



# **I & C Shipper Constituency**

Thursday 17th September 2020

# Agenda

- Must Reads Update – Helen Field
- BP21 - Deborah Coyle
- AQ taskforce Update - Michele Downes
- Meter Point Reconciliation Update – Matthew Taylor
- November 2020 Release Update – Ed Healy
- Meters on by-pass (PAC Request for Assistance/Investigation) – Fiona Cottam
- CSS Update – Rob Westwood
- KVI Update & Pulse Check – Dionne Thompson



## **Must Read Industry Journey review**

Victoria Mustard

10/09/2020

# Project Phases

- Following the initial workshops held with representatives of all customer segments we intend to split the Must Read process review into 3 phases
- Phase 1 – Existing Must Read cleanse
- Phase 2 – Outstanding Read requirements analysis
- Phase 3 – Process Improvement phase

# Phase 1 Must Read Cleanse - Completed

Current Outstanding Must Read Pot	
MUR Created in Apr'20, May'20 & Jun'20	19628
DE/EX	300
Shipperless	1367
READ	103085
NO READ	54616

- Xoserve engaging with all IGT/GT customers to review and close down (where appropriate) the DE/EX, Shipperless and Read pots (aim to complete by mid September)
- All Shippers will be informed individually of the confirmed closed must reads when confirmed – aiming to have all Shippers updated by 30th September.
- Confirmed that all DN's and all IGT's allowed the Shipperless/DE/EX and READ pots to be reviewed, resulting in 104,752 of aged MUR contacts to be closed (without charges being generated) before 30th September
- Next steps – review and confirm with Shipper community individual status of outstanding aged read pots before end of September, these will be sent to all contract managers via email before the end of September 2020.

# Phase 2 Outstanding Read requirements analysis

Current Outstanding Must Read Pot	
MUR Created in Apr'20, May'20 & Jun'20	19628
DE/EX	300
Shipperless	1367
READ	103085
NO READ	54616

- Xoserve running more detailed analysis on these pots to understand read history and address details more clearly.
- All Customers to be informed of progress following analysis (analysis completion aim end of August)
- Xoserve to work with GT/IGT community following analysis to enable them to collect reads /update address data/close MUR contacts if no longer relevant

# Phase 3 Process Improvement Phase

Phases

## DISCOVER

Orient and Engage, understand the service today

## DEFINE

Use the research to define areas to focus on

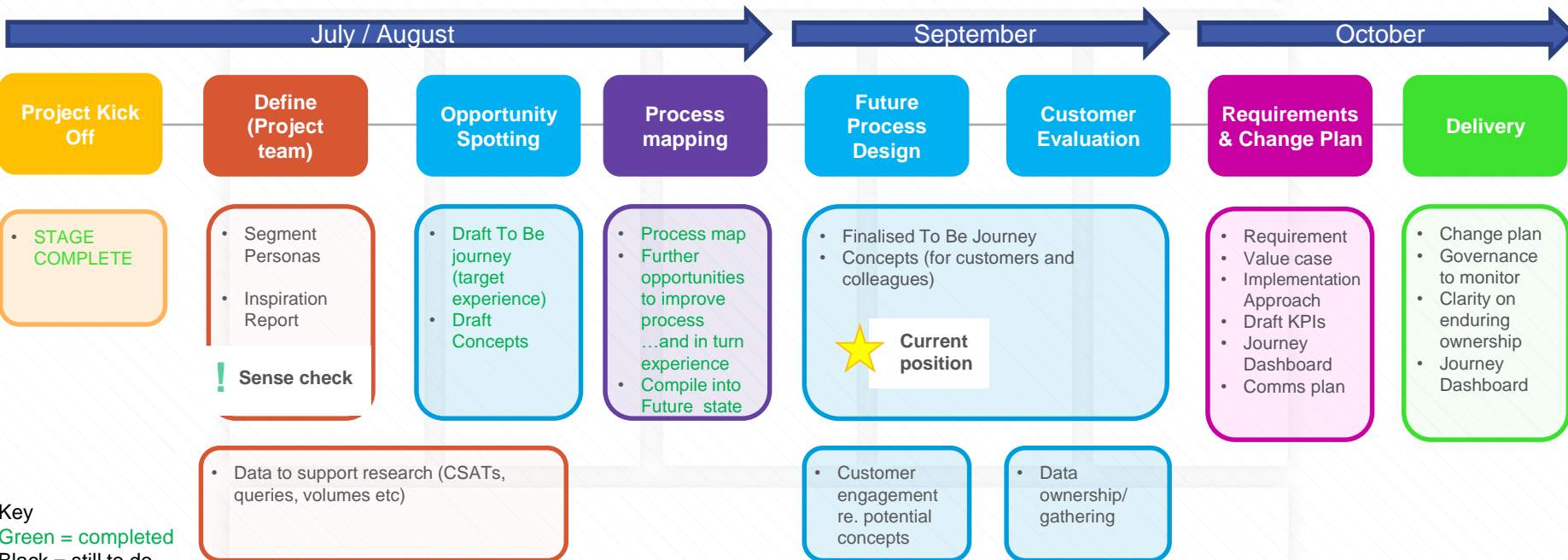
## DESIGN

Generate a spread of ideas - explore widely to reduce the chance of missing something valuable, before focusing in and designing solutions  
Design the target experience with customers in mind and review this with users. This may be an iterative process to establish the finalised journey and concepts.

## DELIVER

Determine change plan and business case.  
Handover to business with appropriate monitoring/measures agreed

Key Outputs



Supporting Info

Key  
Green = completed  
Black = still to do

# BP21 – Business Plan

- To view details of the first draft Business Plan follow the link below:  
<https://www.xoserve.com/media/40632/bp21-first-draft-singles.pdf>
- If you have any questions or would like to arrange an individual meeting to discuss the document in detail please contact me on 0121 229 2152 or via email at [Deborah.coyle@xoserve.com](mailto:Deborah.coyle@xoserve.com)





# **AQ Taskforce Update CoMC**

16<sup>th</sup> September 2020

Version 1.0

# Summary

- Following continued analysis and assessment of the enhanced operational reporting, as well as the focused root cause output delivered by the AQ Taskforce we have seen an increase in the number of defects this month. The number of open defects now stands at 28 (see AQ Defect Status slide, and Open Defects slide). Positively the operational rigor that is now being enforced to the process is driving these defects out allowing for permanent fix to be applied.
- We continue to focus on determining the scale of historic financial adjustments following defect fix/AQ correction. Since August's CoMC we have:
  - Concluded the design and build of the three tools required to undertake the analysis of the historic financial adjustments, namely:
    1. **AQ Decision Tree tool** –Using our adjustment methodology (previously shared) as its input criteria, this tool will identify the impacted MPRNs and the affected consumption period
    2. **AQ Simulation tool** – Using the MPRN's from the Decision Tree tool, the AQ simulation tool will identify all relevant data needed to support the financial adjustment (E.g. current & new AQ, SOQ, EUC band & number, Network & LDZ, start & end read & dates used for the new calculation, TTZ & exchange counts, current meter class & effective date etc.)
    3. **Billing tool** – This tool will significantly reduce the manual efforts that would otherwise be required for these adjustments and will align with the Adjustment Principles (previously shared)
  - At the time of producing this deck we remain in the UAT/Performance testing phase and continue to be on target for implementation w/c 7<sup>th</sup> September.
  - As previously communicated, once these tools are implemented we will start to individual engage with customers on what impact this has had on them and where required undertake the necessary adjustments.
- Development of root cause work packages continues and discussions are underway with our suppliers to understand delivery approach.

