



Small and Medium Shipper Constituency

Tuesday 19th January 2021

Agenda

- AQ Focus Group - John Harris
- CSS Update - Rob Westwood
- DDP Constituency Update – Amelia Gallini
 - XRN5200 Shipper Pack Transition to Data Discovery Platform
- PAC Updates
 - Bypass Meter Update - Martin Attwood
 - NDM Sample Data – Simon Bissett
 - PC4 Monthly Read Sites – Amelia Gallini
- CMS Rebuild Update - Joanne Williams
- MOD0736 updates – Amelia Gallini
- AOB



AQ Focus Group John Harris

Introduction of the focus group

Contents

- AQ Focus Group - Background
- AQ Focus Group - Role & Responsibilities
- Assurance of Monthly AQ Calculation - Purpose & Approach
- How to raise an AQ Query & Question

AQ Focus Group - Background

- An AQ Taskforce was formed as a result of the customer impact and feedback of system issues and defects impacting the accuracy of AQ calculations
- Whilst headlined 'AQ', the root cause is the permutations of volume and energy derived from the submission of Meter Reads and RGMA flows
- The role of the Taskforce was to drive down the backlog of AQ impacting issues/defects, undertake root cause analysis of those being found, and to review the end to end AQ and defect management processes
- One of the recommendations of the Taskforce is for a dedicated team/resource at Xoserve to oversee and assure the AQ process
- The '**AQ Focus Group**' was created in October'20

AQ Focus Group - Role & Responsibilities

- The investigation and resolution of all AQ related queries and questions received via Xoserve.com
- The processing of Unregistered & Shipper-less AQ corrections (pre-registration)
- The delivery of AQ Publications and Reports
- Industry and business support/education with the AQ process
- The undertaking of AQ calculation and Correction assurance activities

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Assurance of Monthly AQ Calculation – Purpose & Approach

PURPOSE:

- To assure the output of the monthly AQ calculation process
- To proactively identify any new system issues & defects should they arise
- To provide support/education to the Industry with incorrect AQ calculations
- To endeavor to prevent extreme and incorrect AQ calculations from being applied to UK Link and Gemini

APPROACH:

- To review substantial AQ increases and decreases based on the current value, percentage change, market sector code, meter class, TTZ count etc.
- Analysis of AQ '1' population
- Analysis of the industry's use of the AQ Correction process by reason code

How to raise an AQ Query & Question

AQ Queries & Questions

To raise any AQ related query and question please follow the link and guidance below:

Xoserve portal: <https://www.xoserve.com/help-and-support/>

- Click on 'raise a new support request'
- Click on 'I'm an Xoserve Customer' then 'Next'
- Click on 'All other queries' then 'Next'
- Click on 'AQ' then 'Next'
- If the FAQ's do not answer your question, click 'No' for 'Have we answered your question' and complete the template

