Small and Medium Shipper Constituency

22/09/2020

Agenda

XRN4850 Lessons Learnt – Surfaraz Tambe

November Release – Tara Ross

Must Read Workshop Update – Vicky Mustard

Customer Insight– Dionne Thompson

UIG and Meter By-Pass – Fiona Cottam

AQ Taskforce Update – Michele Downes

AOB (Meter Point Portfolio, NDM Sample Data, BP21)

XRN4850 Lessons Learnt

XRN4850 New Service SMS/Email Broadcast Notification – Lessons Learnt

Post June 20 Go Live an internal Lessons Learnt session was held during PIS to capture important lessons from the release for xrn4850. Below are the key lessons captured:

- Change Packs and training material to be enhanced to provide best practice examples of file formats. This will also include examples of an incorrect file format where the system would reject and the reasons why.
- Network participants praised the Market Trials test phase. They were able to test the new functionality end to end and it gave them the opportunity to identify some additional requirements to improve the service which Xoserve are now assessing. However this test phase was not able to test the CNC shipper file flows which led to issues being experienced post Go Live.
- Shipper participation was discussed at ChMC and DSG and recommended by Xoserve. Shippers should participate in Market Trials to enable cross party testing to ensure all new file formats are fully tested (both submission and response/rejections files), this could have eliminate some of the issues experienced post go live.
- Positive feedback was received from the industry for the external training provided however it was noted that it is sometimes difficult to target the correct external stakeholders in such sessions therefore limiting the audience.
- The Commercial, Legal and Security activities involved in implementing a new service requires far more time and diligence than a standard Major Release timeline allows, therefore if a new service is required in the future, this should sit outside of a Major Release for delivery.

XRN4850 CNC File Processing Enhancement

- CNC Bulk Upload workstream is in progress to increase system capacity from 30,000 per day to enable upload of Customer Contact details. Build has been completed and testing is in progress.
- Go Live is scheduled for 3rd October.
- We request shippers to liaise with their Customer Advocates prior to uploading customer Contact details into UK Link.
- Customer Advocates are speaking to Shippers who are ready to submit their bulk CNC files. This will enable the post Go Live bulk migration, with up to a million CNC files being submitted daily, to be scheduled and coordinated across the industry.

