



# New Customer Support Guide





## Using this Guide

### The Navigation Bar

The navigation bar at the top of every page can be used to get around the document:

This will take you to **this page**.

This will take you to an **overview of Xoserve**.

This will take you to a **brief overview of the Gas Timeline**.

This will take you to an **interactive list of contents**.

This will take you to **the previous page in the document**.

This will take you to the **first page of the document**.

This will take you to the **next page in the document**.



## Useful Info

Press 'ctrl + l' ('cmd + l' if using a Mac) to view the PDF full screen, and 'ctrl + p' ('cmd + p' if using a Mac) to bring up the print options.

We recommend that you use Adobe Acrobat or Reader to use and navigate this document.

Using the 'find' function in Adobe Acrobat or Reader will search for and return any instances of chosen keywords throughout this document.



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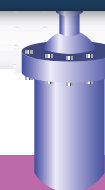
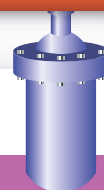
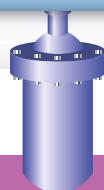
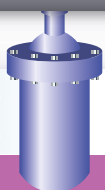
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## Introduction

Xoserve, the Central Data Service Provider (CDSP) for the Gas Industry, was founded on 1st May 2005 and is an integral part of the gas market in Britain.

Xoserve provides a range of centralised services to the gas industry in Britain. It manages all the key data associated with the majority of the 22 million gas meter points across the country and carries out the registration and customer switching services for the industry. Xoserve also manages the energy allocation and invoicing on behalf of the country's large Gas Transporters, and through its knowledgeable employees, based in Solihull in the West Midlands, it helps the industry manage change to the processes and systems which enable the country's commercial regime for gas to operate. In managing the gas industry's data and processes we operate a number of large and complex computer systems, including UK Link and Gemini.

The following modules are designed to give you an overview of the key systems and services provided by Xoserve.





## Gas Industry Timeline

1986

British Gas Privatised.  
Assets of British Gas corporation transferred to British Gas plc.

Shares in British Gas plc offered on the stock market: trading begins in British Gas shares.

1993

Monopolies and Mergers Commission report restructures British Gas into five business divisions – Transco (Transporting and storage of gas), Public Supply( domestic market), Business Gas (supplies over 2,500 therms p.a) and Service and Retail. E&P and Global continue to operate in international Markets.

1997

Demerged into BG plc and Centrica plc. British Gas's sales, gas trading, services and retail businesses, gas production businesses from North and South Morecambe gas fields transferred to Centrica. Transportation and storage (Transco) exploration and production (excl. North and South Morecambe Gas fields), international downstream, research & technology and properties businesses remain with BG plc.

1999

BG Group formed with subsidiaries BG Energy Holdings Ltd, BG Transco plc and others into Transco.

2000

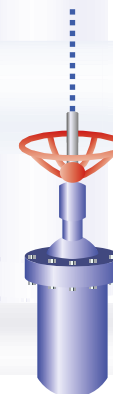
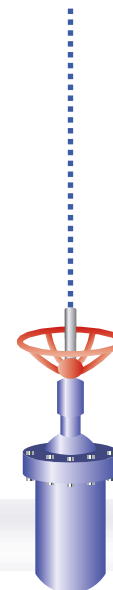
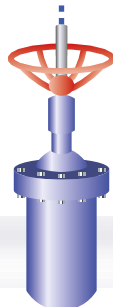
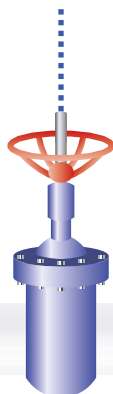
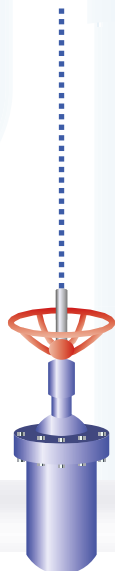
Second Demerger results in two distinct companies, BG Group (which contains the former BG International business unit), and the new Lattice Group. Transco becomes part of Lattice Group plc.

2002

Lattice Group plc merged with National Grid to form National Grid Transco plc-the UK's largest Utility

2005

National Grid sells four DN's to focus on transmission as core business area. Four New players (Distribution Network Companies or DNCos) enter distribution market. In support of DN sales, National Grid established an agency (Xserve) to minimise impact of DN sales on shippers. National Grid Transco renamed National Grid.





