

Financial Adjustments as a Result on an AQ Defect Q&As

Updated: 27th October 2020

| | Question | Answer |
|---|--|--|
| 1 | How do I raise a query relating to a financial adjustment? | Invoice queries can be raised via CMS using code 'GIC' (Generic Invoicing Contact), this is the route to challenge to an adjustment invoice or charge calculation. Please note that this can only be done once the invoice has been issued. If you have any queries prior to invoice issue relating to the charges, please send to box.xoserve.IssueResolution@xoserve.com |
| 2 | When will the invoices for the adjustments be issued? | The invoices for the financial adjustments will not be issued any earlier than December 2020. Once all the adjustments for the historical AQ defects are processed we shall discuss with customers on timings on the invoices. |
| 3 | Once these adjustments are processed will there be any further adjustments? | Yes, for all defects impacting the AQ, once the defect is resolved and the AQ recalculated the MPRNs will be processed through the adjustment tools. This will identify if an adjustment is due and will calculate the financial adjustments. We will talk to customers throughout this process and provide information of the adjustments prior to invoicing. |
| 4 | How were the adjustments identified and calculated? | Please find a link to the material which explains the Financial Adjustments Methodology and Financial Adjustment Principles documents. https://www.gasgovernance.co.uk/sites/default/files/ggf/2020-08/7.3.4%20Adjustments%20Methodology%20%282%20of%20%20papers%29.pdf https://www.gasgovernance.co.uk/sites/default/files/ggf/2020-08/7.3.4%20Adjustment%20Principles%20%281%20of%20%20%29.pptx |
| 5 | How do I know what MPRNs are impacted? | The impacted MPRNs have been issued to customers including the data used to calculate the adjustment. These were sent on 9 th October 2020 Comms Ref: XCE1916. |
| 6 | Who do I contact if I have a specific query on the financial impact to my organisation | Please send any queries to: .box.xoserve.IssueResolution@xoserve.com or you Customer Advocate https://www.xoserve.com/about-us/your-customer-team/ |