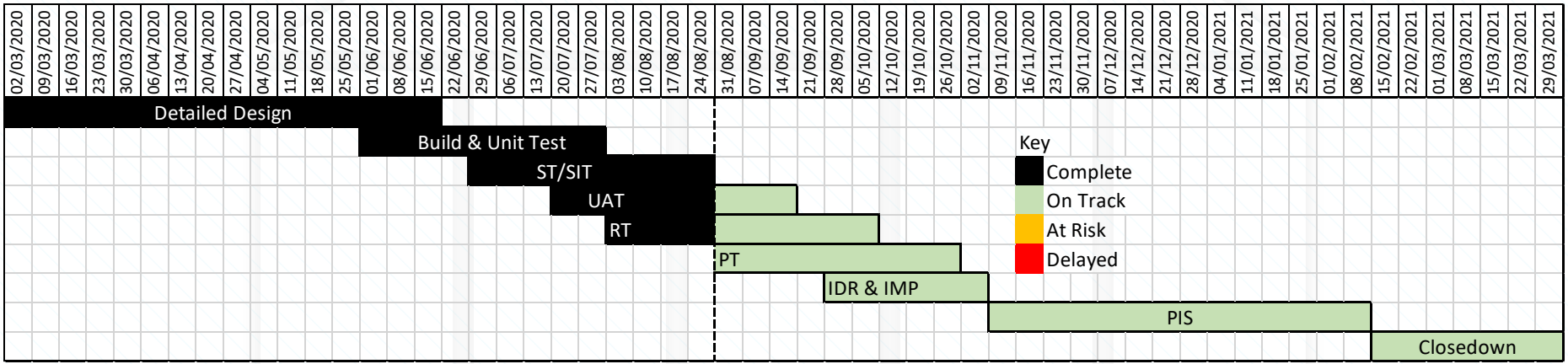
November Release

XRN5110 - Nov 20 Scope

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

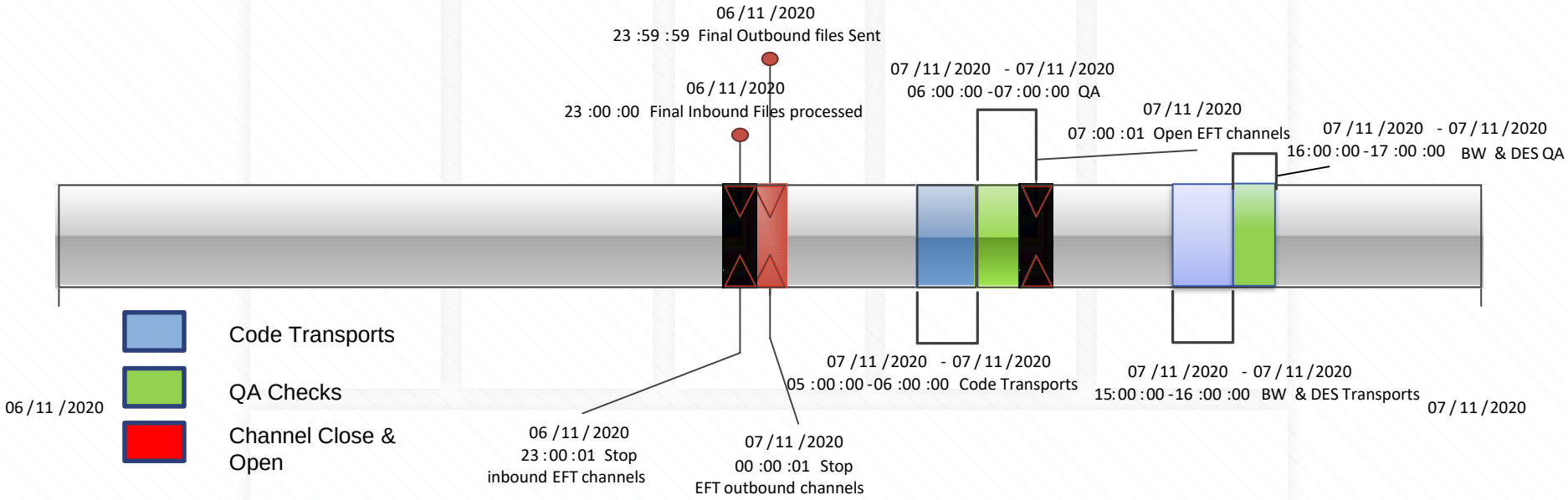
- XRN 4931 - Submission of a Space in Mandatory Data on Multiple SPA Files
  - Impacts Shippers
- XRN 4897 - Resolution of deleted Contact Details (contained within the S66 records) at a Change of Shipper event
  - Impacts Shippers, GT and iGT
- XRN 4899 - Treatment of Priority Service Register Data and Contact Details on Change of Supplier Event
  - Impacts Shippers, GT and iGT
- XRN 4801 - Additional Information in DES
  - Impacts Shippers
- XRN 4871b - Rachet 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	**06/11/2020** CNC - 23:00:00 CNF - 23:00:00 GEA - 23:00:00 CSS - 23:00:00 WAO - 23:00:00 SNO - 23:00:00	**06/11/2020** MSO, CTR, CFR, URS, SFR will be processed as per normal Business As Usual schedule. Last processing at 23.59.59	**07/11/2020** CNF - BAU time CNC - BAU time GEA - BAU time CSS - BAU time WAO - BAU time SNO - BAU time	**07/11/2020** 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

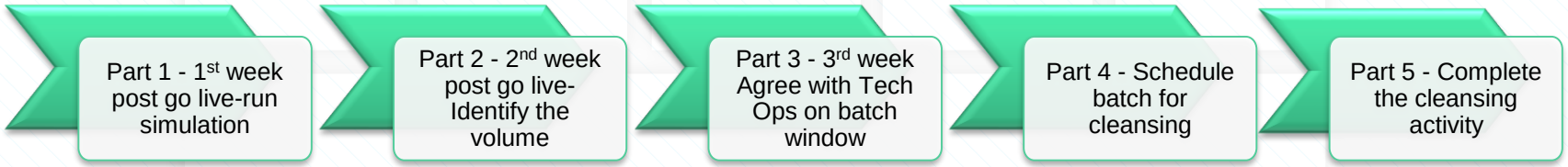
No	System	Available Window	Code Deployment Date / Time
01	SAP Utilities IS-U	5 am - 7 am	07-Nov-2020 / 5 am - 7 am
02	Business Warehouse/ Business Object	3 pm - 5 pm	07-Nov-2020 / 3 pm - 5 pm (After IS-U Transport)
03	Process Orchestration	5 am - 7 am	07-Nov-2020 / 5 am - 7 am
04	Control-M	5 am - 7 am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