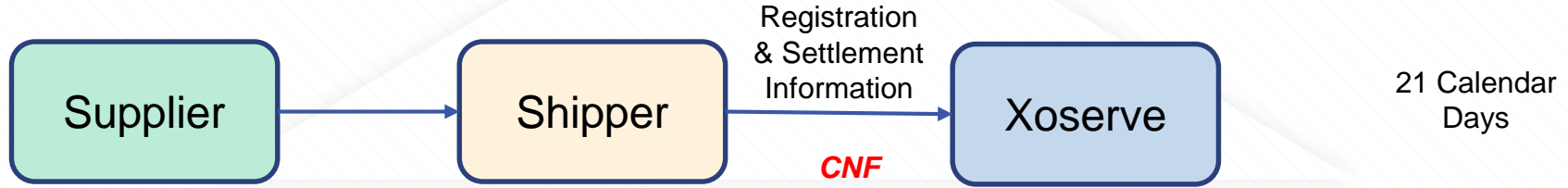


CSS Recap & Test Phase Customer Update

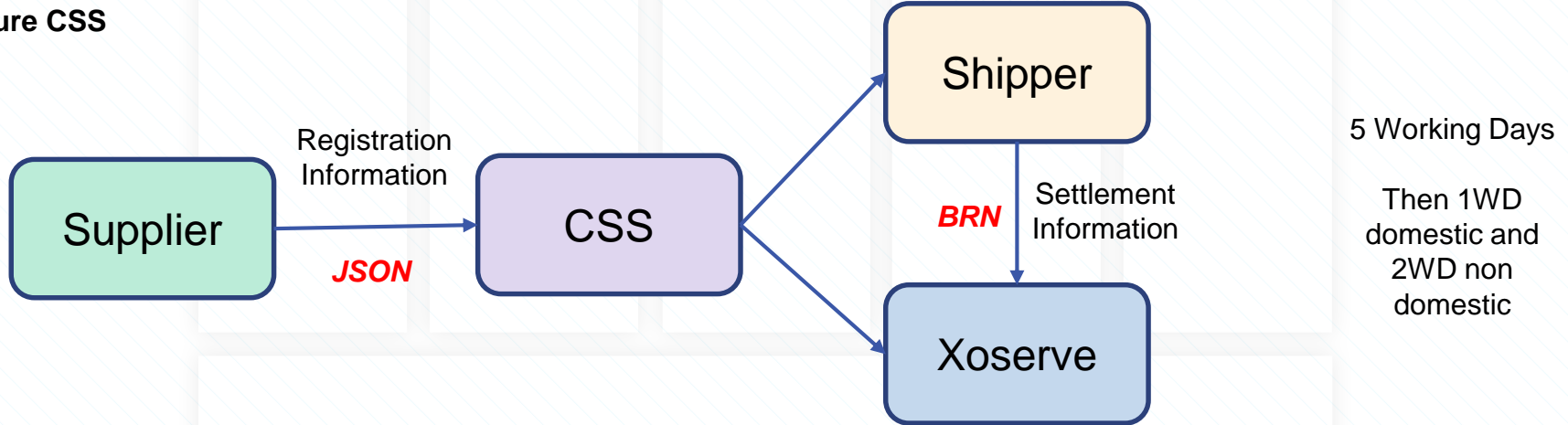
January 2021

Change of Switch Trigger

Current



Future CSS

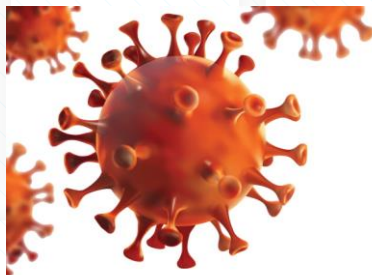


CSS Meter Point Scope & Timescales

- The following meter points are confirmed as being out of scope of the CSS switching processes:
 - Sites directly connected to the National Transmission System (NTS Sites)
 - LPG Supply Meter Points
- Discussions are still ongoing with Ofgem regarding the following:
 - Shared Supply Meter Points
 - Supplier Exempt Sites

Timescales

Original Go Live: June 2021



CORONAVIRUS
COVID-19

New Go Live: Summer 2022:

Go/No Go: 27/5/22
Go Live: 6/6/22 – 15/8/22

CSSC on a Page

Switching Timescales and Trigger

- From 21CD to 5WD in 2021
- To 1WD (domestic) 2WD (non-domestic) at a later date TBD
- Moves from Shipper led to Supplier led
- So Shipper loses control and has less notice

Registrations & Settlement Data

- CNF process removed for CSS sites
- Nominations are expected for class 1 & 2 and optional for large classes 3 & 4 meter points.
- Shippers sending settlement details for Class 1 & 2 without a prior NOM, will see these rejected and CDSP will apply default values

Gemini

- Notice reduces from D-2 days to D-7 hours
- Trading commences from 9pm on D-1
- New file which will be sent to Shippers containing their Gemini Activity Number

Opening Reads

- Submitting reads prior D will no longer be possible
- The current 10 day window moves from D-5 – D+5 to D-D+10
- Where a reading isn't provided between D+1 and D+10 a estimate will always be generated for D

Supplier Registration Deactivations

- Will be Supplier led not Shipper led
- Suppliers will need to ensure RMP set to Dormant or Terminated before Suppliers send Deactivation Request

Forced Registrations

- Xoserve will notify CSS
- CSS will process as a normal registration

SPAA Updates

- Xoserve will regularly sync data with CSS
- Updates provided by the gaining Shipper will only be validated against the new CSS registration statuses

Data Enquiry Service

- New search screens
- New data items
- RMP status
- MAP ID
- Inclusion of REL
- Data permission changes

UK Link File Format Change Summary

Change Type	Count
New File / Hierarchy	4
Amended File Hierarchy	0
New Record Formats	8
Amended Record Formats	5
Decommissioned Files	2
File Validation Rule Changes	10
Process Changes	3

Test Phases

System Integration Testing (SIT)

Voluntary

- SIT is the first applicable test phase. This is where parties will be internally testing end to end processes and data integrity of all switching related business processes

Pre Integration Testing (PIT)

Mandatory

- Connection to Central Switching Service (CSS) test simulator
- Multiple functional & non-functional test scenarios to be met - set by the SI
- You will be responsible for the self certification to exit PIT

User Entry Process Testing (UEPT)

