

Included in this issue: xoserve's new CEO, customer satisfaction 2010 , NTS exit reform and DME regime and all the latest on our change programs.

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

INTRODUCING xoserve's NEW CEO

As reported in the March edition of shipper e-news, **Chris Murray** has taken over from Jeff Scott as Chief Executive Officer of xoserve, with effect from 1st May 2010.

Chris has more than thirty years experience in the energy business, having started his career at East Midlands Gas, and has held a number of senior industry positions including CEO of Phoenix Natural Gas in Northern Ireland, Network Director West Midlands for Transco, Commercial Director, Network Operations Director, Director of Asset Management and most recently Director-UK Transmission (all for National Grid).

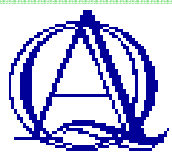


CHRIS MURRAY

Chris is delighted with his new role and told us "Energy has never been more sharply in focus than it is today, and having been in this business for over three decades, I can honestly say that it's never been more exciting, challenging and important than it is now as we work together with our industry colleagues to find the solution to the energy policy "trilemma" of sustainability, affordability and security of supply – it's an incredible time to be in our business.

"I had the pleasure of being a member of the xoserve Board when the company was first established and am very much looking forward to building on the strong heritage that Jeff and his team have already established. Going forward, we will strive to make a real difference for our customers and our communities to deliver excellence on a day by day basis."

AQ REVIEW PROCESS 2010



The AQ Process is an annual series of events which culminates in the recalculation of the annual quantity (AQ) for all live meter points. This is a major transactional event that requires processing an extraordinary volume of data. During this period there are impacts on the way we process SPA files. As in previous years, in order to mitigate and minimise any disruption to the industry, an xoserve project team has been formed to coordinate this year's process.

There are four key phases to the AQ process;

ACTIVITY	2010 DATES
Phase 1 - AQ Calculation process	12 th March 2010 – In progress
Phase 2 - Offer review process	27 th August 2010
Phase 3 - Setting AQ values	22 nd September 2010
Phase 4 - AQ Go Live	1 st October 2010

The Phase 1 activities carried out to date have been completed successfully within the planned timescales. We will be keeping you fully updated on key activities and the impacts of later phases of the implementation, including preparation for "go live" on 1st October. All external communications with regards to the AQ process are published on the xoserve web site which can be accessed at www.xoserve.com under Industry Information – AQ 2010.

Should you have any questions about this year's AQ process, please call your xoserve AQ contact or your xoserve Customer Team representative.

CUSTOMER SATISFACTION



MARK COCKAYNE

Customer Operations Manager **Mark Cockayne** talks about the recent Customer Satisfaction Survey and outlines our approach going forward:

"I would like to take this opportunity to thank everyone who took part in our Customer Satisfaction Survey during April 2010. Your feedback is key to helping us shape the services that we offer to you as an organisation both now and in the future.

"The April survey was the eighth shipper customer survey. Nineteen individuals responded to the survey representing 15 shipper customer organisations. The response rate in terms of organisations represented is equal to that of October

2009. This survey is the first using our revised format which is focused more on the behavioural qualities that our customers have told us are important to them and is intended to drive consistency by mirroring the format of the temperature check carried out at customer operational meetings.

"Our revised format is split into two sections, the first being mandatory (detailed below). The second section of the survey was not mandatory and captures feedback on the four key areas of People, Services, Systems and Communications. In addition, feedback was also requested on the revised format of the survey itself."

"So how did you rate us?"