Customer Insights

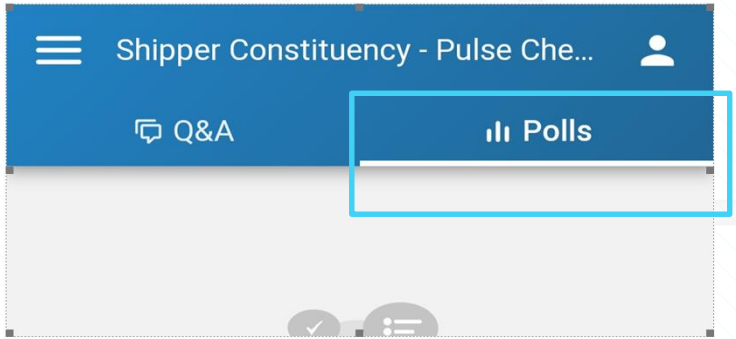
Satisfaction, Ease & RFT Pulse Check

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**



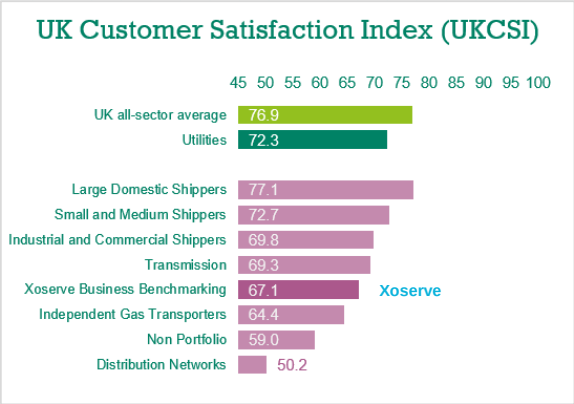
Click on polls

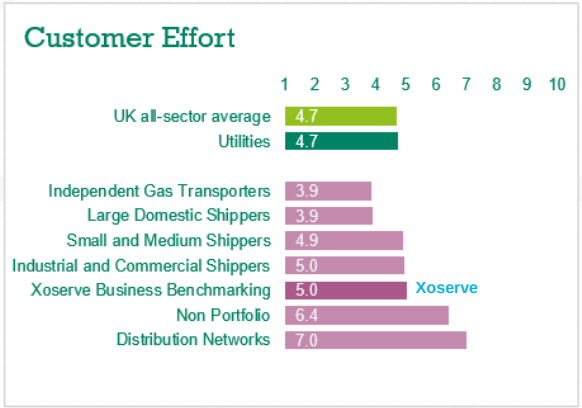
The Institute of Customer Service

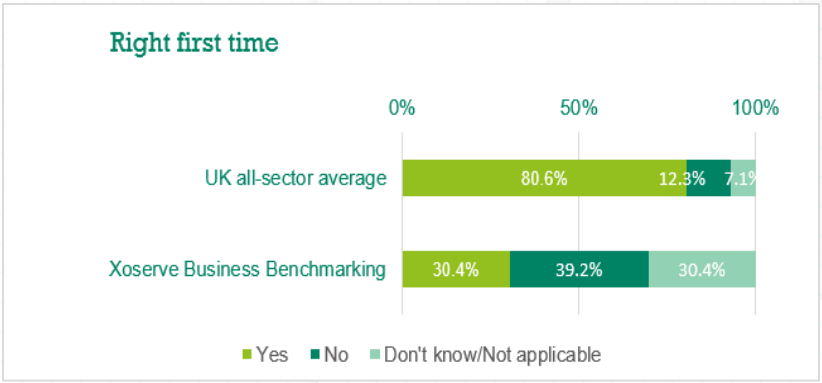
Business Benchmarking

Xoserve benchmarked with the January 2020 UKCSI Utilities sector results

ICS 2020







SAM RFT:

- Yes - 25%
- No - 25%
- Don't Know - 50%

SAM VOC Improvement Themes:

Customer Service

- Clearer and 'to the point' communications
- Improve the speed of service desk responses

Customer Relationship

- More proactive engagement
- Improve relationship by getting closer to each customer to help understand their needs
- Communicate about your products and services more proactively

Customer Training and Education

- Communicate and explain how your processes work

Website

- Website needs to be more user friendly

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.

KVI Relationship Management

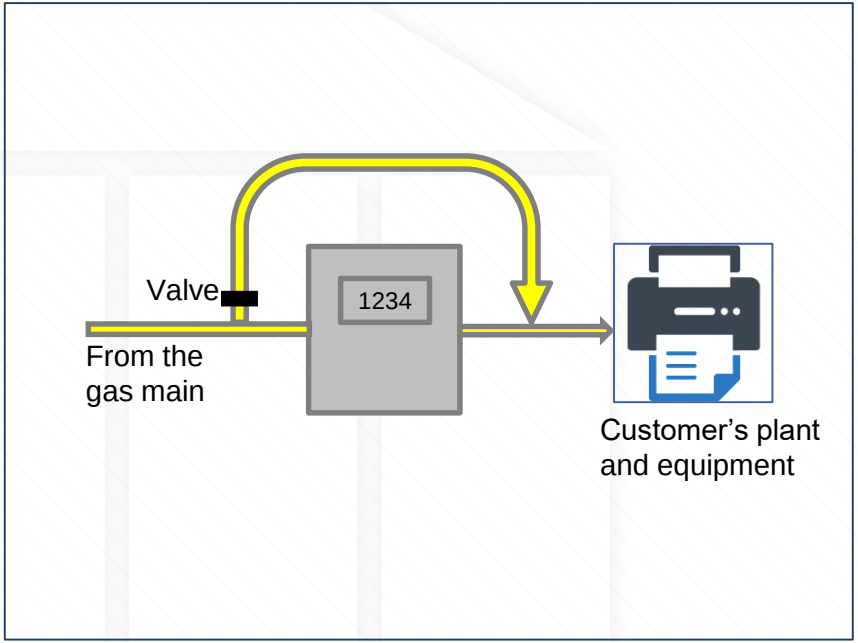
SAM Shippers	September 2019	December 2019	June 2020	September 2020
Overall Trust	100%	91%	94.46%	94.87%
Strategic Decisions	100%	91%	91.7%	100%
Operational Services	100%	91%	91.7%	92.31%
Customer First	100%	91%	100%	92.31%
Response Rate	2	11	12	13

Positive Customer Feedback	Improvement Opportunities
• Much more proactive in your approach with Shippers • Addressing fundamental sticking points in industry processes • The Customer Advocate I work with, Amelia Gallini, is always quick to respond to any queries I have with great knowledge • Every time I have needed help with invoicing or other situations, Xoserve have always acted quickly in resolving the issue	• Slow CMS responses, for example ONUPDs • Gemini access issues root cause identification and service Desk communication

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

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?