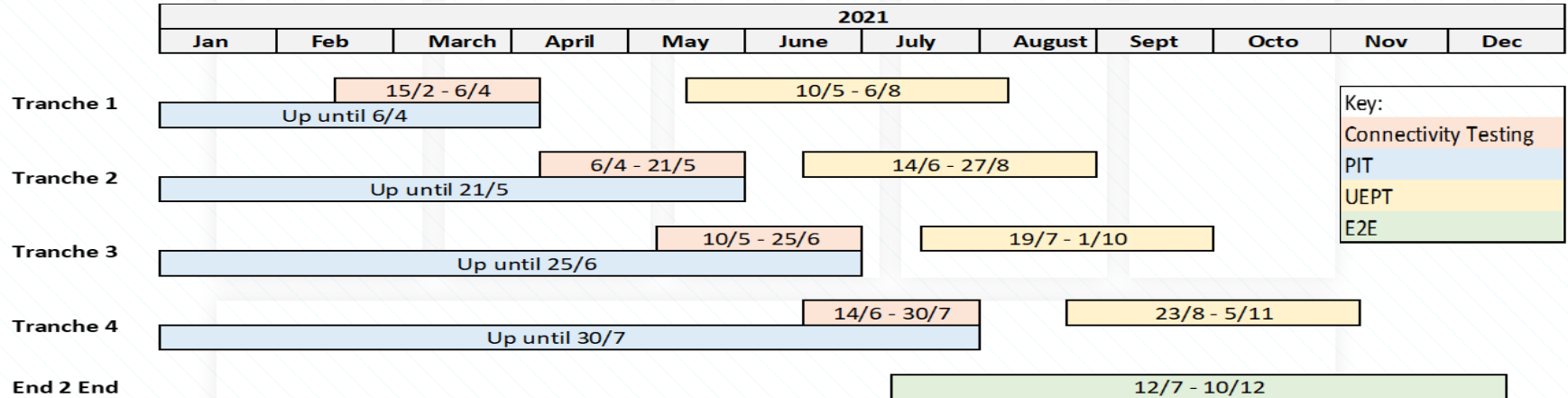
Mandatory

- Connection to CSS environment
- You will agree relevant test scenarios with the SI & the evidence required to meet the test scenarios
- You will be responsible for the self certification to exit UEPT

End to End Testing (E2E)

Mandatory if >250k

- E2E is mandatory for parties with a combined gas and electric portfolio above 250k meters
- You will need to create the test files and pass them through to CSS
- If you do participate in E2E you will need to store your back up data cut



PIT EXIT CRITERIA

Version: 1.0
 Status: Final
 Author: netcompany Switching Programme Team

netcompany

Pre-Integration Testing - PIT

The Pre-Integration Testing (PIT) Exit Criteria details the functional and non-functional requirements that are to be met and Test Artefacts that are to be completed and made available to demonstrate the successful completion of the PIT phase of testing for all PIT test participants.

Supplier Test Requirements			
Message Test Id	Description	Direction	Market Participant Role
1	Send Initial Registration Request to CSS (Gas, Electricity)	Inbound to CSS	Energy Suppliers
2	Send Update of Current Active Registration to CSS	Inbound to CSS	Energy Suppliers
3	Send Switch Request to CSS (Gas, Electricity, Dual Fuel)	Inbound to CSS	Gaining Supplier
4	Send Switch Intervention to CSS with Objection as Losing Supplier	Inbound to CSS	Energy Suppliers
5	Send Switch Intervention to CSS with No Objection as Losing Supplier	Inbound to CSS	Energy Suppliers
6	Send Annulment Request to CSS as Losing Supplier	Inbound to CSS	Energy Suppliers
7	Send Withdrawal Request to CSS as Gaining Supplier (Gas, Electricity, Dual Fuel)	Inbound to CSS	Energy Suppliers
8	Send Registration Deactivation Request to CSS	Inbound to CSS	Energy Suppliers
9	Send Registration Validation Notification to Gaining Supplier	Outbound from CSS	Gaining Supplier
10	Send Registration Pending Notification to Gaining Supplier	Outbound from CSS	Gaining Supplier
11	Send Registration Confirmed Notification to Gaining Supplier	Outbound from CSS	Gaining Supplier
12	Send Registration Secured Active Notification to Gaining Supplier	Outbound from CSS	Gaining Supplier
13	Send Gaining Registration Cancelled Notification to Gaining Supplier	Outbound from CSS	Gaining Supplier
14	Send Registration Validation Notification to Losing Supplier	Outbound from CSS	Losing Supplier
15	Send Registration Secured Inactive Notification to Losing Supplier	Outbound from CSS	Losing Supplier
16	Send Registration Cancelled Notification to Losing Supplier	Outbound from CSS	Losing Supplier
17	Send Invitation Intervene to Losing Supplier	Outbound from CSS	Losing Supplier

Supplier Test Requirements			
Message Test Id	Description	Direction	Market Participant Role
1	Send Registration Pending	Outbound from CSS	Gaining Shipper
2	Send Registration Secured Active	Outbound from CSS	Gaining Shipper
3	Send Registration Confirmed	Outbound from CSS	Gaining Shipper
4	Send Gaining Registration Cancelled	Outbound from CSS	Gaining Shipper
5	Send Registration Event	Outbound from CSS	Gaining Shipper
6	Send Registration Secured Inactive Notification to Losing Shipper	Outbound from CSS	Losing Shipper
7	Send Registration Change Anticipated Notification to Losing	Outbound from CSS	Losing Shipper
8	Send Registration Event Notification to Losing Shipper	Outbound from CSS	Losing Shipper
9	Send Registration Event Notification to Registered Shipper	Outbound	Registered Shipper