# AQ Defect Status (breakdown as at 3<sup>rd</sup> September 2020)

77

Defects impacting AQ since August 2019  
(+17 raised since last month)

28

Open Defects

(+15 from previous month, 10 raised as a result of checking assurance reports)

13

Analysis

(+9 from previous month)

3

UAT

(-3 from previous month)

0

Awaiting Deployment

(same as previous month)

4

Fixed, Deployed  
Awaiting Data Correction

(+1 on previous month)

49

Resolved defects

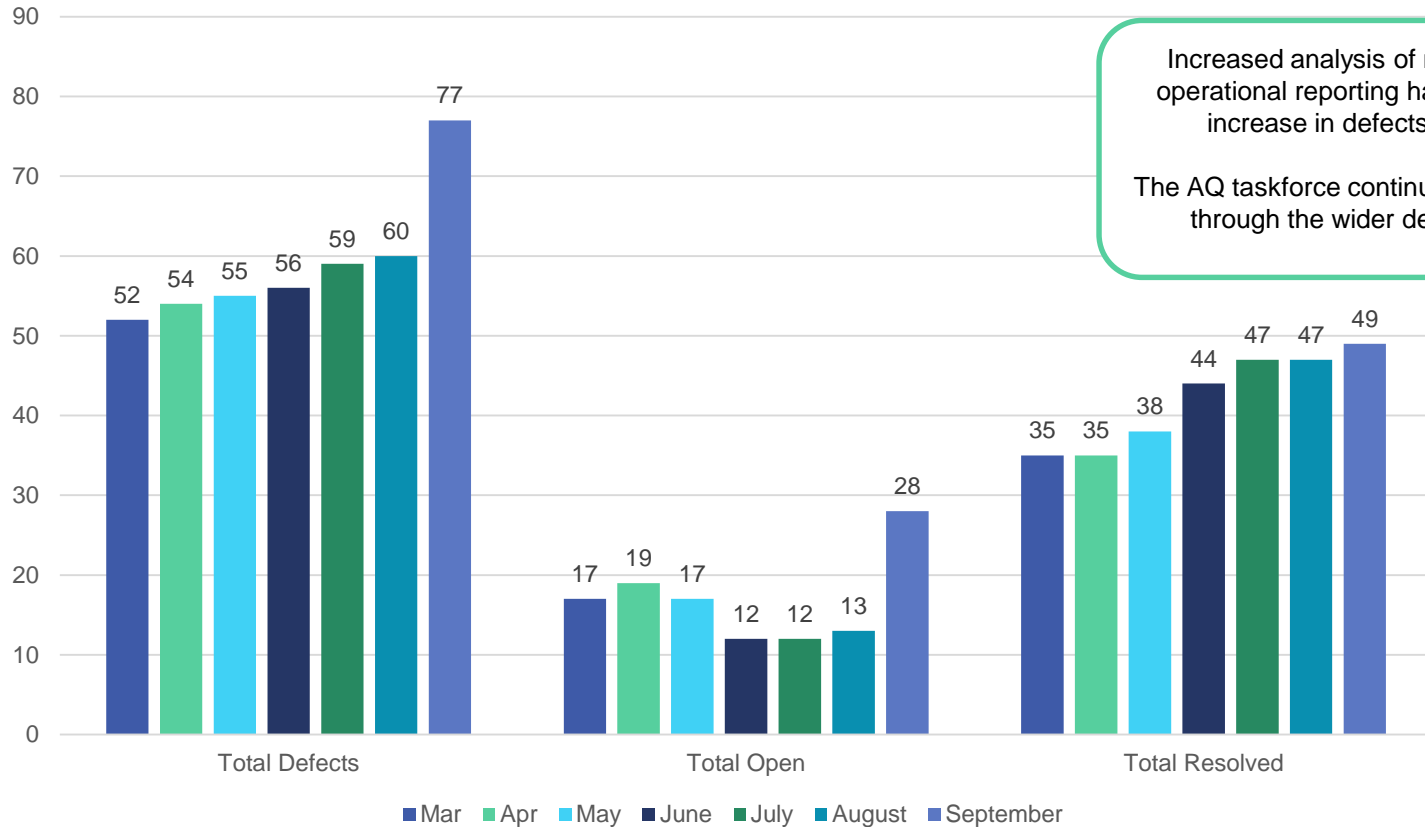
(+2 on previous month)

8

Awaiting to be processed via adjustment tools

Open defect details can be found in the Appendix

## AQ Defect Status (Feb 20 – September 20)





# APPENDIX

# Open AQ defects 1 of 3

Defect No.	Issue Description	Lifecycle Status
62513	When the Cyclic read is received in the Class 3 period before RGMA activity date (D-1), the incorrect energy values are being recorded	Analysis
62784	Where a read is inserted between OPNN and OPNT after reconciliation has been undertaken, the OPNT read is not being considered during the re-rec	Analysis
62944	The RGMA reads that are accepted between site visit reads is breaking Check to Check rec.	Analysis
63139	Rec flag for the FINX read was updated as N in the Class 3 Reads File (UBR) Table during the cosmetic exchange without read through ONUPD file	Analysis
63346	Volume and Energy is being calculated incorrectly between the Estimated Read (LDEX) and the subsequent Cyclic (CYCL) Read for a Class 3 Meter Point (UBR File)	Analysis
63392	Estimated Reads are getting derived incorrectly for the Shipper Transfer; hence shipper transfers incorrectly estimated	Analysis
63393	For an NDM Prime Site, the Sub site volume and energy is not getting calculated if there is an MRU frequency change for the same class	Analysis
63394	The Class 3 read Tolerance Validation is passing due to an Incorrect CV calculation, when the last actual read date is before the Go-live Date	Analysis
63480	The Last Check Read Date is getting fetched incorrectly for Twin Stream Sites when Reads are uploaded through Portal, resulting in either the Read wrongly rejected, or a break in the check to check period.	Analysis
63485	Class 2 Reads (UDR) File process is unable to perform corrective estimation for Class 2 sites post class change from class 2 to any other class, when the actual read is in the Class 2 period	Analysis
63486	Site visit Reads submitted via Portal are getting accepted, when an SFN Read already exists for a later date, hence breaking the Check to Check Rec period. Therefore should be rejected for Class 1 & 2 Sites	Analysis
63487	Missing volume and energy for a class 4 meter and converter site	Analysis
63494	WAALP Values are getting derived based on timezone as UK instead of GMTUK , for which there is a mismatch in Read derivation (NDM Estimation)	Analysis

# Open AQ defects 2 of 3

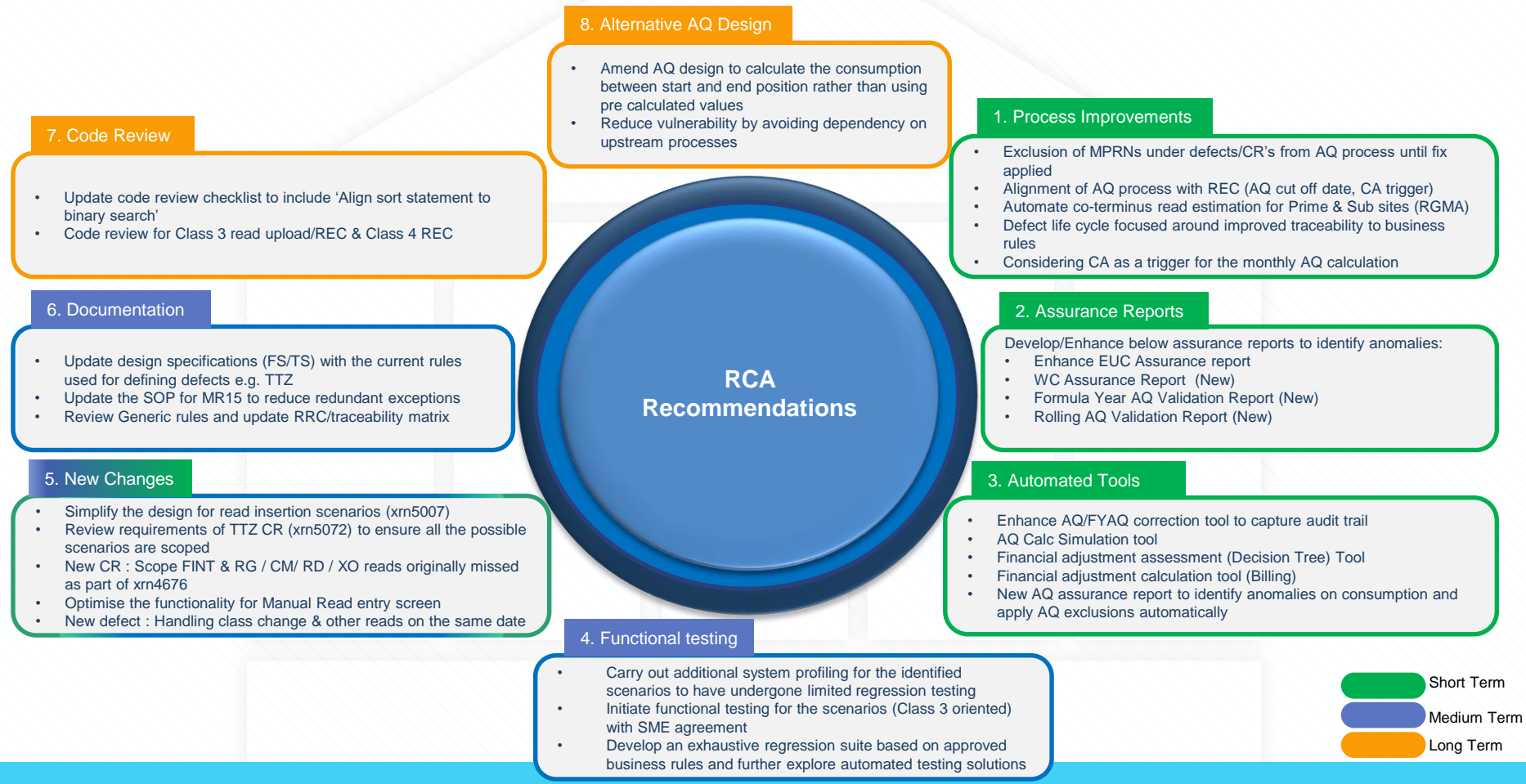
Defect No.	Issue Description	Lifecycle Status
62164	Nett-off volume volume/ energy is being incorrectly calculated as zero for class 4 prime sites	UAT
62178	Where volume and energy is being incorrectly loaded, the system is not creating an exception	UAT
63066	For Class 3 meter reads submitted via the UBR file, the system is not recording the last read following update of a meter report and converter installation scenario	UAT
60230 (720)	Volume and energy calculated incorrectly for Prime and Sub MPRNs.	Fix deployed, awaiting Data Correction
60917 (1424)	Following an update to a meter (non-physical) the volume which is calculated is based on the opening exchange read (OPNX) as opposed to calculating from the final exchange read (FINX)	Fix deployed, awaiting Data Correction
60978 (1486)	Incorrect volume calculated where estimated shipper transfer read has a TTZ1 and asset update read has TTZ 0.	Fix deployed, awaiting Data Correction
62687	The read inserted or replaced for class 3, after a class change from 3 to another, is considering class 3 FICC date as the next read date	Fix deployed, awaiting Data Correction