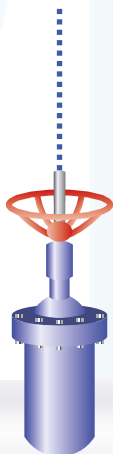
## Gas Industry Timeline

2009

Developers of a major regeneration project at King's Cross unveil plans to incorporate the structures of four of the original gas holders within new buildings on the site.

Two new LNG terminals at Milford Haven commissioned.

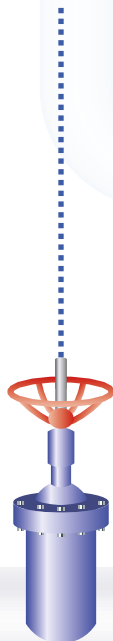
Introduction of 'smart' domestic gas meters.



2010

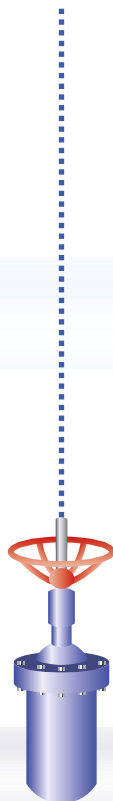
The highest gas demand ever recorded in the UK (465.46MCM) is delivered on 8th January.

First renewable gas production site is connected to the NTS.



2012

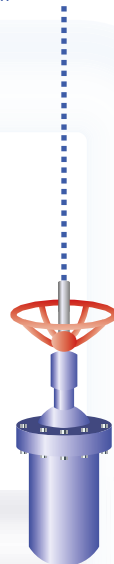
Celebration of 200 years of the gas industry.



2017

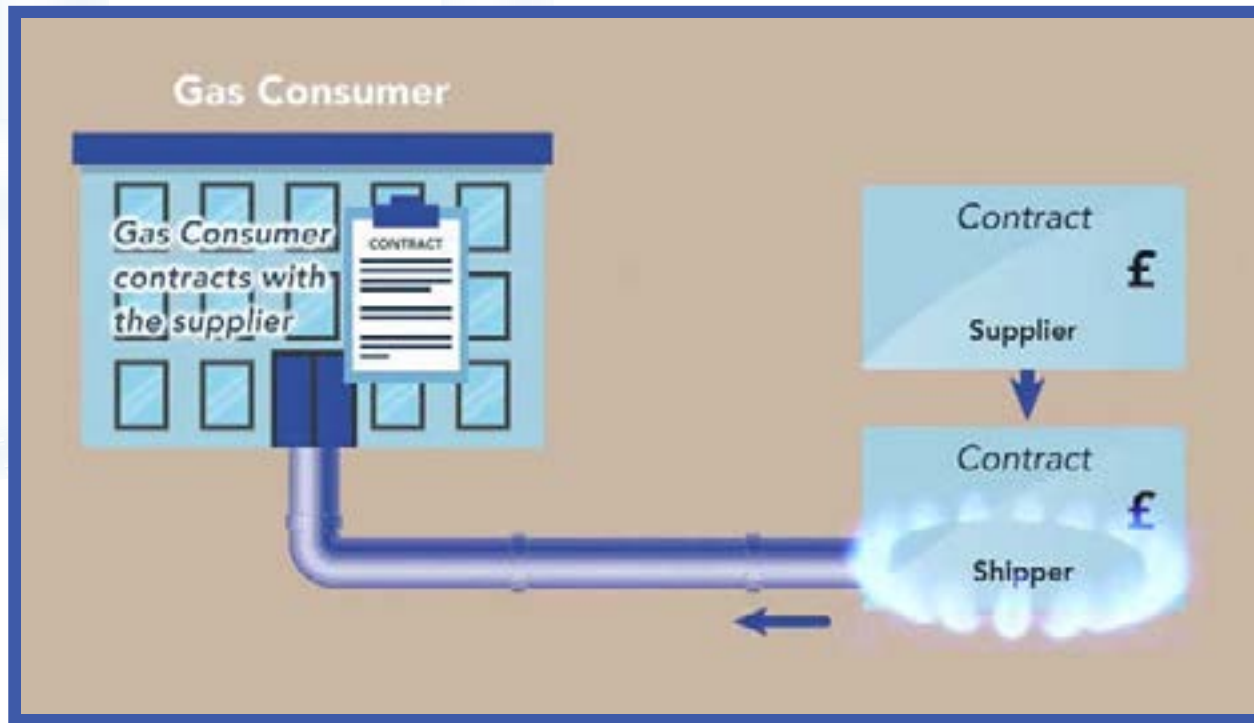
UK Link Replacement went live on the 1st June

