONTACT NUMBERS

IS Service Centre Helpline	<b>08705 216121</b>
D8ta Centre (Gas Shippers' Searchline)	<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*

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)  
Or, contact Diane Cedra:

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