UIG Update

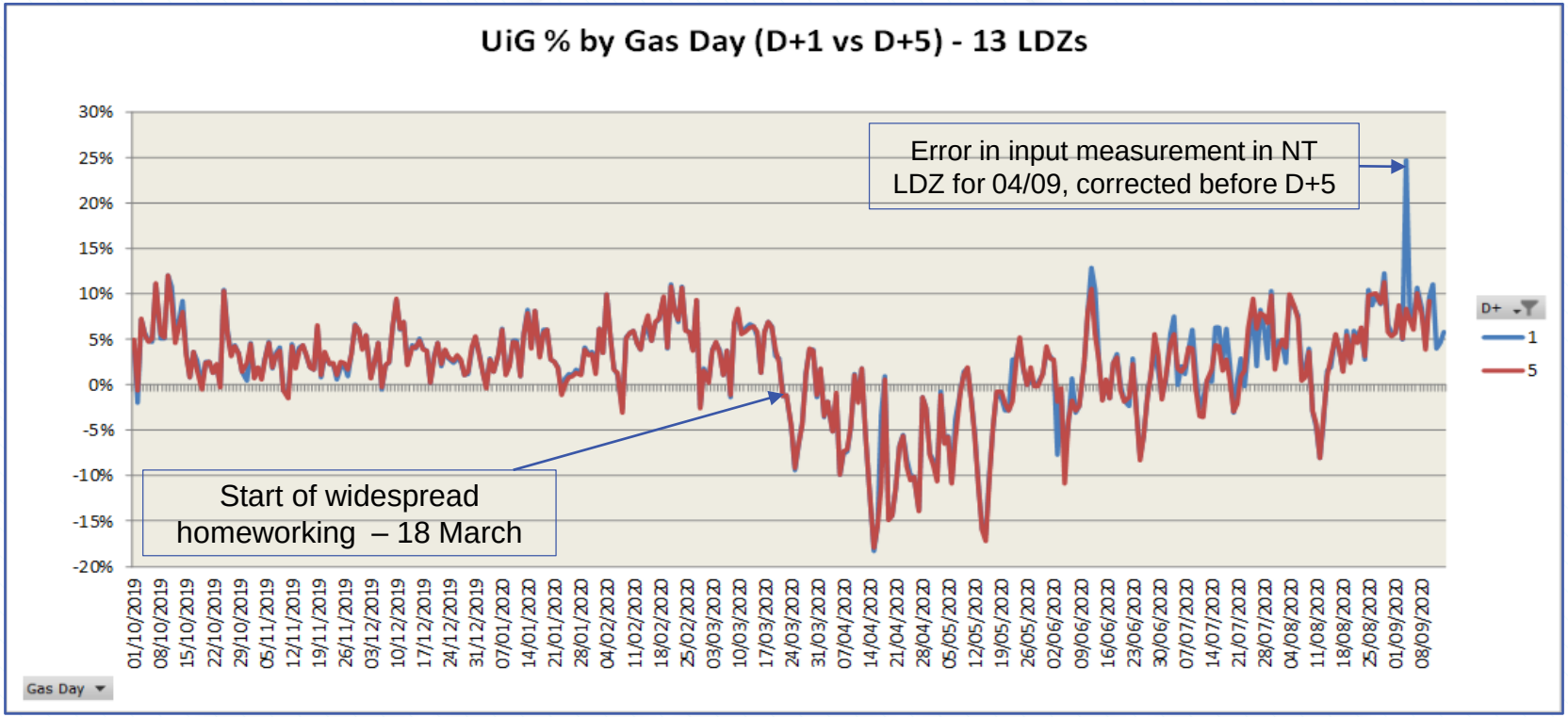
Pre-Submitted Questions

1. A focus on UIG through Covid including how Xoserve thinks the negative UIG will unwind in the coming months
2. The progress of the Xoserve internal project to automate some of its regular UIG reports and publish to its website
3. The forward forecast Xoserve has for UIG bearing in mind the new AUGE table coming into play in September *[actually October 1st]*
4. Plus any other items arising from the various groups / committees that may affect UIG (for example MOD 0664)
5. How Xoserve will engage with the new AUGE (Engage consulting)

1. UIG through COVID-19 Lockdown Period

- Following graphs are updated on our website each week/month – under: https://www.xoserve.com/services/issue-management/unidentified-gas-uig/#useful-links
- In early phases of lockdown, GB gas usage was similar to Bank Holiday levels most days – but NDM Profiles did not cater for this – caused negative UIG
- UIG spiked upwards on days with holiday factors in the models
- Second graph shows UIG Reconciliation – negatives being quickly reversed – dependent on meter read submission
- Interpretation of graphs based on general industry feedback and insights – no daily read info for vast majority of sites