Xoserve's Funding, Governance and Ownership Programme (FGO) Xoserve took on its role as the gas industry Central Data Services Provider on the 1st April





## Gas Consumer Journey





# The main functions of the UK gas industry

*There are four main elements:*



## Production and importation

Gas comes from offshore fields in the North and Irish seas. It's also brought over from Ireland, Belgium and the Netherlands via interconnector pipes and imported in the form of liquefied natural gas (LNG). A small amount is produced on shore, too. Gas producers, LNG importers and interconnector operators bring the gas on shore to reception terminals and LNG importation terminals.

## Transmission

National Grid is the sole owner and operator of gas transmission infrastructure in the UK. Gas producers supply gas to the national transmission system (NTS) through reception terminals. Gas from the importation terminals is injected into the NTS after quality checks. Also, gas that's been held in storage can be reintroduced into the system. Compressor stations keep the gas flowing through the system.

## Distribution

Gas leaves the NTS at points across the UK. It's odourised for safety then transported in the distribution networks for final delivery to consumers.

## Supply

Whichever gas supplier they choose, gas is delivered to most consumers' premises through a pipe belonging to the local distribution network.

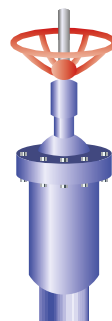




Click each icon  
to navigate!



## Who pays for what



**Gas producers and importers** sell gas to licensed shippers, who then own the gas as it travels through the transmission and distribution networks.

**Shipping involves buying gas** from the producers, arranging for it to be conveyed to supply points (via National Grid NTS) and selling it to gas suppliers. National Grid are not a gas shipper. Shippers pay National Grid to run their gas through the national transmission network, and LNG importers pay for the right to land LNG at National Grid importation terminals.

**Shippers also pay** gas distribution network operators to transport their gas to homes and businesses. These charges are passed on to consumers and reflect the cost of building, maintaining and operating the networks and running a 24-hour gas emergency helpline.

**Gas consumers** – homes and businesses throughout the UK – have many gas suppliers to choose from. The supply companies pay the gas shippers who buy gas and arrange for it to be transported.



# What you need to consider when building a portfolio

## Step One:

- Need to have acceded to UNC to which they intend to supply.
- More info available [here](#)

## Step Two:

- Have sufficient Energy and Transportation security for their Market Intentions.
- More info on Energy Balancing can be found [here](#)
- More info on Transportation Security can be found [here](#)

## Step Three:

- Before a Shipper can arrange to have gas conveyed they must book sufficient pipeline and storage capacity in the supply system to meet their supplier's customers' demand. Shippers do this by booking capacity (usually for 12 months) with the Transporter. The other way of obtaining capacity is by buying it from another Shipper who has spare capacity this is known as Capacity Trading.



## Supply Point Register (UK Link)

### The Main Players:

In order to charge Shippers for Gas transportation, the Transporters need to know which Shipper supplies each Supply Point and how much Gas is used. Therefore, Xserve maintains records of all Supply Points in Great Britain to which Gas is transported through the Gas Transportation System.

The details recorded may include:

- The Meter Point(s)
- The Shipper/Supplier
- How much Gas is consumed
- Who to contact in an emergency



## SPA (Supply Point Administration) - Overview

Supply Point Administration is:

- A set of processes developed to meet the requirements of the Uniform Network Code in terms of the ownership and operation of supply points
- SPA receives requests from the shipper through batch files and generates appropriate responses
- The nomination and confirmation process facilitates the registration of sites through SPA
- The SPA process also includes the objection and voluntary withdrawal process
- The objection process facilitates the current shipper to object the confirmation from the incoming shipper to retain the ownership of the site
- The voluntary withdrawal process allows a shipper to withdraw from a site at their own request
- The SPA process aides the transfer of ownership process



