

Dear Customer,

Following a successful kick-off with our analytics partners earlier this week, the first sprint is now fully underway. We have prioritised a diagnostic of the underlying volatility of Unidentified Gas (UIG) and understanding the shoulder months, given the impact this is having on the industry and our customers. To facilitate this we have extended the first sprint to three weeks. While we plan to issue a full report once the sprints have completed, we will also provide brief updates on our progress at the end of every sprint to inform customers on what the data is telling us.

Investigations of the Issue Analysis workstream have led us to prioritise four key issues based on our initial understanding of materiality: the use of estimates for Daily Metered (DM) sites, theft of gas, accuracy of the Non-Daily Metered (NDM) algorithm and inaccurate/out of date Annual Quantities (more detail on these can be found in the UIG issues tracker on the website [here](#)). This has generated an initial set of actions and recommendations for Xoserve and the industry to discuss at September's Change Management Committee, you can find the slide deck [here](#).

Our engagement with customers on these matters is therefore likely to increase over the coming weeks. A key topic for customers to consider is the principles for engaging the industry. The materials for September's meeting set out a proposed approach for how we see this working in practice. In particular, I am proposing that customers put forward a dedicated UIG Representative from their organisation. This would enable a quick and direct engagement between the Task Force and individual shippers, and help us to facilitate the release of bespoke action plans, track progress on recommendations and monitor performance on known issues through live dashboards. This will form a crucial part of the work over the months ahead and will require ongoing commitment from our customers and ourselves. We will be in touch to discuss this with you once we have agreed the approach.

Finally, I'm pleased to introduce Alex Stuart as the Programme Manager of the UIG Task Force, who will be present at the meeting next week (in place of myself, as I am on annual leave). I am also pleased to introduce Leanne Jackson as the Task Force's Customer Engagement Manager, who will be leading on UIG industry engagement over the coming months.

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

Best regards

Ranjit

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