The graph below gives a high-level view of the scores provided by all participants in respect of the two sections outlined above:

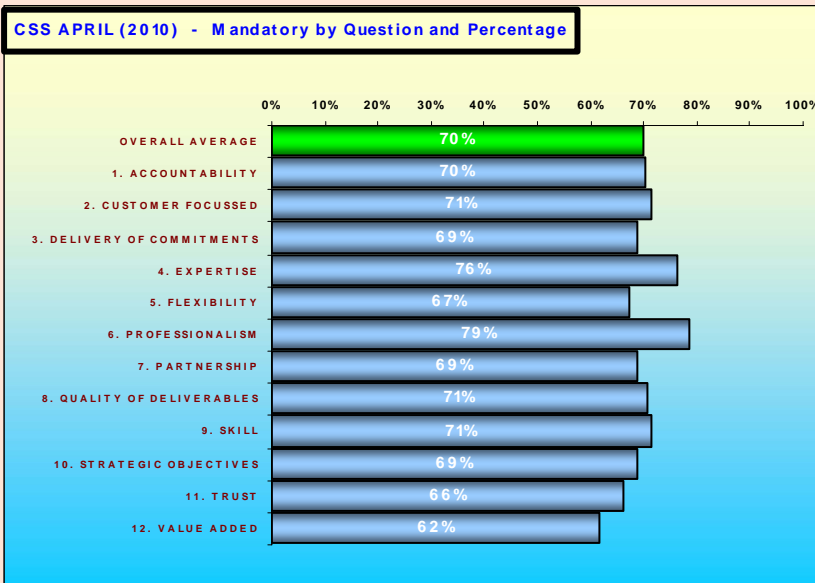


Fig.1

The graph (Fig 1) outlines the 12 behaviour competencies and shows an overall average score of 70%.

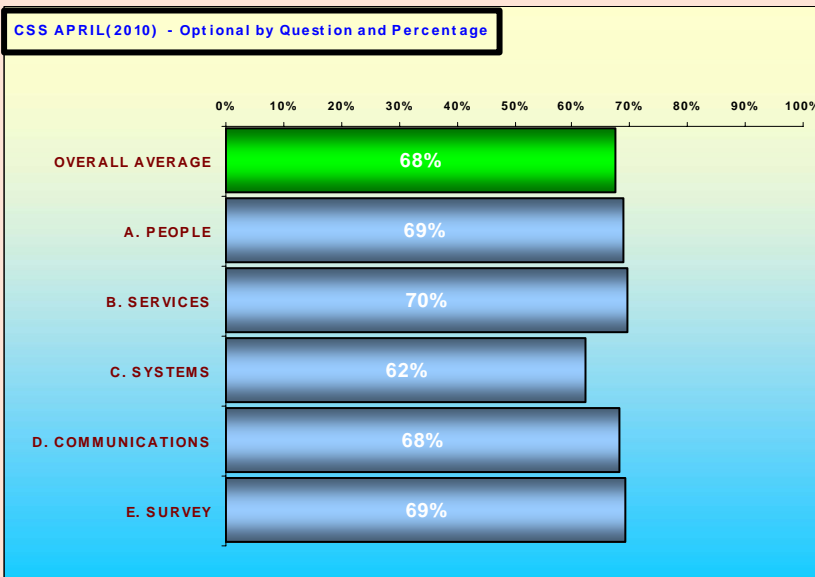


Fig.2

The graph (Fig 2) represents section 2 of the survey and focuses on four key areas, at the same time capturing feedback in respect of the survey itself.

CUSTOMER SATISFACTION CONTINUED . . .

What will happen next?

Output from the survey is communicated to xoserve's executive management team and Board of Directors. Information from the survey is used to identify areas for improvement in the service that we offer. Your feedback is critical to help us drive improvements in our business to enable us to deliver a better service to our customers.

At a customer level individual action plans have been put together based upon your feedback and will be communicated to you shortly via your customer representative. These action plans will be used on an ongoing basis in conjunction with the temperature check tool to ensure that the issues that you have raised are given visibility and a resolution agreed where possible.

If you wish to discuss the survey or the results in more detail please do not hesitate to contact your xoserve Customer Team representative or email Externalrequests.spa@xoserve.com

NEW CUSTOMER HELPDESK

We are about to embark on a piece of work to explore options for of setting up a dedicated xoserve Customer Helpdesk for our Information Services. Although in the early stages, we are looking to implement the new helpdesk by the end of the year and will of course keep you fully updated on progress.

PROJECT NEXUS



FIONA COTTAM

Over the last few months, work has continued on the definition of High Level Business rules for all supply points. The topics of Allocations, Reconciliations and AQ are now complete and progress has been made on Retrospective Updates.