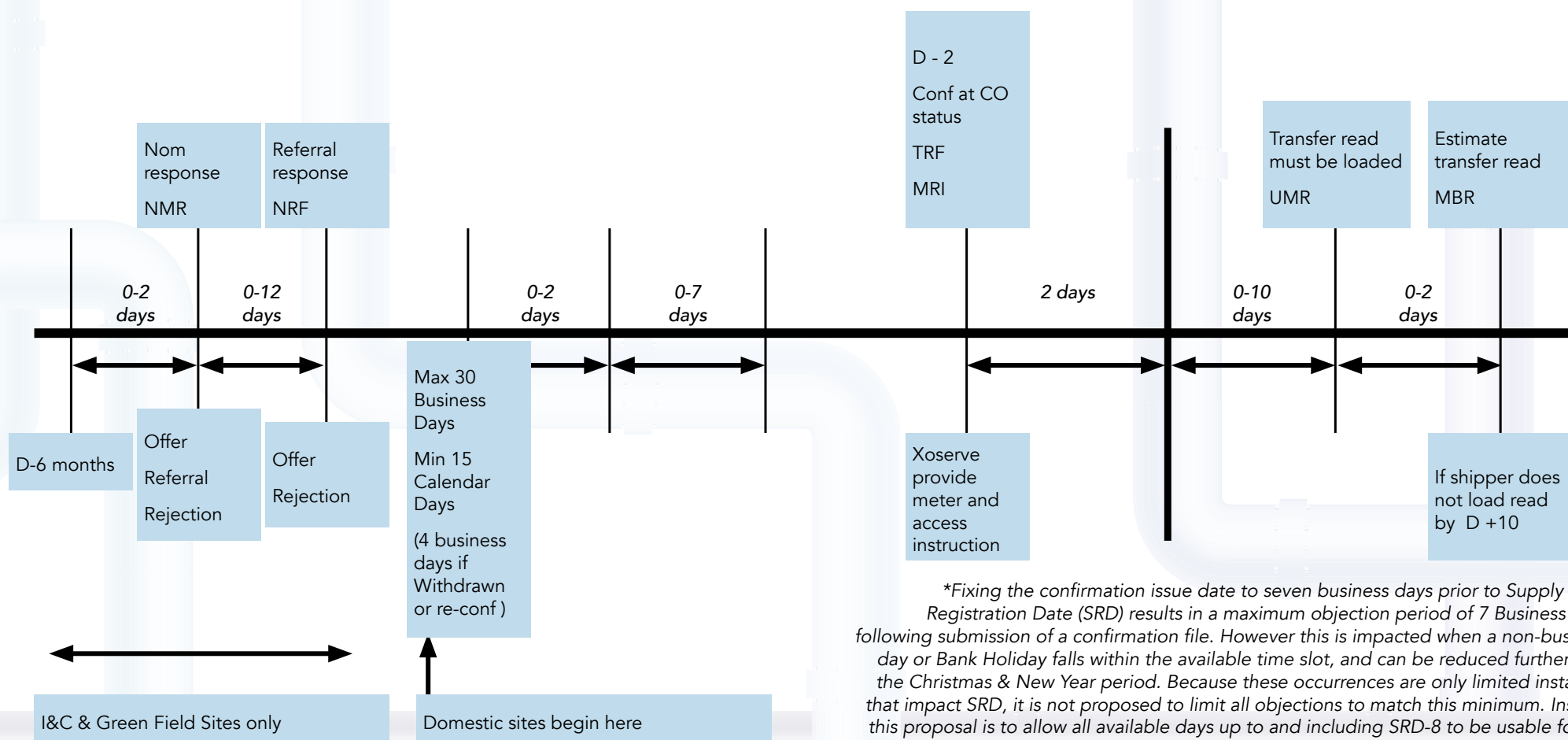


## Common SPA terms

- **Domestic:** a supply point consuming equal to or less than 73,200 kWh
- **I&C (Industrial and Commercial):** a supply point consuming more than 73,200 kWh pa
- **NDM (non daily metered):** a meter that is read monthly, six-monthly or annually
- **DM (Daily Metered):** a meter that is read every day
- **AQ (Annual Quantity)** – the expected volume of gas that a meter point will consume within the gas year
- **SOQ:** Supply off-take quantity (daily)
- **SHQ:** hourly quantity (applies to DMs only)
- **Firm:** a site that must have a supply of gas at all times
- **Interruptible:** a site with alternative fuel arrangements that agrees to interrupt its gas usage when requested