# Open AQ defects 3 of 3

Defect No.	Issue Description	Lifecycle Status
60969 (1477)	There is an Issue with NDM Prime reconciliation where Rec variance is not correct and positive variance energy updated though the variance volume is negative and net off volume and energy is populated with 0.	To be process via Adjustment Tools
60994 (1502)	For Class 3 & 4, following acceptance of a Site Visit read (via SFN) the energy is incorrectly populated when there is a meter and corrector installed	To be process via Adjustment Tools
61019 (1520)	When receiving a Site Visit read and an RGMA read on the same day the system has incorrectly processed the reads in the wrong order causing energy and volume to be incorrectly calculated.	To be process via Adjustment Tools
61024 (1525)	AQ process is incorrectly using a Point of Sale (POS) read as an active shipper transfer read to calculate the AQ following the receipt of a subsequent read.	To be process via Adjustment Tools
61450	Reads with type CM, RD and XO on same date as FINC/FINX reads, to be inactivated	To be process via Adjustment Tools
61716	Incorrect Volume-Energy updated against opening reads (OPNT/OPNX/OPNC)	To be process via Adjustment Tools
61866	While deriving the FYAQ/SOQ values for 01/04/2020 during class change effective on 01st, 2nd and 3rd of Jan 2020, instead of considering the rolling AQ/ SOQ of 01/12/2019 values, the previous year values (01/12/2018) have been considered instead which is incorrect.	To be process via Adjustment Tools
62134	Where a read is replaced on a class 4 site, the system has created 0 volume between OPNT and FINC reads	To be process via Adjustment Tools



# RCA Outcome – Key Recommendations



# RCA Outcome – Key Recommendations

3. **Detailed code review** of impactful areas (C3 Read/Rec & C4 Rec) to optimise and negate technical issues

Three key themes...

RCA  
Recommendations

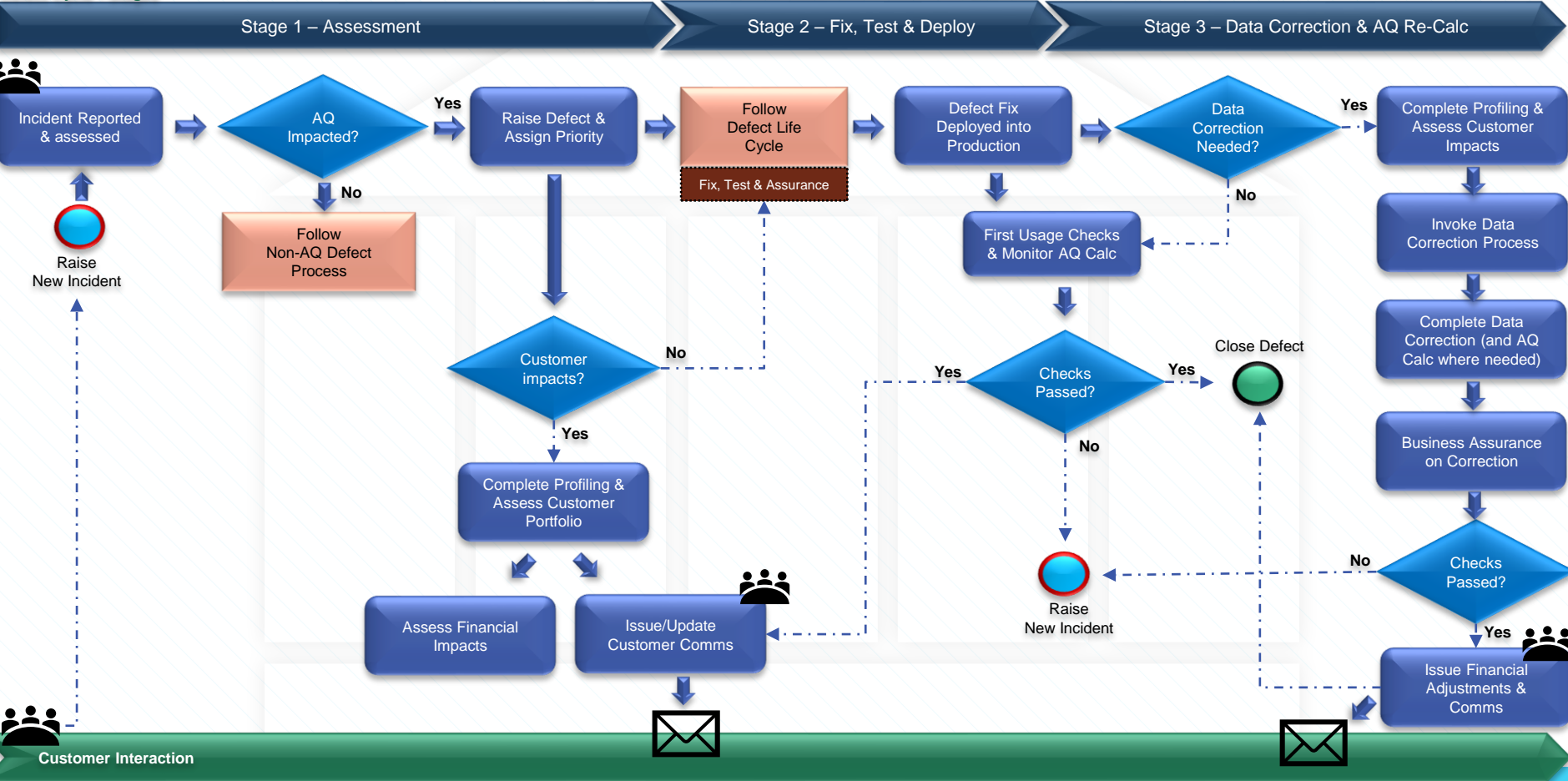
2 .**Improvement to the depth/quality of testing**, delivery of impacting CR's and improve technical documentation to aid future IA/system change

1 .Drive greater **'Command and Control'** on the AQ Process to drive quality and improve accuracy