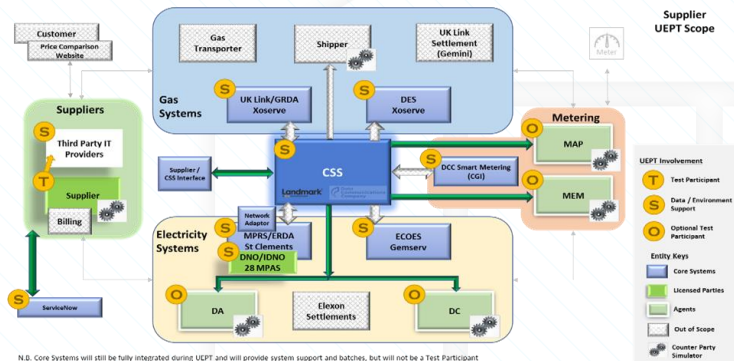
UEPT TEST PLAN

Version: 0.9
 Status: Draft
 Author: Netcompany Switching Programme Team

netcompany

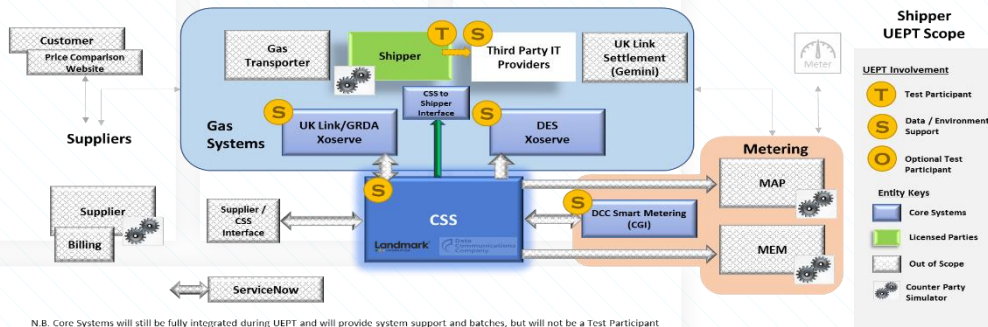
User Entry Process Testing - UEPT

UEPT verifies Licensed Parties' (LPs), or other Market Participants' eligibility, to act as Users of the new Switching arrangements. Each Licensed Party and its Switching Programme registered Agents and Meter Asses Providers, using the system that directly interacts with CSS will create and execute a series of agreed Test Scenarios.



Licensed Party	Test Scenarios
Gaining Supplier	81
Losing Supplier	42

Licensed Party	Test Scenarios
Gaining Shipper	47
Losing Shipper	30



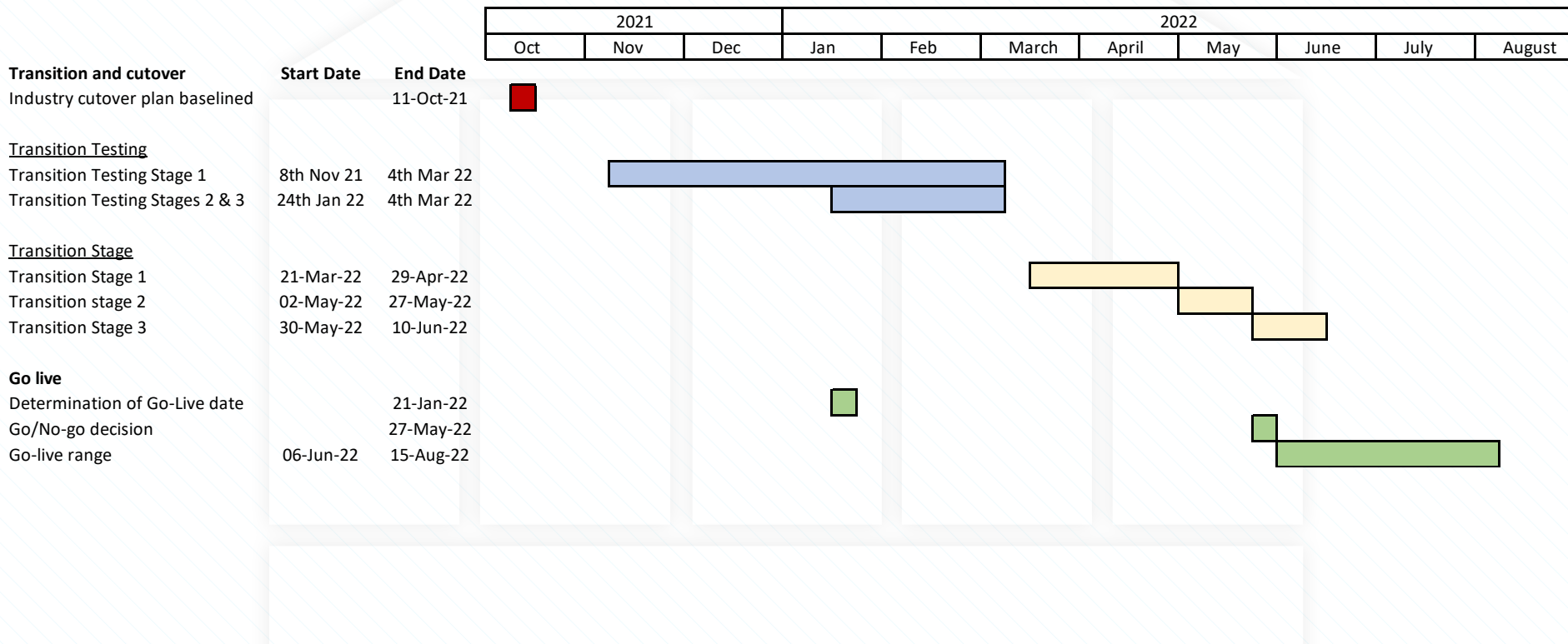
Pre-Integration Testing and User Entry Process Testing