- **Nomination (NOM file):** first step to gain ownership of a "greenfield" or I&C site (>73,200)
- **Offer:** response to a nomination, detailing applicable charges should the Shipper gain the site
- **Confirmation (CNF file):** Shipper confirmed intent to gain ownership and specifies date on which they will take supply – Sent in response to offer nomination for I&C sites; confirmation-only process for domestic sites (<73,200)
- **Objection:** the current Shipper can prevent a transfer by objecting within the Objection Window - Shipper can object for reasons "Contract", "Debt" or "Customer request"
- **Withdrawal:** if a Shipper no longer wishes to supply a site, they may withdraw - The site remains live with them until another Shipper takes ownership, or the site is isolated

# Supply Point Transfer Timeline



\*Fixing the confirmation issue date to seven business days prior to Supply Point Registration Date (SRD) results in a maximum objection period of 7 Business Days following submission of a confirmation file. However this is impacted when a non-business day or Bank Holiday falls within the available time slot, and can be reduced further over the Christmas & New Year period. Because these occurrences are only limited instances that impact SRD, it is not proposed to limit all objections to match this minimum. Instead this proposal is to allow all available days up to and including SRD-8 to be usable for the production of Objections. Therefore the minimum window in which a confirmation could be achieved would be 21 Business days, where the confirmation request would be on Day 1 of that period and SRD would be on Day 21. This solution ensures that ALL transfers would happen within 21 Business Days, without exception.