We have also been working with the industry to establish the Detailed Requirements for supply points which qualify for the AMR (Automated Meter Reading) regime. A series of workshops is being held to review the DME (Daily Metered Elective) processes and to understand any additional requirements, and we anticipate that this work should be completed by the end of September.

xoserve has had an opportunity to input into the initial stage of SMIP (Smart Metering Implementation Process) and we await the publication of the Prospectus by Ofgem. If you require any further information please email the Project Nexus team at xoserve.Projectnexus@xoserve.com

CONQUEST



We now have a dedicated set of pages on our external web site, (see below for link) which we trust you will find easier to locate information about the Conquest project including ConQuest External User Group presentations and the communications. Throughout the life of the project we will add further material which we hope you will use as a source of reference.

At the time of going to press, there have been 12 communications sent to your organisational representative. Customer Data Manager **Dave Ackers** explains, "These emails invite feedback from the Shipper Community on proposed changes to the way we receive, process and respond to queries you send us.



DAVE ACKERS

" There is an interlude of 10 days - this is known as the Representation Period, during which time feedback from around the Shipper community is sought by xoserve for consideration. Each in turn will be routed to the UK-Link Committee for a further period of Representation. Of the 12 communications sent (each communication refers to a different Theme), three have concluded the consultation cycle.

"The ConQuest External User Group (CEUG) has now met on five occasions since October 2009. The group was formed in order for the Q Project team to provide updates and to share improvement proposals, which, if adopted will change the way we do things when processing your Contacts (aka Queries). The seminar is your opportunity to have a voice, participate in 'round table' discussions and to hear first hand the progress updates."

If you need details of who represents your organisation, please contact the xoserve Customer Team.

Visit our new web pages on xoserve.com - http://www.xoserve.com/Q_Home.asp

NTS EXIT REFORM

We are pleased to report that Phase 1 of the NTS Exit Reform project was successfully implemented on 6th June 2010. The first application window for the new Exit Regime is due to commence on 1st July 2010 within the implemented NTS Exit Reform system.

Access to the system has been granted to those Users that have requested this. Any new accesses required going forward should be requested via the xoserve website at www.xoserve.com/clc5.asp or by contacting the xoserve Customer Lifecycle team via customerlifecycle.spa@xoserve.com

For Phase 2 of the Exit Reform project the detailed design has been completed. Construction is now underway and is currently scheduled for implementation in April 2011. High Level Planning for Phase 3 of the project is ongoing.

If you have any questions on the Exit Regime business processes then please contact the National Grid Transmission Capacity team via the following box account; nts.exitcapacity@uk.ngrid.com

For any project related queries please submit these to the xoserve project team via xoserve.ntsexitreform@xoserve.com

DAILY METERED ELECTIVE (DME) REGIME



LORRAINE CAVE

Following engagement with the industry, requests have been made for enhancements to the existing projects scope and these are currently being considered as part of a future phase of the project.

We are planning a further Shipper Awareness session for mid July and strongly recommend attendance by all shipper customers regardless of whether you are participating in the DME regime or not, as all parties will be impacted. The details can be found on the Joint Office site under the UK Link Committee and Distribution Work stream links.

For more information please contact **Lorraine Cave** on 0121 623 2728 or email xoserve.DMElective@xoserve.com

FORTHCOMING EVENTS

<i>EVENT</i>	<i>DATE, TIME AND VENUE</i>
xoserve Operational Forum	13th July, 10.30am-1.00pm, xoserve 31 Homer Road
User Pays User Committee	16th July, 11.00am-12.00pm, Teleconference
Distribution Workstream	22nd July, 10.30am, Holiday Inn 61 Homer Road
DM Elective Shipper Awareness Workshop	26th July, 10.00am-4.00pm, xoserve 31 Homer Road

USEFUL CONTACT NUMBERS



Dedicated Shipper Helpline	08705 216121
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 Or, contact Diane Cedra: diane.cedra@xoserve.com

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