- PIT and UEPT are similar test phases with the difference being PIT uses a CSS simulator whereas UEPT uses integrated test environments
- Each phase requires a number of test artefacts to be created and provided to the SI
- You will be responsible for completing your self certification pack and providing it to the SI for assurance.
- The SI will upload scenarios to JIRA and you should advise the SI which are relevant and which can be descope or changed.

End-to-End (E2E)

- E2E is mandatory for customers with a combined gas and electricity portfolio above 250k meters
- If you do participate in E2E you will have been asked to take a back up datacut. You will need to store this datacut for E2E phase
- We also believe customers can descope some of the E2E scenarios but again this has to be agreed between Supplier and SI

Transition & Go Live Phases



Programme Update

Programme Health – RAG

Return to Green Plan

Overall Programme Status	Previous	Current	The programme is now at Amber-Green status based on the progress made with the action tracked by the central programme team. Out of the twelve issues that we raised seven of these have been resolved, we continue to track the remainder, these are planned to be closed by the end of January 21.
Programme Plan	Previous	Current	
Risk Profile	Previous	Current	
Resources	Previous	Current	Xoserve's delivery status continues to be Green

Executive Summary

Upcoming Activities & Milestones (Next Month)

Key Programme Updates

- To date, all Xoserve key internal and external milestones have been met
- Programme Re-plan:** Following the Ogem programme re-baseline, caveated with the actions to mitigate concerns that Xoserve raised, we have been tracking these to closure with SI & DCC. Most actions are on track
- Costs:** Costs continue to be monitored closely
- Missing design changes** We continue to track these with DCC and SI. DCC have completed their review. The SI will provide the results of their review of any gaps on 8th January
- External SIT:** Testing is continuing largely to plan with volunteer licence party testing in progress currently. Xoserve have no open defects at this point
- External NFR SIT:** Xoserve have commenced testing. We have 1 defect raised, which is ready to re-test
- Internal Testing:** Internal Testing continues to plan addressing consequential changes and Switching Programme CRs.
- Transition:** Internal planning activities continue alongside engagement with the SI/
- Data Migration:** DM NF Testing has commenced to plan on 7th December. Data delivery to Landmark for the UIT phases is on track with extraction completed successfully on 21st November.

- DMT NFR:** Continue test execution
- External SIT:** Continue External SIT support
- External NFR:** Continue test execution
- Internal Test:** Continue SIT & UAT assurance
- DES:& Secondary APIs** Continue development and system test activities.
- Transition:** Continue Transition planning

Further General Info

- Xoserve website – Switching Programme page
<https://www.xoserve.com/change/switching-programme/>
- The full set of to-be business processes are available on www.xoserve.com/change/switching-programme/
- A log of all decisions made during our CSSC Extraordinary DSG meetings has been added to the Switching Programme site
www.xoserve.com/change/switching-programme/
- CSSC Change packs:
<https://www.xoserve.com/change/change-packs/?search=>
- Ofgem Switching Programme website
<https://www.ofgem.gov.uk/gas/retail-market/market-review-and-reform/smarter-markets-programme/switching-programme>
- SwitchStream service
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Data Discovery Platform

DDP - Overview

DDP Insights provides Shippers with Supply Point data in a user friendly, interactive online dashboard; allowing them to effectively carry out their UNC obligations and business processes, taking necessary action where appropriate. Performance Assurance Framework Administrator (PAFA) also have a industry view of the performance related metrics, allowing them to effectively carry out their Performance Assurance role.

What new data is available to you in the DDP

- **Must Read Pre-Notification process.** Access to a daily view to MPRNs which are up to 20 business days away from entering the pre-notification process. In addition to this, you will also have the ability to view MPRNs which are up to four months away from entering the process, allowing sufficient time to take action and avoid picking up any charges for your MPRNs entering the process.

Previous Drops included

AQ Insights dashboards

- Updated on both a daily and monthly basis, the dashboard provides Shippers with the ability to discover and investigate AQ data. It will also give them insights into their AQ Corrections and AQ Rejections, allowing Shippers to access their data split by various metrics such as activity, class and more. Shippers will gain insight into their AQ Roll metric, allowing them to access their data relating to AQ Roll trends, AQ changes by Meter Point, AQ age profile, split by various metrics such as class, market sector, and more.
- Shippers also now have the ability to access insights around their Read Performance by AQ, allowing them to split their data by Class, Meter Mechanism, Read Frequency and more. This will support Shippers in meeting their UNC obligations and help them with their internal business processes.