Daily UIG since start of Gas Year 2019/20

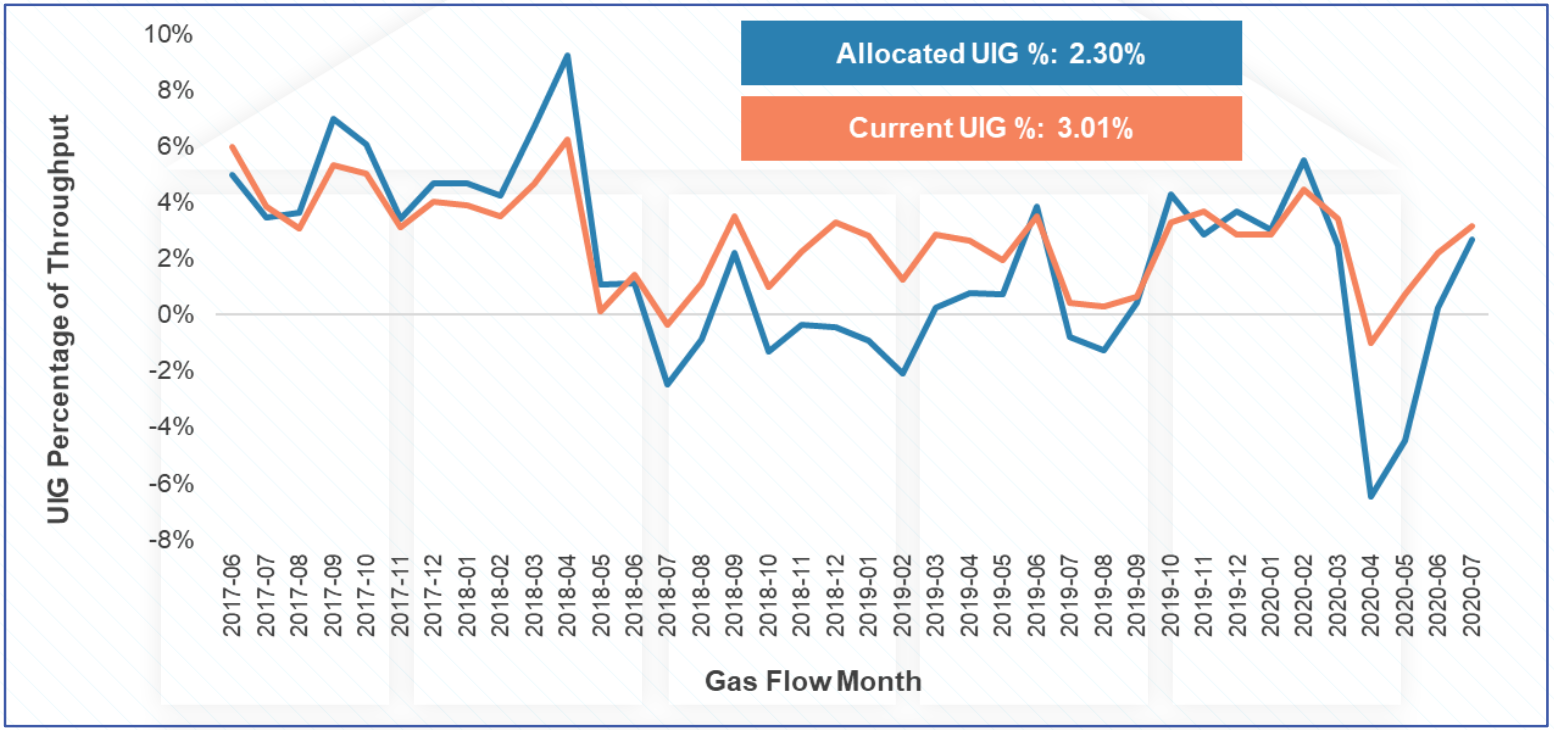


Data to Gas Day 14/09/2020.

Please refer to the Xoserve news article about UIG levels since 1 October:

https://www.xoserve.com/news/update-on-unidentified-gas-levels-in-october-2019/

UIG as a % of Total Throughput – Original v Latest as at July 2020 Amendment Invoice



- Graph of national UIG after meter point reconciliations (all Classes) processed up to and including end of July 2020 (38 months)

3. Forward UIG Forecast

- New Table of UIG Weighting Factors effective 1 October 2020 (https://www.gasgovernance.co.uk/augenex/2021)
- Final set of Factors developed by previous AUGE
- AUGE does not set the UIG levels – UIG is the balancing figure each day – figures quoted for Total UIG in the AUG Statement are their estimate of “final UIG” at Line-in-the-Sand – after 3 to 4 years – depends how many meters never get readings
- **Other changes from 1 October:**
  - **New Seasonal Normal Weather basis, including Solar Term**
  - **New NDM Algorithm parameters for Gas Year, no uplifts this year**
- UIG impossible to predict, especially volatile in Autumn (shoulder months)

5. How Xoserve will engage with the new AUGE?

- New Allocation of Unidentified Gas Expert (Engage Consulting) appointed in June 2020
- Xoserve as CDSP appoints the AUGE, with industry input
- Xoserve provides most of the data to the AUGE and has regular contract management meetings
- Also reviews key deliverables before publication
- Industry engagement at UNC AUG Sub-Committee – open forum: www.gasgovernance.co.uk/aug
- AUGE has ultimate discretion over its methodology

4. Any other items that may affect UIG

Topic	Brief Description	Likely UIG impact
Urgent COVID-19 Mod 0722	Allows submission of estimated reads as actual	Triggers quicker reconciliation but creates new UIG if estimates aren't accurate
Urgent COVID-19 Mod 0723	Use of Isolation Flag for sites with zero or de minimis usage	Removes sites from NDM Allocation, improves negative UIG, but creates positive UIG if site starts consuming again
Mod 0672 – now implemented into DDP	Class 4 Read Performance as % of AQ	Targets meter read activity to higher AQ – should improve AQ accuracy and reconciliation timescales
Mod 0691 – still with Panel for decision	CDSP to move sites into Class 1 once they hit the triggers	Could help with volatility
Mod 0664 – out for consultation	CDSP to move sites out of Class 2 or 3 to Class 4 for poor read performance	Aim is to improve read performance so that sites don't end up in Class 4 – PC2 is much better for UIG (if daily reads are loaded)

- *Anything else that attendees are aware of?*

2. Progress with automation of UIG Graphs

- Progress stalled due to resource availability and support for industry during COVID-19 lockdown – especially UNC Mod development and monitoring
- Additional resource now available to complete testing on data inputs
- Go-live date not yet set – will publish a news article once available and use other channels as well, e.g. CAMs

AQ Taskforce Update

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 7th 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 3rd 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