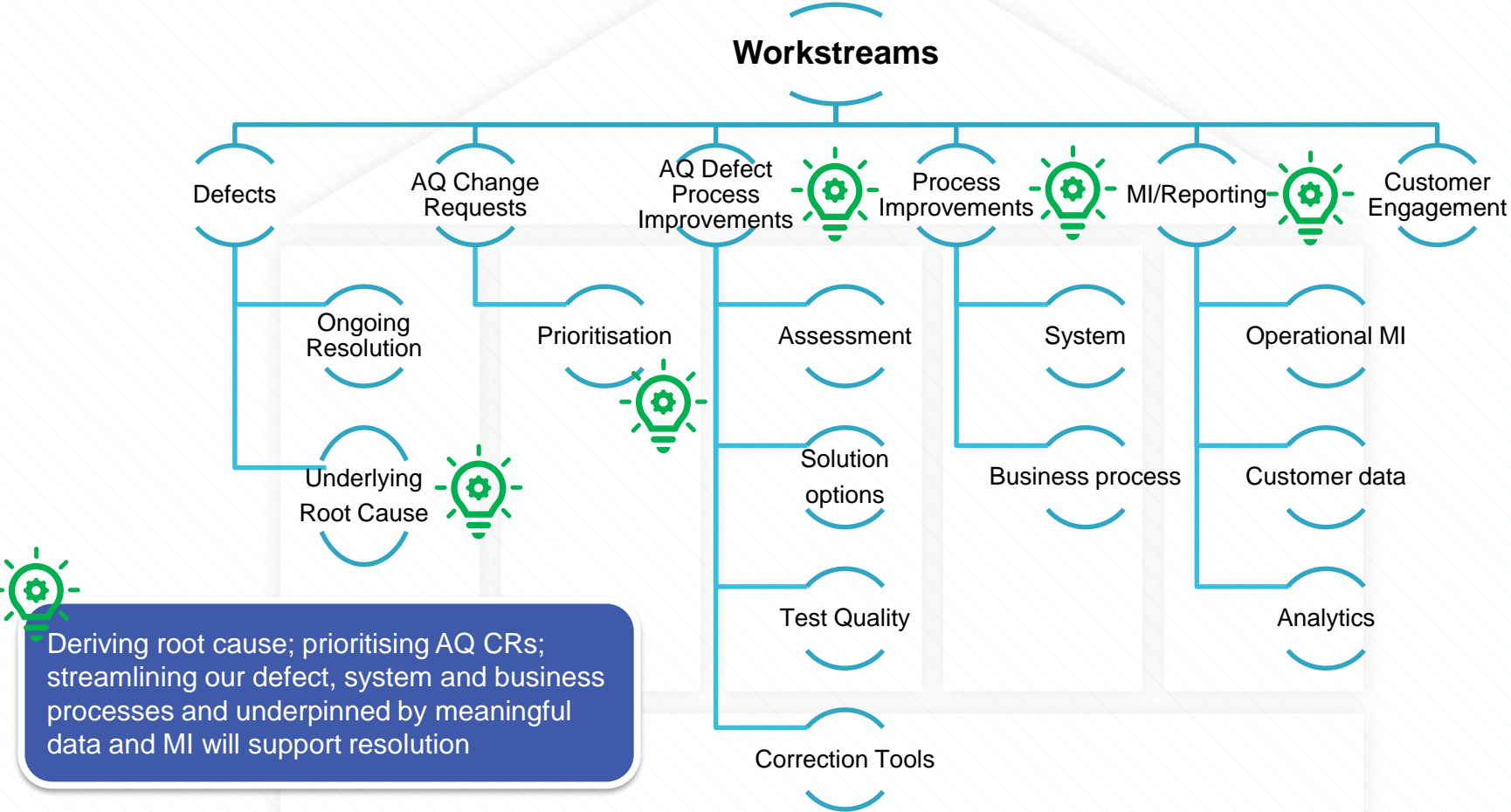
These recommendations are now being framed into work packages to inform implementation planning

# New AQ Defect Life Cycle – Process being followed

## Defect Cycle - Stages



# AQ Taskforce Workstreams



Deriving root cause; prioritising AQ CRs; streamlining our defect, system and business processes and underpinned by meaningful data and MI will support resolution

# Meter Point Portfolio Reconciliation

- Below is the link to the course for Meter Point Reconciliation:

<https://rise.articulate.com/share/y4xvg2qhu87lzztvoqrj-TosUOY7h556#/>

- If you have any questions or concerns regarding details shared in the presentation please contact either Lee Jackson or Matthew Taylor at [xoserve.sats.spa@xoserve.com](mailto:xoserve.sats.spa@xoserve.com)



## **November Release 2020**

Ed Healy

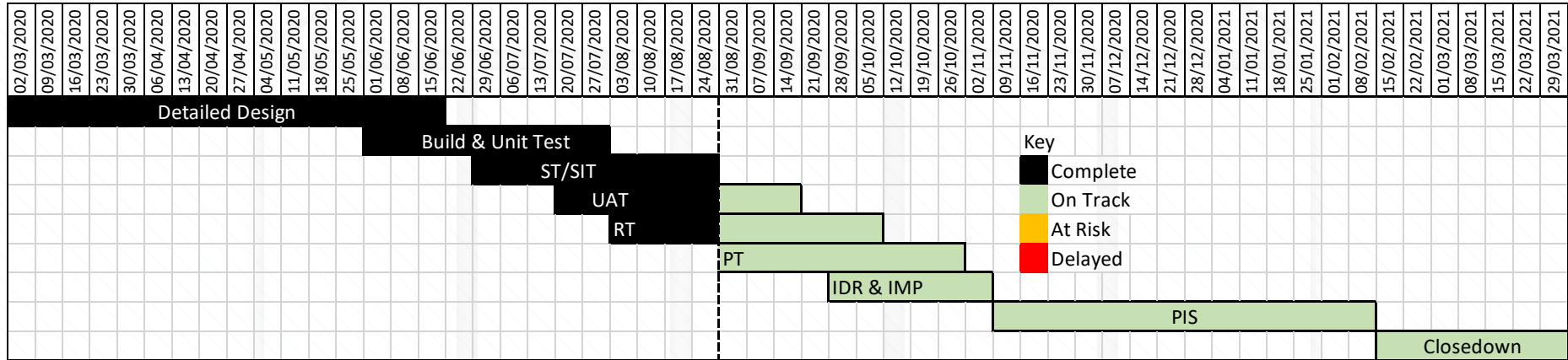
Thursday 17<sup>th</sup> September 2020

# XRN5110 - Nov 20 Scope

XRN5110 November 20 release consists of 6 changes. Implementation is planned 7th November 2020

- XRN 4931 - Submission of a Space in Mandatory Data on Multiple SPA Files
  - Impacts Shippers
- XRN 4897 - Resolution of deleted Contact Details (contained within the S66 records) at a Change of Shipper event
  - Impacts Shippers, GT and iGT
- XRN 4899 - Treatment of Priority Service Register Data and Contact Details on Change of Supplier Event
  - Impacts Shippers, GT and iGT
- XRN 4801 - Additional Information in DES
  - Impacts Shippers
- XRN 4871b - Ratchet Regime Changes
  - Impacts Shippers, GT and iGT
- XRN 5014 - Facilitating HyDeploy2 Live Pilot
  - Impacts to single GT only
- All detailed information on each change can be obtained on the November 20 release page <https://www.xoserve.com/change/uk-link-releases/november-2020-release/>