Asset Insights dashboards

No Meter Recorded

This dashboard focuses on sites within a portfolio where no meter has been recorded in our systems. The charts in this dashboard show the data split by Annual Quantity (AQ), Class, Time and Activity.

Standard Correction Factor

This dashboard focuses on sites within a portfolio which have a Correction Factor deemed as incorrect in our systems. The charts in this dashboard show the data split by Market Sector, AQ, Class and Time.

Each Dashboard has filtering options, allowing Shippers to access exactly what they need, such as Supplier, Meter Asset Manager (MAM), and End User Category (EUC).

DDP Constituency Forum – Register your attendance [here](#)

XRN5200 Shipper Pack Transition to Data Discovery Platform

- This change seeks to establish a framework and timescale for the de-commissioning of Shipper Packs content and ensure all related data and topics are delivered via reporting in Data Discovery Platform (DDP).
- It is expected that this transition away from 'legacy' spreadsheet iterations of reporting, will move towards integrated DDP reporting and will begin with the prioritisation of PARR reports already in DDP.
- The remaining Shipper Pack topics being prioritised in the DDP roadmap deliverables with this change providing an opportunity for Shippers to review Shipper Pack content at topic level and create 'user stories' for insertion into future DDP delivery prioritisation discussions and drop/sprint deliverables.
- Details can be viewed by following the attached link:

<https://www.xoserve.com/change/change-proposals/xrn-5200-shipper-pack-transition-to-data-discovery-platform/?return=/change/change-proposals/?customers=&statuses=&search=5200>



PAC Updates

Meter Bypass
NDM Sample Data
PC4 Monthly Read Sites

Meter By-Pass

- The accuracy of the Bypass flag is currently an area of industry focus as inaccuracies can contribute to daily levels of Unidentified Gas. During last month's Performance Assurance Committee (PAC) meeting Xoserve shared a presentation (attached) regarding Meter Bypass, we also shared the same presentation with customers at the September Shipper Constituency meetings.
- PAC asked Xoserve to contact Shippers with the following requests:

Actions Required from Shippers

- **For Sites with Open Bypass** - Shippers to investigate (as a priority) those MPRs showing an 'Open' Bypass (status 'OP') and confirm if this status is still valid:
- If Bypass is still open, then agree a consumption figure and submit to settlement (via 'RFA' query in CMS system)
- If Bypass is now closed, update UK Link (via 'ONUPD' file)
- **For sites with Closed Bypass** – Shippers requested to sample check the status of up to 5 MPRs showing as 'Closed' (status 'CL' or 'CD') to see if they are flagged correctly.
- When selecting these MPRs, please prioritise using the following logic: MPRs that haven't been inspected for a while (using 'Last Inspection Date') with larger Annual Quantity (using 'Rolling AQ' value) and lack of recent Actual meter readings (using 'Latest Actual Read date').

NDM Sample Update

- The next NDM sample submission date is **9th April 2021**
- Data is required from **01/04/2020** to **31/03/2021** and will be used to derive the parameters used in the NDM demand allocation formula
- Therefore it is essential that only quality, error free data is sent
- There are several documents published to help with this process, these can be found on the Joint Office website here:
<https://www.gasgovernance.co.uk/desc>
 - Provision of NDM sample data UNC H1.6.11
 - File Format (Third Party NDM Sample Data) v 8.0
- Thank you to those Shippers that submit this data on a monthly basis.

Questions

- If you have any questions or concerns with this process we are happy to help
- A lot of the common data errors that we see are included in the documents mentioned on the previous slide
- Please contact me at:
Xoserve.demand.estimation@xoserve.com

PC4 Monthly Read Sites

PAC are targeting Shippers underperforming against UNC requirements in the PC4 monthly market

[Summary – 10 November 2020](#)

<https://www.gasgovernance.co.uk/pac/summarykeymessages>



CMS Rebuild Update

Joanne Williams

CMS Rebuild - Progress to date

Activities since last Update in December

- Workshops continued at pace and in December we facilitated three Duplicate Meter Points (DUP) Process workshops and a combined Isolation & Dead To Live (ISO /DTL) workshop.
 - 43 attendees across these four workshops
 - 62 requirements captured across these two processes *we are still refining and this figure may change based on removal of duplication etc
 - 66 Pain points identified and captured *this may include duplication
- During the first week of Jan the following workshops have taken place *this may include duplication)
 - Management of Unregistered sites
 - 8 attendees
 - 24 Requirements
 - 14 Pain Points
 - Gas Safety Regulations
 - 11 attendees
 - 58 Requirements
 - 32 Pain Points
- At the time of submission the Theft of Gas Workshop was yet to be completed
- All Workshop outputs will be published here:
<https://www.xoserve.com/systems/contact-management-service/contact-management-service-cms-rebuild-project/>

Next Steps

- Must Reads Workshops W/C 18/01/2021 will be slightly different format due to the previous workshops in July / August
- Continue with planned workshops
- Schedule a consumption Adjustment Workshop with Distribution Networks
- Compile a full list of the requirements which:
 - Remove duplication
 - Add our understanding to that requirement
 - Encourage customers to help prioritise
- Schedule Ideal state workshops both internal and external