## Local Security Officer (LSO)

An LSO is the first point of contact for any system registration or security access issue, for instance to reset passwords for Gemini, Data Enquiry Service (DES) and Contact Management System (CMS).

An LSO for DES has the ability to create, amend and delete accounts.

An LSO for Gemini has the ability to request accounts and reset passwords.

An LSO for CMS has the ability to create accounts and reset passwords.

The LSO is initially identified within the User Admissions process and after this, the existing LSO can request for additional LSOs to be created, by using the [LSO Request Form](#)

Please note, this role does not allow access to the information held within the Data Enquiry System. In order to access the data held within Data Enquiry you will need to have a DSC (Data Services Contract) in place.



## Access to Systems

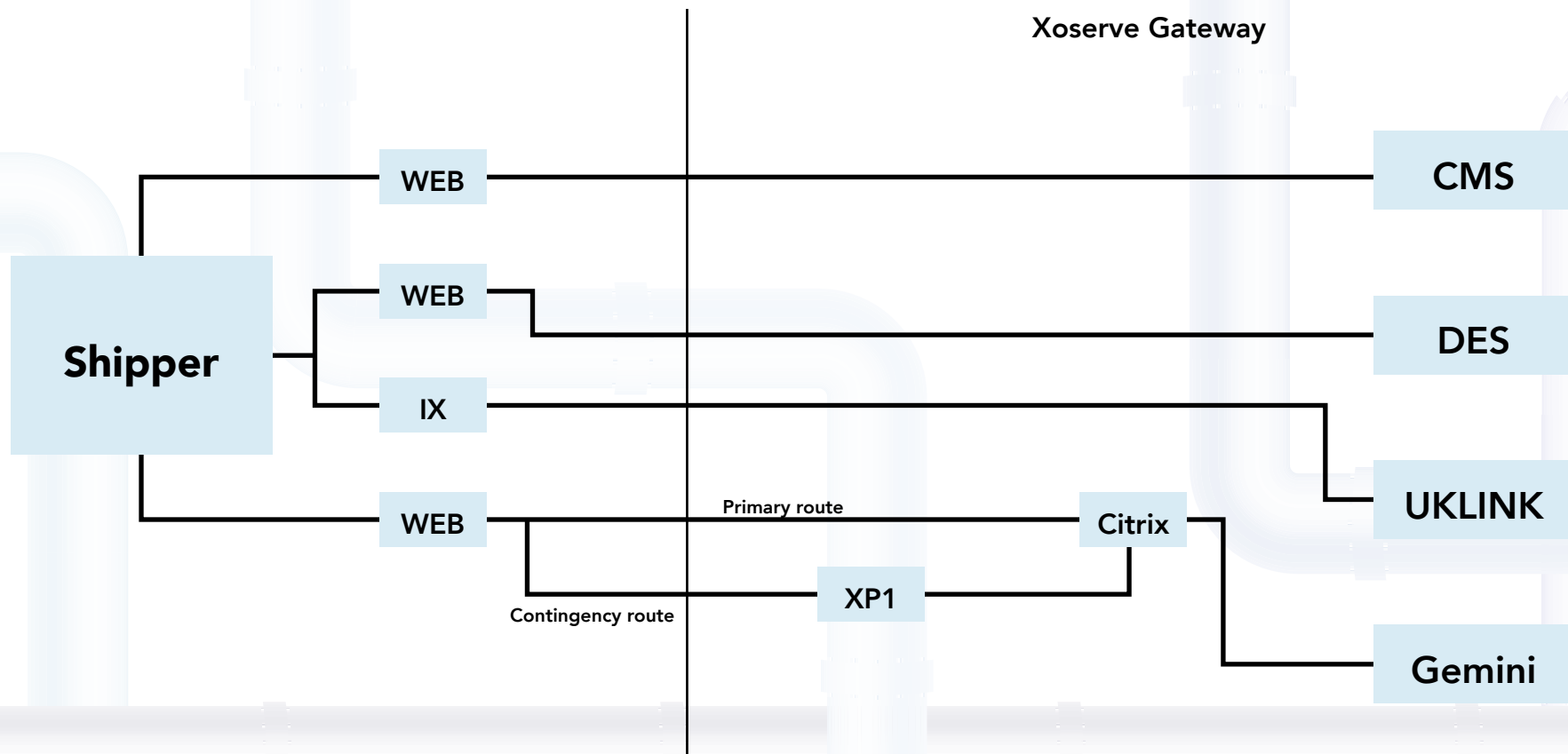
- **Information Exchange (IX)**
  - Access Provided as part of User Admission (Customer Set up)
  - Used for Gemini connection, Invoicing and Supply Point Administration
- **Gemini - [Click here for Gemini page](#)** - Citrix receiver is required to access Gemini, information will be provided to you when you register with Gemini and provided by Customer Onboarding Life Cycle Team
  - Used for gas trading
  - Access Requested through Local Security Officer (LSO) nominated by your organisation
  - XP1 web access for contingency (RSA Token)
- **Contact Management Service (CMS) - [CMS login](#)**
  - Used for challenging data on portfolio e.g. Address, Duplicate,
  - Appointed LSO for your organisation manages access
- **Data Enquiry Service Data Enquiry Login - [Data Enquiry login](#)**
  - Allows online access to view portfolio and MPRN information
  - A specific service from the Data Services Contract (chargeable)