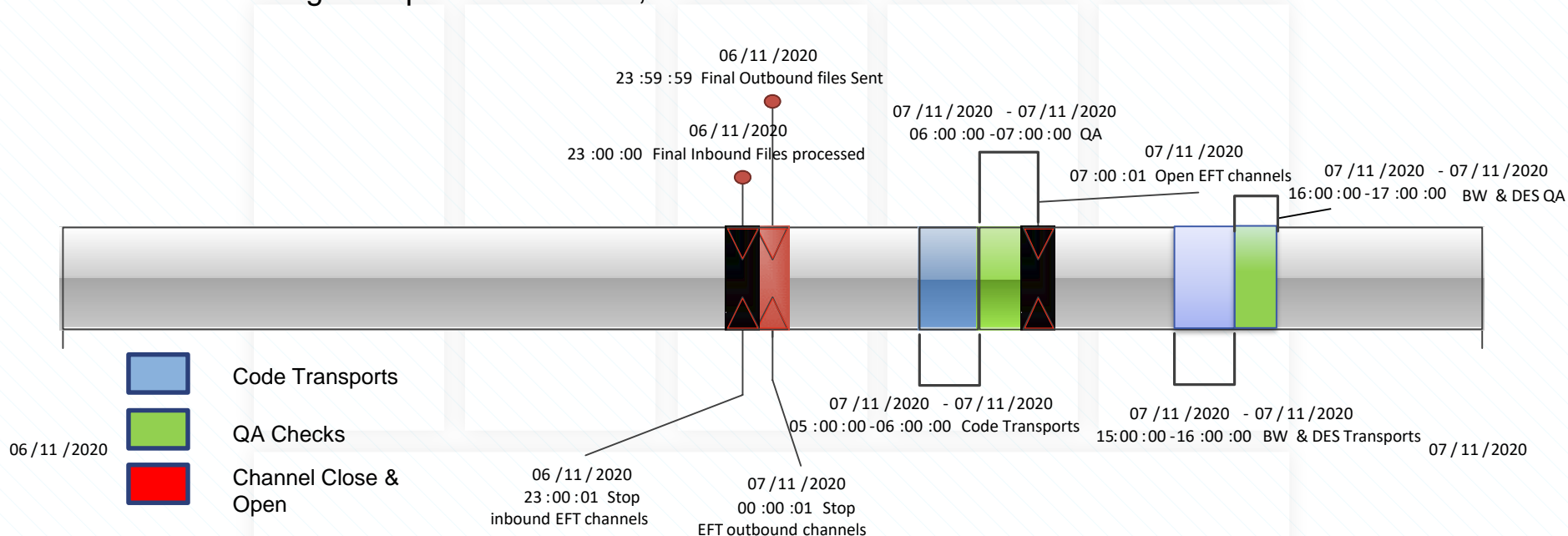
# XRN5110 - Nov 20 Delivery Timeline & Progress





# XRN5110 Nov 20 High Level Implementation Timeline

- The implementation of the 6 changes consists of code transports for Business Warehouse (BW), Process Orchestration (PO), Data Enquiry Service (DES), SAP Utilities (ISU systems) and batch configuration Control M
- The Enhanced File Transfer (EFT) channels will need to be closed in order to implement the PO and IS-U changes as part of XRN4931, XRN4897 and XRN4899



# XRN5110 Nov 20 File Format Transition plan

- To incorporate the mapping rules and processing logic of the files, the Enhanced File Transfer channels will need to be closed for XRN4931, XRN4897 and XRN4899
  - CNF, CNC, GEA, CSS, WAO, SNO - Changes in processing logic
  - MSO, CTR, CFR, URS, SFR – Changes in PO mapping
- The files below will be processed as per the standard times, all received files will be processed before we close the channels
- Monitoring of all inbound files and confirmation of all response outbound files will be completed between 23:00:01 and 23:59:59, prior to closing the channels
- There are no changes to the file formats, so if any file arrives while the channels are closed they will be processed after the implementation

Change ID	Last inbound (Time = File Processing)	Last Outbound (Time = File Processing)	First Inbound (Time = File Processing)	First outbound processed (Time = File Processing)
XRN4931 XRN4897 XRN4899	<b>06/11/2020</b> CNC - 23:00:00 CNF - 23:00:00 GEA - 23:00:00 CSS - 23:00:00 WAO - 23:00:00 SNO - 23:00:00	<b>06/11/2020</b> MSO, CTR, CFR, URS, SFR will be processed as per normal Business As Usual schedule. Last processing at 23.59.59	<b>07/11/2020</b> CNF - BAU time CNC - BAU time GEA - BAU time CSS - BAU time WAO - BAU time SNO - BAU time	<b>07/11/2020</b> MSO, CTR, CFR, URS, SFR will be processed as per normal Business As Usual schedule.

# XRN5110 Nov 20 Code Deployment timeline

Deployment window to be followed according to the below table

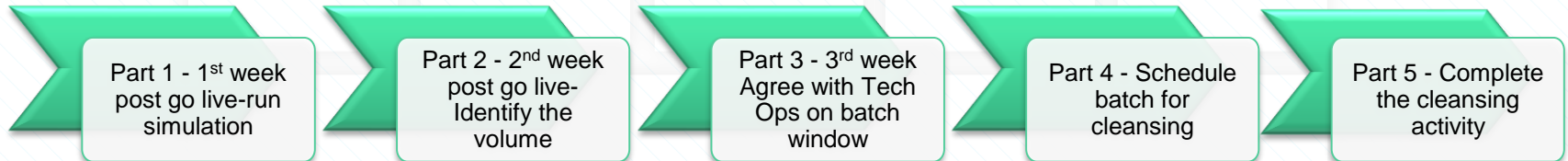
No	System	Available Window	Code Deployment Date / Time
01	SAP Utilities IS-U	5 am - 7 am	07-Nov-2020 / 5 am - 7 am
02	Business Warehouse/ Business Object	3 pm - 5 pm	07-Nov-2020 / 3 pm - 5 pm (After IS-U Transport)
03	Process Orchestration	5 am - 7 am	07-Nov-2020 / 5 am - 7 am
04	Control-M	5 am - 7 am	07-Nov-2020 / 5 am - 7 am
05	Data Enquiry Service	3 pm - 5 pm	07-Nov-2020 / 3 pm - 5 pm

\* Note: Exact Times to be Confirmed with Tech Operations as part of Detailed Implementation Plan

# Additional Points-Data Cleansing

XRN4897/XRN4899 data cleansing plan of personal data of full production data set:

- This will be a phased approach during the 3 month post implementation support period to accommodate the batch window processes. Information from performance testing will be used to identify the optimum processing capacity
- Portfolio files (EWS, IDL and EDL sent to networks) will be updated with additional entries to notify the industry of job cleansing activities
- This approach will reduce the risk of any impact on the daily batch schedule. Depending on the actual volume of cleansing the batch window will be agreed with tech ops



# November 2020 Change Training

This Major Release contains six changes:

- **XRN 4801** - Additional information to be made viewable on the Data Enquiry Service (DES)
- **XRN 4871B** - Modification 0665 - Changes to Ratchet Regime
- **XRN 4897** - Resolution of deleted Contact Details (contained within the S66 records) at a Change of Shipper event
- **XRN 4899** - Treatment of Priority Service Register Data and Contact Details on a Change of Supplier Event.
- **XRN 4931** - Submission of a Space in Mandatory Data on Multiple SPA Files
- **XRN 5014** - Facilitating HyDeploy2 Live Pilot

This session will be an opportunity to learn more about the new changes that are part of the November 2020 release as well as an opportunity to ask any questions that you may have to our Subject Matter Experts (SMEs). Please use the link below to register:

<https://www.eventbrite.co.uk/e/november-2020-change-release-training-tickets-117652059477>

- The session will run on **Tuesday 29th September** from **10:00am - 14:30pm**.
- Skype meeting details will be distributed to those who have signed up to the event closer to the date.

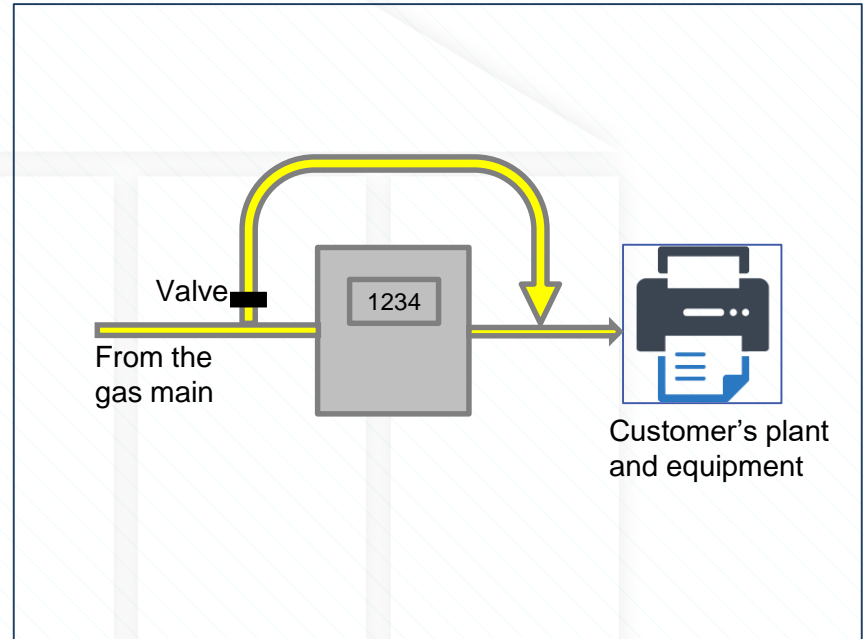


# **Meters on by-pass – PAC Request for Assistance/Investigation**

Shipper Constituency Meetings  
September 2020

# What is a Meter by-pass

- A meter by-pass means the facility to let gas flow without going through the meter
  - via a valve that is opened in an emergency
  - e.g. for meter maintenance
- **Gas flowing through the by-pass is not registered at the meter**
- Typically larger sites
- Typically critical sites e.g. hospitals