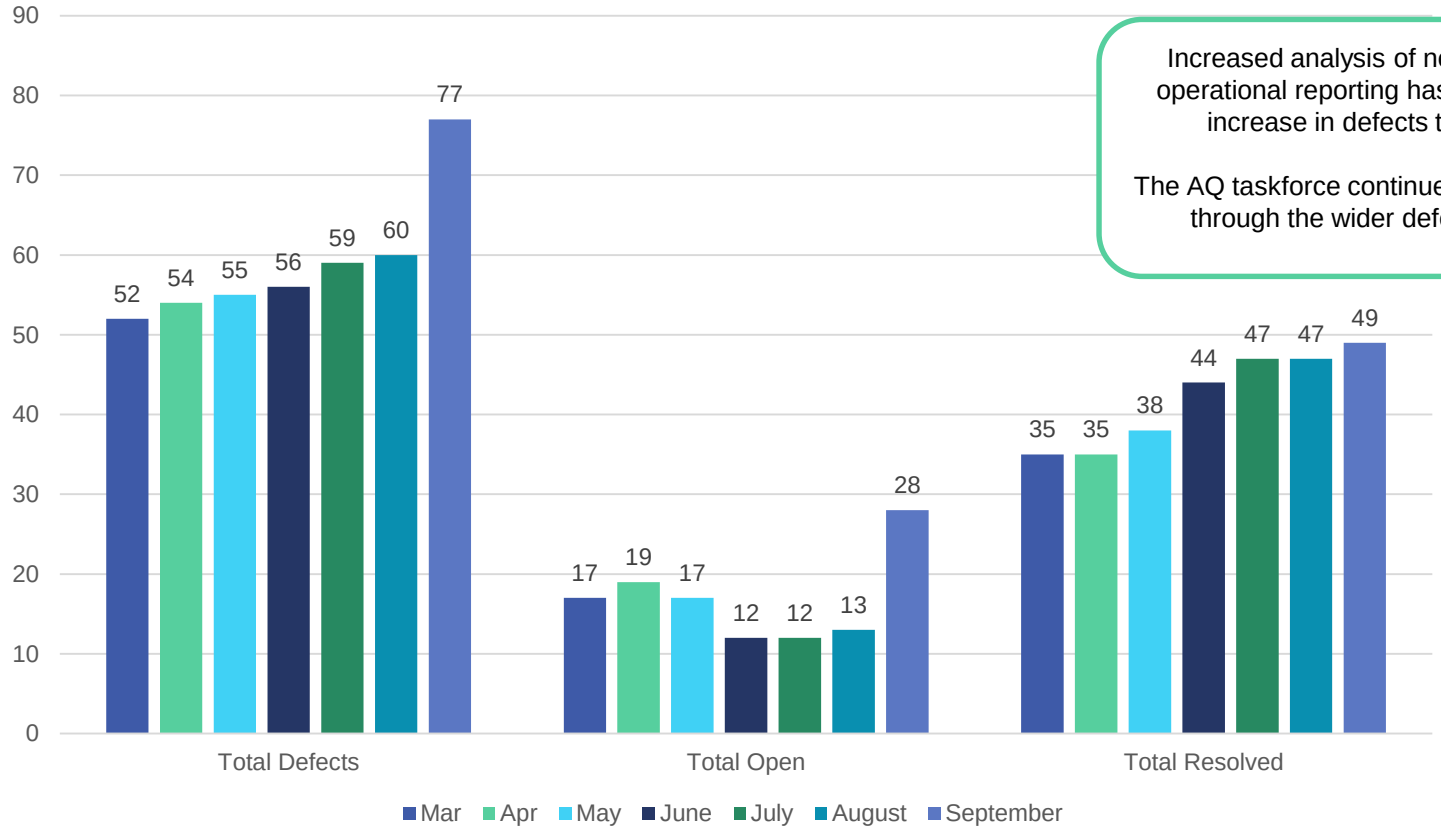
Resolved defects

(+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)



Increased analysis of newly delivered operational reporting has resulted in an increase in defects this month.

The AQ taskforce continues to tackle these through the wider defect process.

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 subsenquent 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

8. Alternative AQ Design

- Amend AQ design to calculate the consumption between start and end position rather than using pre calculated values
- Reduce vulnerability by avoiding dependency on upstream processes

7. Code Review

- Update code review checklist to include 'Align sort statement to binary search'
- Code review for Class 3 read upload/REC & Class 4 REC

1. Process Improvements

- Exclusion of MPRNs under defects/CR's from AQ process until fix applied
- Alignment of AQ process with REC (AQ cut off date, CA trigger)
- Automate co-terminus read estimation for Prime & Sub sites (RGMA)
- Defect life cycle focused around improved traceability to business rules
- Considering CA as a trigger for the monthly AQ calculation

6. Documentation

- Update design specifications (FS/TS) with the current rules used for defining defects e.g. TTZ
- Update the SOP for MR15 to reduce redundant exceptions
- Review Generic rules and update RRC/traceability matrix

2. Assurance Reports

Develop/Enhance below assurance reports to identify anomalies:

- Enhance EUC Assurance report
- WC Assurance Report (New)
- Formula Year AQ Validation Report (New)
- Rolling AQ Validation Report (New)

5. New Changes

- Simplify the design for read insertion scenarios (xrn5007)
- Review requirements of TTZ CR (xrn5072) to ensure all the possible scenarios are scoped
- New CR : Scope FINT & RG / CM/ RD / XO reads originally missed as part of xrn4676
- Optimise the functionality for Manual Read entry screen
- New defect : Handling class change & other reads on the same date

3. Automated Tools

- Enhance AQ/FYAQ correction tool to capture audit trail
- AQ Calc Simulation tool
- Financial adjustment assessment (Decision Tree) Tool
- Financial adjustment calculation tool (Billing)
- New AQ assurance report to identify anomalies on consumption and apply AQ exclusions automatically