Key Milestones

Due

Initial Workshops Completed

22/01/2021

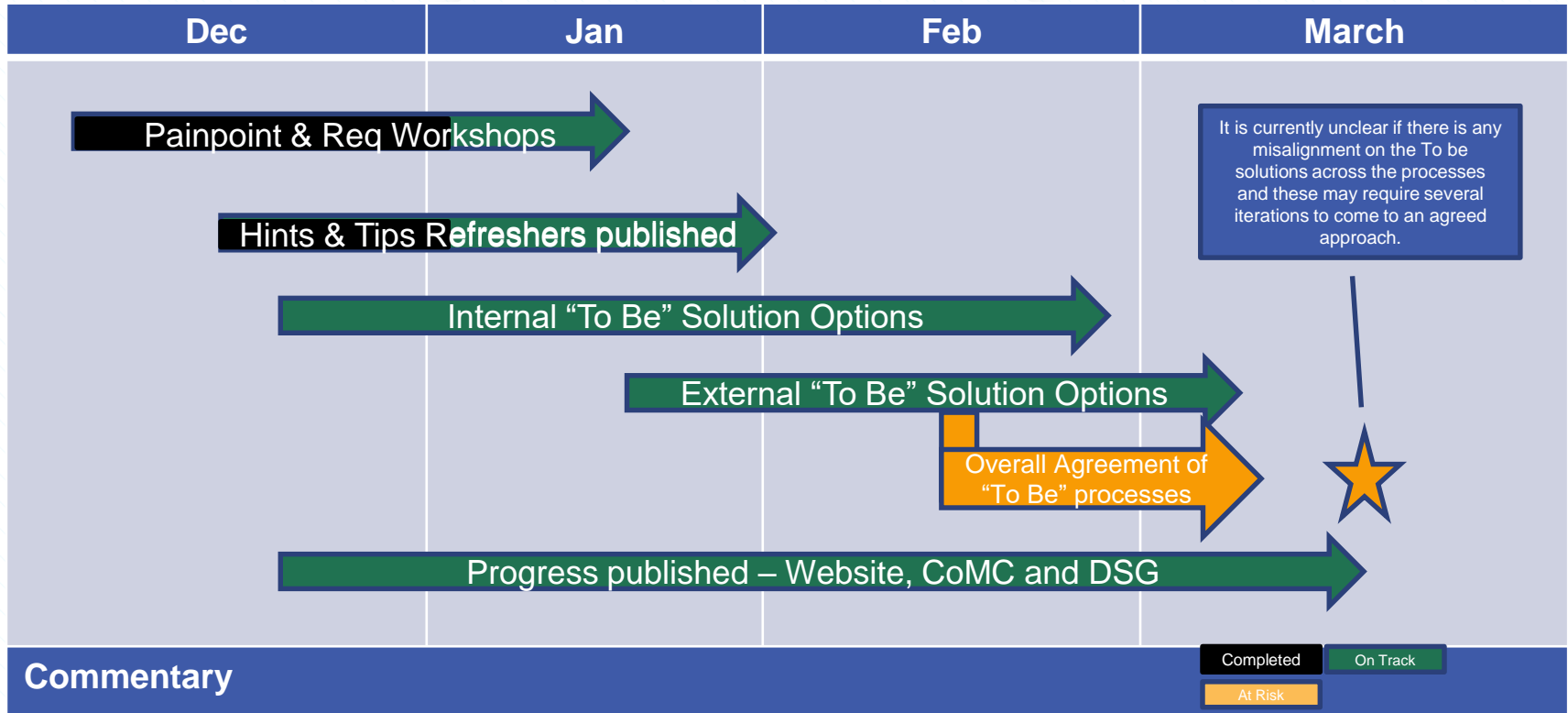
Ideal Workshops Commence

24/01/2021

HLSO – Target Date

March

CMS Rebuild Next Steps



Workshops to date have recieved great feedback to date and the findings are consitent across the board



**XRN5237 - Maintenance of a User
relationship table for the purpose of AQ
corrections (Modification 0736)**

Background

- UNC Modification 0736S – Clarificatory change to the AQ amendment process within TPD G2.3 was raised by Cadent.
- It proposed to make a change to the AQ corrections process outlined in the UNC Transportation Principles Document Section G 2.3 (UNC TPD G2.3) in order to clarify the circumstances in which such corrections can be made.
- Modification 0736 seeks to provide clarity in the UNC around where a Shipper can utilise AQ correction reason code 3. It prevents AQ correction utilising reason code 3 going live where the previous Shipper is a 25% or more Affiliate with the current Shipper who is requesting the AQ correction.

Current situation

- Modification 0736 was approved by UNC Panel in December and was implemented on 14th January
- A DSC Change Proposal has been raised to deliver the proposed changes within the Modification. XRN5237.
- A solution Change Pack was issued in November and the Detailed Design CP in December.
- There was only one proposed solution option which was predominantly manual due to the speed at which the change required implementing.