# What's the process for Meter by-passes

- Rules are set out in **UNC Section M2.3 and 2.4**
- By-pass valve should be sealed unless required
- Shipper should advise CDSP as soon as possible when it identifies or is informed that the by-pass is opened
- Meter readings can be sent as normal
- Should inform CDSP within 2 BD that the by-pass has been closed
- Consumption adjustments should be sent to correct the metered energy position – i.e. the estimated usage should be submitted



# How many meters have by-passes?

- Performance Assurance Committee asked for information on numbers of sites with by-passes
- Details presented to July 2020 PAC meeting (<https://www.gasgovernance.co.uk/PAC/140720> - Action Item PAC0603)
  - 12,600 sites with by-passes
  - 153 were recorded as open on UKLink, total AQ 1.5 tWh – almost 0.3% of total LDZ AQ
  - Most had been recorded as open for over 15 years
  - 6 Shippers had over 70% of the open sites
  - 24 Shippers had at least 1 site

## Why is PAC concerned?

- Sites with open by-passes could be consuming unmetered gas – this will contribute to Unidentified Gas every day (PC1 and PC2) or when the meter is read (PC3 and PC4)
- Settlement is only corrected if a consumption adjustment is processed – otherwise will remain as UIG
- Sites where the by-pass is flagged as closed may not be checked regularly and could be open
- If gas is unmetered, consumer may not be paying for it

# What is PAC asking all Constituencies?

- To urgently investigate all 153 sites flagged as open – e.g. site visit/meter reader/request for evidence via consumer?
- For open by-passes – agree a consumption figure and submit to settlement – update UKLink if now closed
- For closed by-passes (according to UKLink) sample check of status as above – up to 5 per Shipper initially
  - PAC would like Xoserve to recommend target sites – probably based on “risk factors” such as AQ, read history
  - Report back to Xoserve – were any actually open – results would be anonymised before sharing with PAC

## Shipper Feedback on PAC's request

- Were Shippers already aware of their sites with by-passes?
- Were they already aware of the status?
- What checks do they perform and how often?
- How do they ensure that customers aren't using unrecorded gas?
- Can they support PAC's request to investigate all open and a small sample of closed sites?

# Background & Purpose

## Background:

- Ofgem's Switching Programme will radically change the way a customer switches their supplier, both in process and speed (overall intention is next day switching)
- Electricity and Gas suppliers will need to channel their switches via the new Central Switching Service (CSS), instead of via MPAS & Xoserve as of today
- As a result there are consequential changes to Xoserve's systems and processes which will have significant impacts on our customers
- Ofgem intended go live was July 2021 but this is now delayed due to COVID19

## Purpose:

- To explain the benefits of Xoserve's CSS Adapter and how it could help you reduce costs and resources
- To give a live demonstration of SwitchStream's sandbox test environment

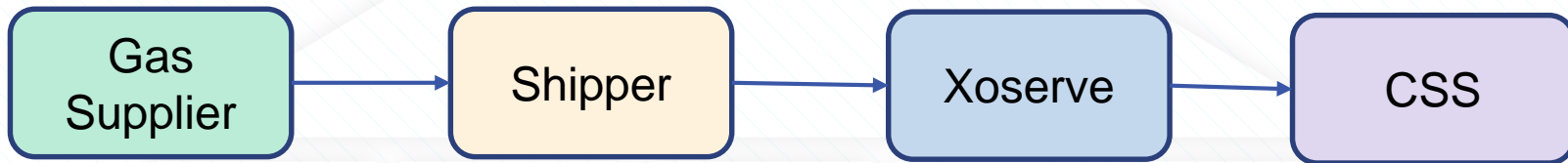


## CSS Update / SwitchStream Overview



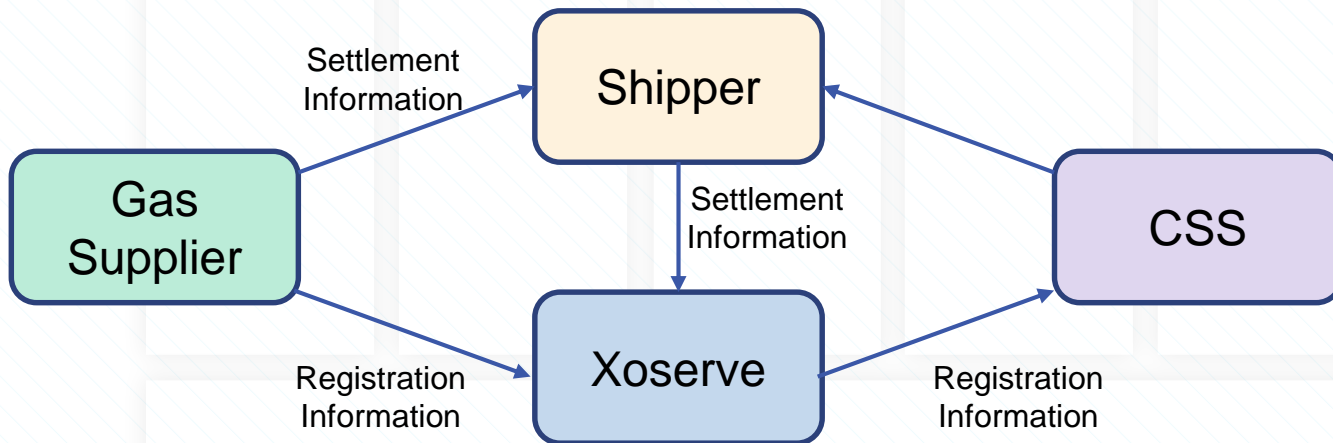
# Using SwitchStream - GAS

## Future CSS with SwitchStream – via Shipper



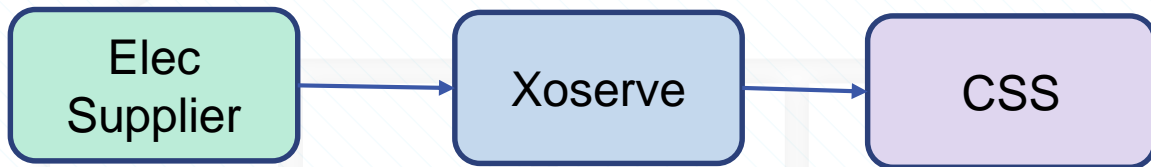
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## Future CSS with SwitchStream – via Supplier



# Using SwitchStream - ELEC

Future CSS with SwitchStream - Elec







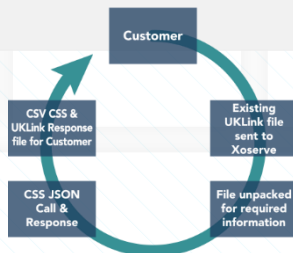
# Overview of SwitchStream Services

## Option 1

Provides the ability to support gas & electricity messages utilising existing industry registration files

### Benefits

- ✓ We connect to CSS on your behalf
- ✓ We manage CSS mandated security on your behalf
- ✓ You can reuse existing technology and infrastructure investments
- ✓ We generate and digitally sign messages between us and CSS
- ✓ You can use existing switching processes

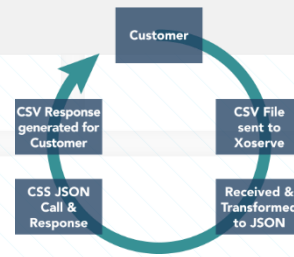


## Option 2

Provides the ability to support all gas and electricity messages through the creation of new CSS registration files

### Benefits

- ✓ We connect to CSS on your behalf
- ✓ We manage CSS mandated security on your behalf
- ✓ You can use new file formats aligned to your new switching processes
- ✓ You can reuse existing technology and infrastructure investments
- ✓ We generate and digitally sign messages between us and CSS





