

Dear Colleague,

Following funding approval in early July, we have now mobilised the UIG Task Force and look forward to sharing with customers our progress at the DSC Change Management Committee on 8th August – you can find a more detailed update that will be discussed at: <https://www.gasgovernance.co.uk/sites/default/files/ggf/2018-08/8.%20XRN4695%20UIG%20Taskforce%20Update.pptx>

We have seconded an internal team of subject matter experts from our Operations and new Data Office teams, with recruitment currently underway to allow us to backfill resources and supplement the task force. We are also pleased to be in the final stages of contractual negotiations with our analytics partner, which will contribute vital analytics expertise to complement our in-house knowledge.

While the Task Force is still in its discovery phase, our immediate focus is to develop a detailed plan for the initial advanced analytics sprints and activities that will better quantify the impact of potential drivers of UIG. This will be guided by our existing understanding of UIG root causes, whilst remaining flexible and open to reprioritisation as we gain a deeper understanding of the underlying issues.

The Advanced Analytics team have already begun work to prepare the data and create a secure testing environment that will enable us to hit the ground running in the first week of September when our first sprint commences.

We are continuing to work on how we will report back to our customers throughout the process to make sure our progress is transparent and the benefits understood - a topic we are keen to continue to discuss with customers as we gain greater clarity on the impact and priority of our activities.

The Task Force remains a top priority for Xoserve, and we look forward to sharing more specific insight in the coming months.

If you have any further questions or comments, please contact; [.box.xoserve.CustomerOpsComms@xoserve.com](mailto:box.xoserve.CustomerOpsComms@xoserve.com)

Kind regards,

Ranjit Patel – **Chief Customer Officer**