Impact for Shippers

- Shippers must notify the CDSP of their affiliates. If a Shipper does not notify the CDSP of their affiliates (this includes where no other Shipper User qualifies as a 25% Affiliate), **the Shipper will be assumed as affiliated to all other Shippers and will not be able to utilise AQ correction reason code 3.**
- The Xoserve Customer Life Cycle team have written out to all Shipper Contract Managers to request the affiliate position.
- Shippers must respond (even where they have no affiliates), in order for this to be recorded and allow the AQ corrections reason code 3 to be processed.
- If a Shipper submits an AQ correction reason code 3 where they should not as per Modification 0736, they will be notified by the CDSP and requested to cancel the AQ correction.
- If the Shipper does not cancel the AQ correction within the specified time, the CDSP will cancel on their behalf. This will result in unsolicited response files to the Shipper.

Next steps

- The Modification and CP was implemented on 14th January 2021.
- From this point on, a Shipper should not use reason code 3 for an AQ correction where the previous Shipper is 25% or more an Affiliate to the submitting Shipper.
- We would encourage parties to review the Detailed Design CP issued in December.
- Respond or get in touch with the Customer Life Cycle team to provide your Affiliate position if you haven't already.
customerlifecycle.spa@xoserve.com

AOB

- SAP maintenance update
- New UIG Weighting Factors
- Demand Estimation Team Update
- MOD0431 SPO File Outputs
- ICS Survey

UK Link Upgrades and Related Outages

The UK Link estate will be undergoing a series of system upgrades to ensure they remain in a stable and supported position. To carry out these upgrades a number of outages to UK Link will be required. The dates are detailed below and have been planned to provide minimal impact to customers.

The outages have been incorporated into the standard maintenance window from 5am-7am where possible to cause minimum impact, however there are a number of days where we will need to extend the outage beyond that time. The only minor impact caused will be on Saturday 30th January when the calculation of Forecast CWVs at 11pm will not happen. This will mean that there will be no values published on the National Grid website and the NDM Nominations run at midnight will use CWV values from the previous 4pm run. The calculation of Forecast CWVs at 8am on 31st January will then be processed as normal.

No other operational changes will be needed

The list of outages are as follows:

Saturday 16th January – Wednesday 27th January between 4am – 7am

Saturday 30th January between 4pm – 12am

A contingency outage is included as follows:

Saturday 6th February between 4pm – 12am

If you have any issues contact the Xoserve Service Desk on 0845 600 0506, or alternatively via email at servicedesk@xoserve.com

Draft AUG Statement for 2021-2022

- Engage Consulting Limited, the AUG Expert (AUGE), has published the Draft AUG Statement for the 2021-2022 Gas Year, along with a Consultation Document. These can be found on the Joint Office website: <https://www.gasgovernance.co.uk/augenex2122>.
- They did present this draft Statement at the AUG Sub-Committee meeting on Friday 15th January, there is now a consultation period until the 22nd January if anyone would like to provide comments/ views on the new weighting factors. Details of this meeting can be found here: <https://www.gasgovernance.co.uk/aug/150121>.

Key dates:

- 30 December - draft Factors published
- 15 January - AUG Sub-Committee - walkthrough of draft
- 22 January - close-out of consultation on the first draft
- 12 Feb - AUG Sub-Committee - review of responses
- 5 March - revised version of document (if required)
- 12 March - AUG Sub-Committee - briefing on revised version
- 1st April - Final Version published
- 6th April - Final AUG Sub-Committee - briefing on final version
- April UNC Committee - vote on the final Table - required unanimous vote NOT to be accepted.
- 1 October 2021 - new Factors go live

Demand Estimate Team Update

Demand Estimation January 2021 [News Article](#)

- End User Category Demand Modelling
- Model Performance – Gas Year 2019/20
- New End User Categories for Bands 1 and 2
- Unidentified Gas (UIG) – Gas Year 2019/20

MOD431 - Meter Point Portfolio Reconciliation

Following the data extraction exercise, the output files (SPO) related to Modification 0431 – Shipper/Transporter – Meter Point Portfolio Reconciliation were sent to Shipper Users via IX on **1st December 2020**.

Please be reminded that your organisation will not have received an SPO file output if no discrepancies against our supply point register was identified.

If however, your organisation has received an SPO file output, Shipper Users have a remaining 20 business days (**29th January 2021**) to investigate and take appropriate actions to reconcile their Supply Point Portfolio.

It is important to note that when carrying out investigations, Shipper Users should advise the Central Data Service Provider (CDSP) of any exceptions. This will ensure that selected supply meter points are not force confirmed or created on your behalf at the end of the 40 business day period.

Further information on the MOD431 process can be found in the [overview course](#).

ICS survey

Our annual Customer Satisfaction went live on Monday 11th January and will close on the 22nd January.

Please look out for the survey and if you haven't received one, we can offer you a link for you to complete the survey.

It will take only a few minutes to complete and we would appreciate any feedback you wish to share with us.