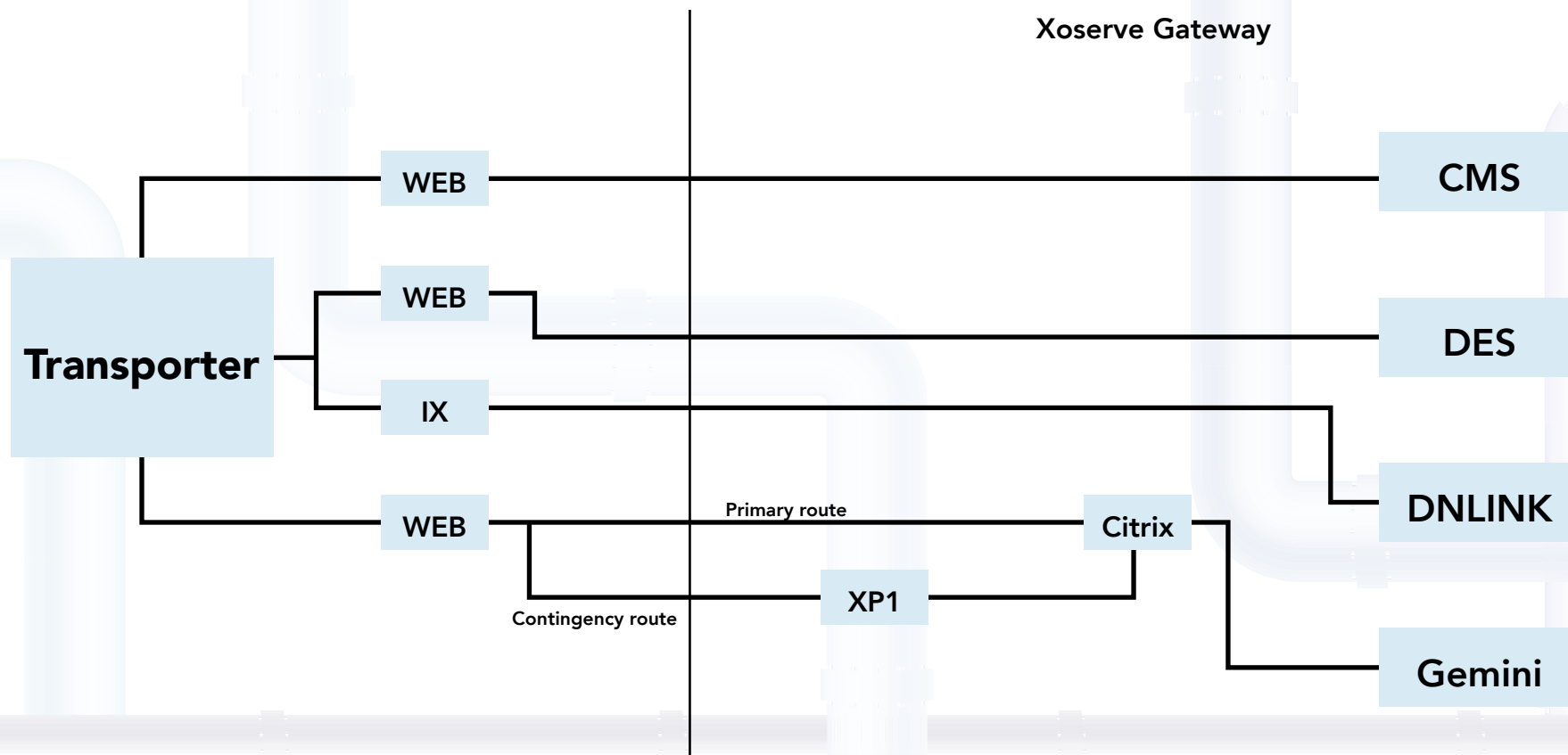


## Shipper Systems





## Transporter Systems





## CMS (Contact Management Service)

The Contact Management Service is a database used to process contacts to and from Xoserve. An example of contacts are ADD (Address amendments), DUP (Duplicate MPRNs) and ISO (Isolation requests).

- The Customer Onboarding Lifecycle Team will set up your first Local Security Officer (LSO). A LSO is the first point of contact for any system registration or security access issue, for instance to reset passwords for Gemini or Data Enquiry) who can add as many user account as they like. This is a non chargeable service.

Access via: [https://www.xoserveportal.com/am\\_login/](https://www.xoserveportal.com/am_login/)

### Frequently asked questions:

<https://www.xoserve.com/systems/contact-management-service/#faq>

### CMS User Guides:

<https://www.xoserve.com/systems/contact-management-service/#guides>

CMS helpline for support on raising contacts: 0121 713 4903 or [ewenquiries.spa@xoserve.com](mailto:ewenquiries.spa@xoserve.com)



## Data Service Contract

The Xoserve funding, governance and ownership (FGO) Programme was established to define and deliver a blueprint for a co-operative, inclusive and transparent governance and funding model for Xoserve as the Central Data Services Provider ("CDSP") for the gas industry. The FGO arrangements were implemented on 1st April 2017.

The Annual Charging Statement sets out the charges for the services provided under the Data Services Contract and these can be viewed by clicking [here](#).

All Gas Transporters ("GTs"), independent Gas Transporters ("IGTs") and Shipper Users (as defined in the Uniform Network Code) are required to accede to the Data Services Contract ("DSC") with the CDSP. Trader Users (as defined in the Uniform Network Code) will enter into a UK Link User Agreement (UUA).

The Xoserve Customer Onboarding Life Cycle Team will arrange for all applicant organisations to accede to the DSC/UUA. Our Customer Onboarding Life Cycle Team can be contacted on 0121 623 2539 or [customerlifecycle.spa@xoserve.com](mailto:customerlifecycle.spa@xoserve.com).



## Data Enquiry Service

Data Enquiry is a DSC service that provides D-1 access to the data held in UKLINK to access supply points that are within their supply point portfolio and other authorised users the option to view details of particular supply meter points.

Access to the service request form will be provided by the Customer Onboarding Life Cycle Team.





# What is Gemini?

Gemini is a scalable and strategic suite of web based applications, used by National Grid and Business Associates to manage the transport of gas via pipelines. It is classified into two different systems, Gemini and Gemini Exit both of which are hosted on the same web page after user logs into Gemini.