# Supplier benefits of use SwitchStream

## SwitchStream will manage:

- ✓ **Connecting to CSS** on your behalf
- ✓ **CSS mandated security**
- ✓ **Certificate management** – digitally signing and storing certificates
- ✓ **Message retries** – so you won't need to handle the retry logic from downstream connectivity issues and/or rate-limiting
- ✓ **Request batching** – option to batch requests

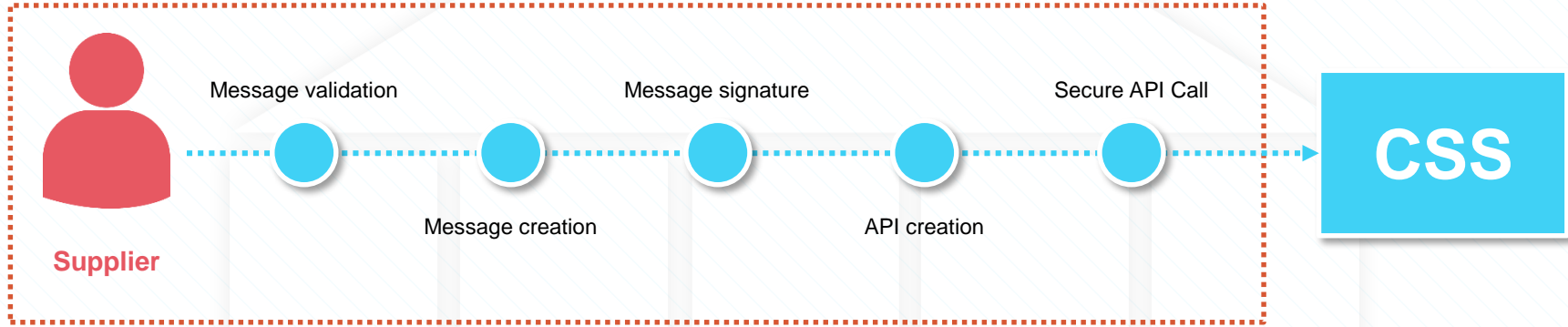
## User interface features will include\*:

- ✓ **Track switching requests**
- ✓ Drill-downs into **specific events**
- ✓ **Alerting and push notifications** for key events
- ✓ **Daily, weekly and monthly stats**
- ✓ **Theme, patterns and insights** display (e.g. failure reasons/switching volumes)
- ✓ **Service status and availability**

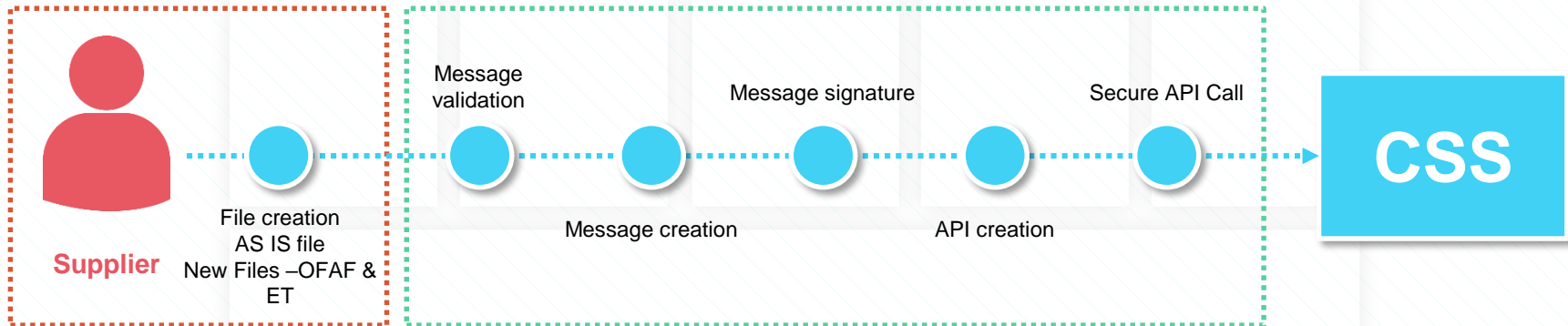
\*included but not limited to

# Overview of services continued

**Connecting directly with CSS** – all activities in the red box will need to be carried out

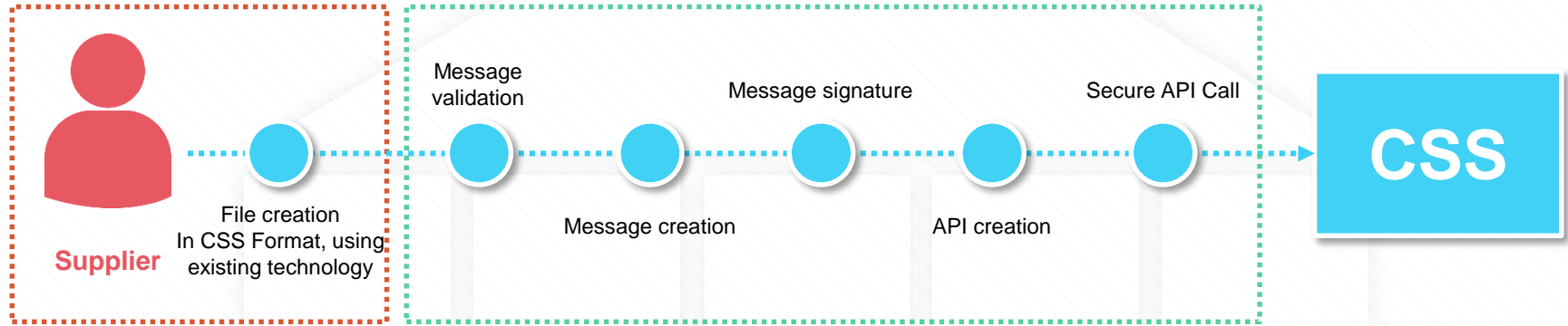


**Using SwitchStream Option1** – could continue with existing processes and technology

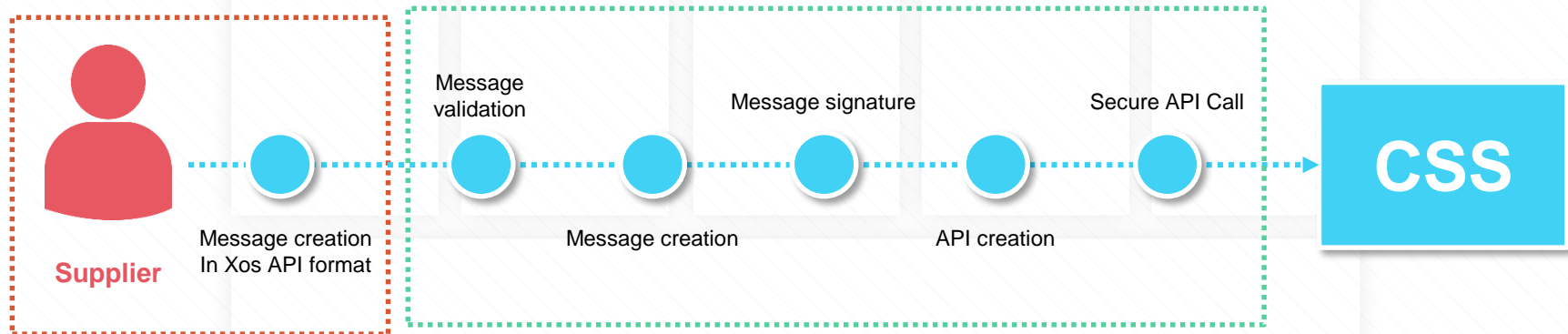


# Overview of services continued

Using **SwitchStream Option2** – could continue with technology, processes will need to be aligned to CSS processes



Using **SwitchStream Option 3** – can utilise Xoserve APIs for consistency across primary & secondary interfaces