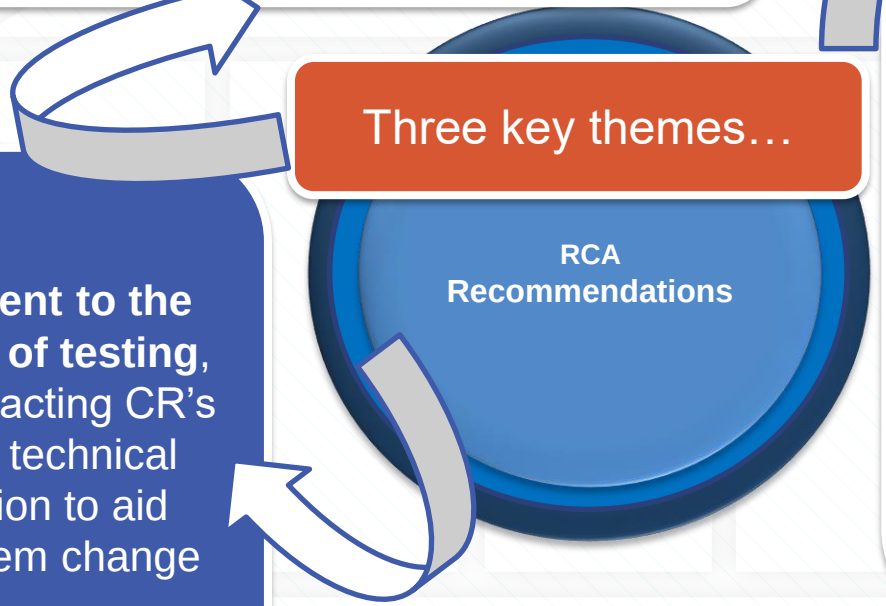
4. Functional testing

- Carry out additional system profiling for the identified scenarios to have undergone limited regression testing
- Initiate functional testing for the scenarios (Class 3 oriented) with SME agreement
- Develop an exhaustive regression suite based on approved business rules and further explore automated testing solutions

Short Term
Medium Term
Long Term

RCA Outcome – Key Recommendations

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

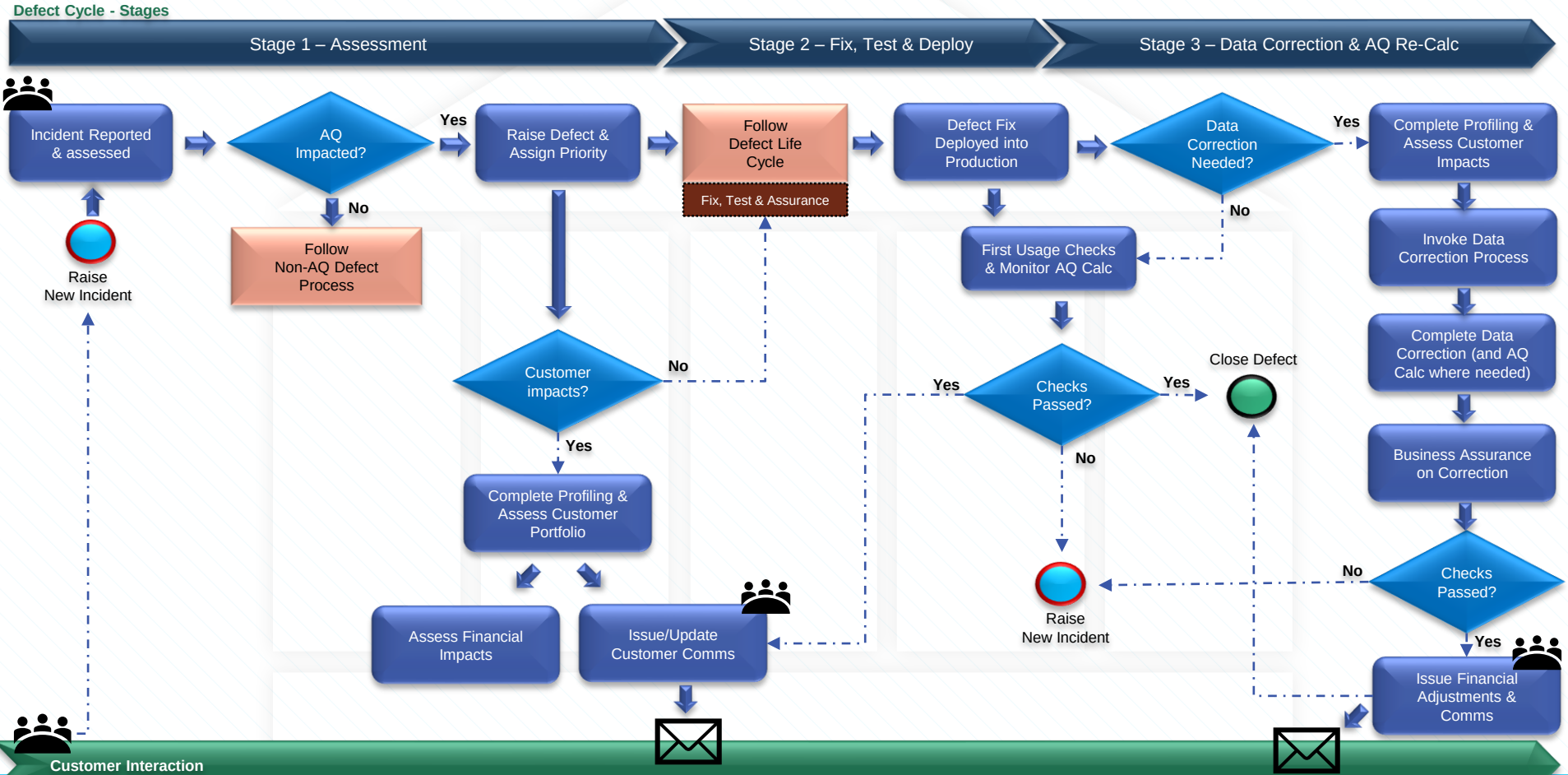


1 .Drive greater '**Command and Control**' on the AQ Process to drive quality and improve accuracy