These processes include:

- Gas Nominations both GB & EU
- Gas Trades
- Energy Balancing
- NTS Entry Capacity Booking
- NTS Entry Capacity Trading
- Long Term NTS Exit Capacity Applications
- NTS Exit Capacity Transfers
- NTS Exit Capacity Assignments
- Daily NTS Exit Capacity Auctions
- Constraint Management Actions
- NTS Exit Capacity Invoicing
- IP Auctions

The systems are wholly managed by Xoserve, however are owned by National Grid.



## Gemini Access

Users access Gemini through an application called Citrix, and a user will require two user ID's to be created. One user ID will be to login into the Citrix application and the other is the login to the Gemini system itself. These user ID's can only be requested via the company Gemini LSO.

Gemini works on a role based system whereby, a users ID will have certain roles associated which will allow the user to perform their processes within the system.

You will need to contact your company Gemini LSO to submit a request for the creation of your user ID and to request the required roles to your ID.

Please complete the [Security Access Request Form for Gemini](#) for this.



# Gemini Training

On Xoserve.com there is a page which relates to [Gemini training](#). This page will provide you with the information on how to use Gemini.

This is predominantly via a web based e-learning package, however there are also a list of NTS user guides.

The e-learning package is broken down for ease of use into the following sections:

## Gemini

- Overview to the UK Gas Business and Gemini
- Module Orientation
- Overview to Gemini Entry Capacity
- Overview to Gemini Energy Balancing
- Overview to Gemini Exit Capacity

## Gemini Exit

- Explain the business processes related to NTS Exit reform
- Identify the application processes related to NTS Exit Reform
- Map business needs to the application processes
- Work with the processes related to NTS Exit Reform
- Describe the common terms in NTS Exit Reform



## Gemini Technical Publications

There is also a [Gemini Technical publications](#) page which provides a list of technical documents under the following headings:

- Gemini Invoicing
- Gemini Contingency Procedures
- API document
- Citrix document



## XP1 Contingency

When Gemini is not accessible via the primary IX route then a registered user is able to connect to Gemini using an XP1 token. This allows the to access Citrix and Gemini via a web browser.

You will need to complete a specific service [request form](#) to request XP1 tokens. Your first XP1 Token is free and any additional tokens are chargeable.

You are able to find more information on the [XP1 Contingency Page](#) on [Xoserve.com](#)



# Invoicing

- Xoserve are responsible for the delivery of Transportation Billing on behalf of Network Operators (NWO), Energy Balancing invoicing and Credit & Risk on behalf of National Grid.
- Xoserve ensure that Shippers and Traders who use the Transporter's networks are charged in accordance with the Uniform Network Code (UNC) as per the NWO Charging Statements.
- Xoserve Billing Calendar can be found [here](#)
- For DSC you have 20 business days to pay the invoice and all other invoices are 12 calendar days.
- XOSERVE comprehensive invoices and charges types for Shippers can be found [here](#)





## Invoicing

Invoice	Xoserve Contact
Capacity & Commodity	capcom@xoserve.com
FSG	ric.fsgcompensation@xoserve.com
Invoicing queries	xoserve.invoicing@xoserve.com
Amendments	recandrbd.billing@xoserve.com
Prime & Sub	primesubs.pgt.cpm@xoserve.com
Duplicates	copyinvoice.billingoperations@xoserve.com
Energy Balancing	ebi.billing@xoserve.com
NTS Capacity	rgtainvoicing.im@xoserve.com
Ancillary Billing	adhoc.billing@xoserve.com

This table provides the various Xoserve email addresses for invoicing requests and queries



# Industry Change programme

Our Change Programme can be found [here](#)

Xoserve's Funding, Governance and Ownership (FGO) Programme can be found [here](#)

Gemini changes can be found [here](#)

DSC Change Management Committee can be found [here](#)

DSC Contract Management Committee can be found [here](#)

The DSC Delivery Sub-Group (DSG) is a sub-group of the DSC Change Management Committee, focused on managing industry aspects of the delivery of change to the UK Link systems, more information can be found [here](#)

Change Horizon Overview can be found [here](#)



## Training and Education

We have a dedicated training and education section on Xoserve.com. We are eager to understand training or educational requirements. As we gather feedback and requests, we will develop and deliver customer focused training programmes to meet your needs.

Responding to customer requests, we have already delivered education days and training material for:

- Customer Induction Day
- Invoicing Discovery Days
- Non-Standard Sites Training
- Ad-hoc 1-2-1 customer training
- Unidentified Gas (UIG)
- UK Link Release 3

You can find all educational resources, including our training plan [here](#).