# SwitchStream Benefits

Area	Benefit
Certificate Management	SwitchStream will manage secure communications with CSS so that: <ul style="list-style-type: none"><li>• users won't need to sign their own messages</li><li>• users won't need to securely store and manage their signing certificates</li></ul>
Message Retries CSS is putting in place rate limiting and all interfacing parties (with CSS ) will need to retry	SwitchStream will manage message delivery to CSS: <ul style="list-style-type: none"><li>• users won't need to handle retry logic resulting from any downstream connectivity issues and/or rate limiting</li><li>• users can therefore fire and forget their messages to us and we'll ensure they are delivered to CSS</li></ul>
SwitchStream UI	Access to full message traceability logs and audit Visualisation of message throughput, logs, events and errors Alerts and notifications of significant events, eg. Objections
Request Batching	Optional bulking/batching of requests that CSS don't offer, eg. multiple switch/registration outside of OFAF). SwitchStream will fan out batched messages for consumption by CSS
Roadmap Enablement	Starting with the SwitchStream APIs, Xoserve's API platform provides a consistent platform for primary and secondary switching interfaces for gas and electricity. This platform will eventually offer additional real-time data access capabilities, with a view to offer APIs for all existing file formats for customers who would like to move to APIs (at a pace that works for individual customers)
Reuse Existing	Options 1 & 2 allow SwitchStream users to reuse existing infrastructure and file oriented processing
Virtual IX	Reduces infrastructure requirements, removes bandwidth limitations and increases responsiveness for file based interfaces (Option 1 & Option 2 only)



# What does it mean to you?

	Option 1	Option 2
Gas	<b>Shipper &amp; Supplier</b> <ul style="list-style-type: none"><li>• AS IS process remains for switching</li><li>• No need to develop consequential UK link changes</li><li>• No need to develop new CSS messages</li><li>• Need develop new switching files for OFAF and ET resolution</li><li>• Capture the registration ID, if required.</li></ul>	<b>Supplier</b> <ul style="list-style-type: none"><li>• You'll need to create new CSS files in your preferred format which would include OFAF and ET resolution for inbound &amp; outbound messages</li><li>• Need to change your processes to align to new switching regime.</li></ul> <b>Shipper</b> <ul style="list-style-type: none"><li>• You'll need to be able to receive CSS outbound messages in your preferred format</li><li>• Need to change your processes to align to new switching regime.</li></ul>
Electricity	<b>Suppliers</b> <ul style="list-style-type: none"><li>• AS IS process remains for switching</li><li>• Need to continue to receive D217 file from MPRS</li><li>• Need develop new switching files for OFAF and ET resolution</li><li>• Registration ID will be contained within the D217 file.</li></ul>	<b>Suppliers</b> <ul style="list-style-type: none"><li>• You'll need to create new CSS files in your preferred format which would include OFAF and ET resolution for inbound &amp; outbound messages</li><li>• Need to change your processes to align to new switching regime.</li></ul>



## Sandbox Scope & Update



# Introduction

**Our CSS Adapter sandbox test environment is live now!**

You can now sign up to try our test product for **free**. You will be able to process and upload CSS compliant files – helping to ensure you are on track to deliver your CSS obligations.

The testing environment will contain the functionality of our live service (additional features will be added as per our roadmap), but in a standalone environment that is not connected to the CSS.



# Sandbox Scope

## **Interaction Step 1 – Market Participant to SwitchStream**

Interaction Step 2 – SwitchStream to CSSP

Interaction Step 3 – CSSP to SwitchStream

## **Interaction Step 4 – SwitchStream to Market Participant**

- Standalone (not integrating to Xoserve/CSSP) – enables developers testers to log into SwitchStream Portal
  - Manually submit files **(1)**
  - Receive valid/invalid responses back to the screen **(1)**
  - Receive response files for internal processing **(4)**
- Enable development ahead of formal SI Test phases (SIT, PIT UEPT), building confidence in SwitchStream & providing familiar view of live environment
- Allow customer collaboration/early feedback – feed into product backlog for file movement/processing + enhancements feature requests to portal
- Complements extensive library of developer documentation already available



**Any Questions?**





## Need a follow up?

CSS Consequential Changes?  
SwitchStream Overview?  
Sandbox/SwitchStream Onboarding?

Contact



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## **KVI Update & Pulse Check**

17/09/2020

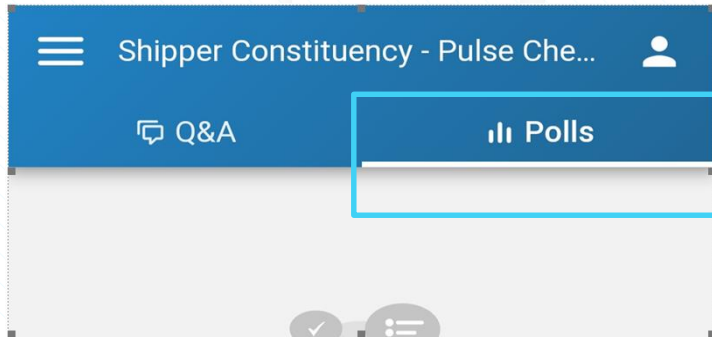
# Satisfaction, Ease & RFT Pulse Check

To ensure we capture the views and comments from everyone in real-time, we will be using the tool 'Slido' we will be asking the below 3 questions;

Based on your last interaction with Xoserve:

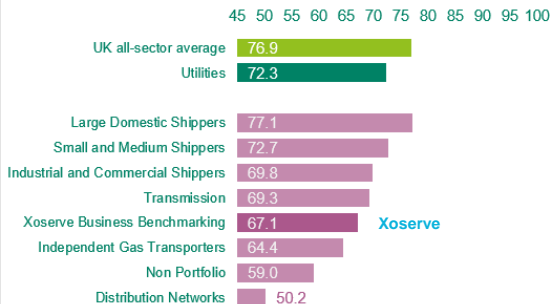
1. How much effort did it take to complete your transaction, query or request?
2. Was everything Right First Time?
3. Overall how satisfied were you?

You can join via a web page, **google 'Slido'** and enter **Event Number # 67402**

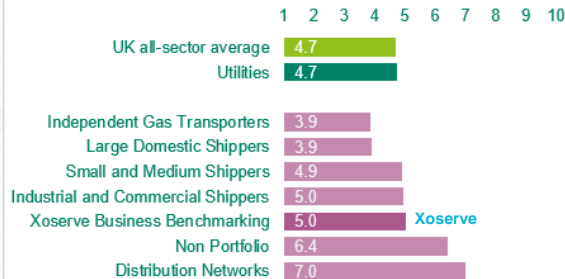


Click on polls

## UK Customer Satisfaction Index (UKCSI)



## Customer Effort



## I&C VOC Improvement Themes:

### Customer Service Engagement

- Come back to people when you say you will
- Improve response times
- Reply in a timely manner when we contact you

### Communications

- Improve the quality of communications
- More comprehensive responses to questions
- Plain English communications

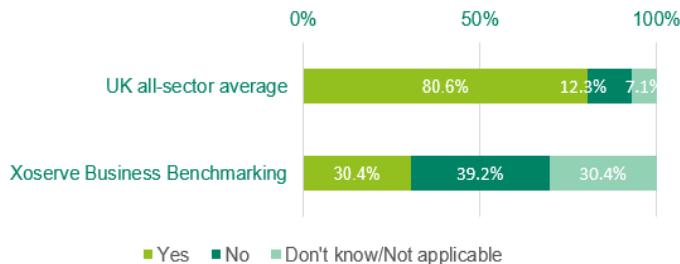
### Customer Training and Education

- Further in-depth training offered more regularly
- Clearer documentations

### Website

- Its very difficult to find the information that we are looking for
- Website needs to search better on processes

## Right first time



## I&C RFT:

- Yes - 35%
- No - 25%
- Don't Know - 40%

# Update on progress made so far

## **We have listened to your feedback and have introduced a number of new measures to improve your experience:**

- Held industry customer journey workshops to understand pain points from all customer perspectives and developed plans to address fundamental industry process issues
- Improved the ticket management process to better measure aged tickets and Right First Time (RFT) resolutions. We have reduced ticket volumes by 45% and we are conducting analysis to understand the causes of RFT failures
- Supported our colleagues to improve the quality of their customer communications and established a number of 'Customer Contact Principles' to provide our people with an understanding of how we serve customers consistently with a customer centric mindset
- Improved the quality and accessibility of our training materials and adopted videos, infographics and e-learning platforms to make our material more accessible and engaging. You can access these on our dedicated [Training and Education webpage](#), where you can find our new range of documents, all intended to help our customers understand the gas industry, it's key processes, and Xoserve's role within it.

These improvements have given us the foundation to build on, with strategic investments planned throughout 2020/2021, which will transform the customer experience.

The investments in our digital platform will make it simpler, easier and quicker for customers to self-serve and to contact the right people for support.