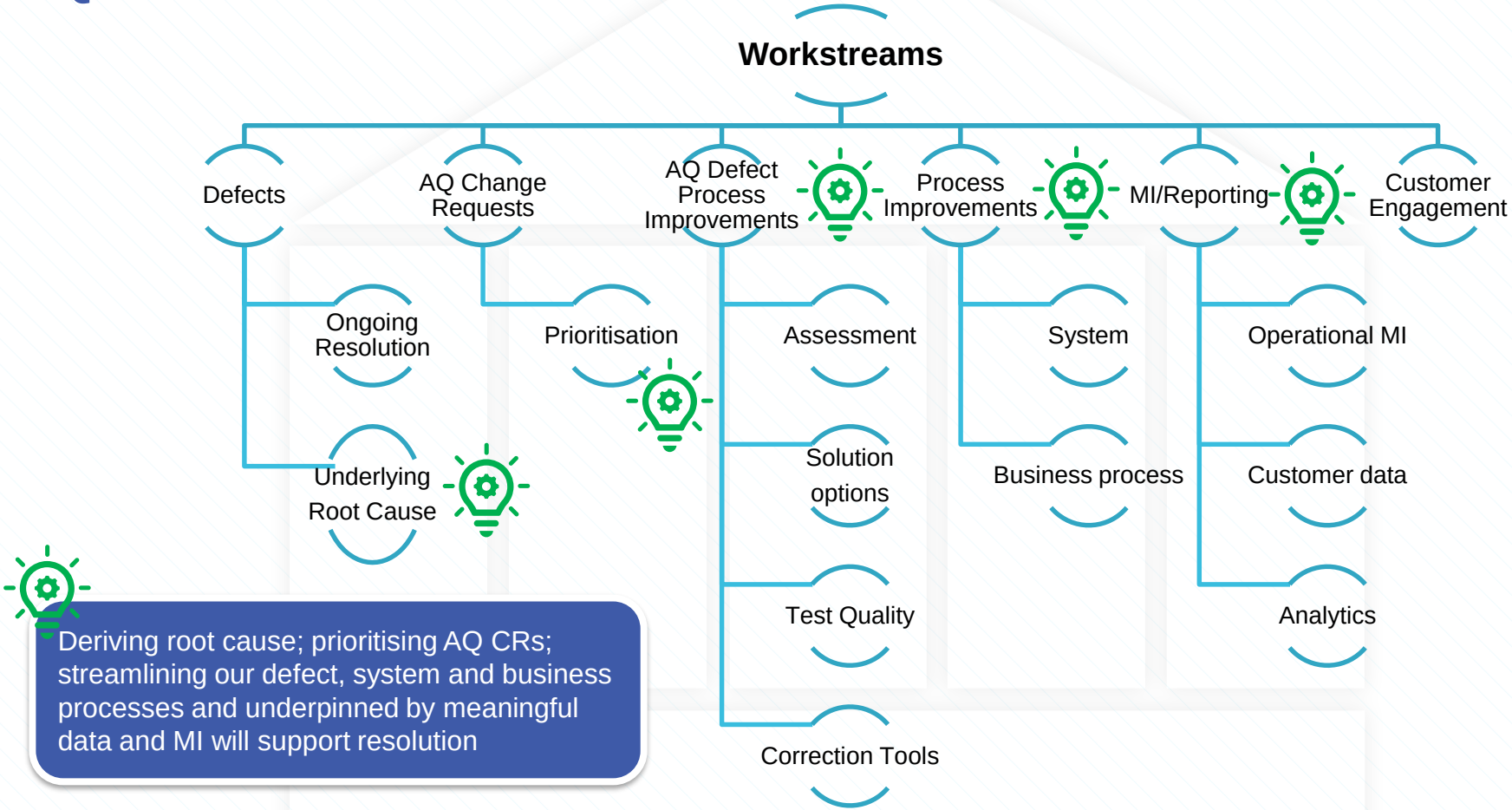
2 .**Improvement to the depth/quality of testing**, delivery of impacting CR's and improve technical documentation to aid future IA/system change

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

New AQ Defect Life Cycle – Process being followed



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

AOB

NDM Sample Data

Guidance Material can be found here

5th Business Day in October

Meter Point Portfolio Reconciliation

Guidance Material can be found here, for help and support please contact xoserve.sats.spa@xoserve.com

Shipper portfolio extraction must be completed on the **1st November 2020**

Shippers must submit the extraction to Xoserve, as the Central Data Service Provider (CDSP), by **20th November 2020**

Business Plan 21

First draft of our 2021 Business Plan (BP21). This document sets out our budget for the financial year commencing 1st April 2021 and provides our forecasts for the following two financial years. We are now seeking your views before finalising the Plan later this year.