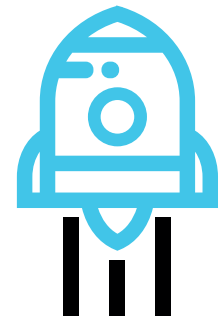


Restructure

What this means for you

(February 25th 2021)



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Xoserve has recently announced details of its exciting venture to separate its organisation into two companies with effect from 1st March 2021: **Xoserve** and **Correla**.

This handbook serves as a guide for all Data Services Contract (DSC) customers and sets out:

- Why we are making changes
- The new roles that Xoserve and Correla will have
- How this change will benefit you, our customers
- How you can expect to engage with Xoserve and Correla
- Where you can find more help and support



Why we are making changes

The Xoserve Board of Directors has undertaken a comprehensive strategic review into how we fulfil our role as the Central Data Service Provider (CDSP) for the UK gas market. The Board considered the implications of a net-zero future, alongside the increasing need for flexibility, innovation and value for money.

The Board concluded that the current delivery model for CDSP services limits how we can respond to the changing shape of the energy market and that without action, this would impede our strategy to increase customer satisfaction, reduce the cost of service delivery and bring innovative solutions to market.

From these conclusions, we have identified the opportunity to restructure into two new companies that can deliver improved outputs for customers and consumers alike.

This restructure will see:

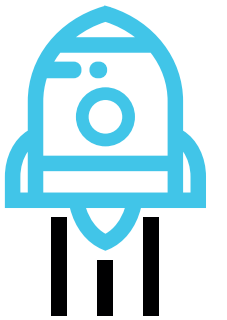
- Xoserve retain ownership of key industry technology platforms and personnel, with specialists in contract and change management, governance and industry knowledge.
- The majority of operational, delivery, customer support and back office teams will move to Correla.

“The successful delivery of DSC commitments remains a shared priority for both Xoserve and Correla”

The successful delivery of DSC commitments remains a shared priority for both Xoserve and Correla, with the DSC+ introducing a commercially incentivised customer centric framework to drive operational and delivery performance by Correla. In addition, Xoserve will apply a robust assurance and contract management capability. This combination of capabilities will drive greater service and commercial value, whilst enabling opportunities for innovative new products and services to be delivered for the benefit of our customers.



The new roles Xoserve and Correla will have



Xoserve

Xoserve will be a specialised contract management and assurance company retaining our role as the Central Data Service Provider (CDSP) and remaining accountable for the delivery of the Data Services Contract (DSC) and management of Industry Change to our customers.

We will retain circa 45 of our current employees, largely including roles within the Customer Change and Credit & Risk teams. Stephanie Ward has been appointed as the new incoming Chief Executive Officer.

You can find out more about the restructured Xoserve organisation on our website.

Correla

Correla will be an independently owned company that specialises in the delivery of high-value and innovative services to the Gas Industry.

Correla will support Xoserve, delivering the majority of CDSP services on behalf of Xoserve through a commercial contract, known as the Data Services Contract Plus (DSC+).

Sian Jones, the current Chief Executive Officer (CEO) of Xoserve, will become the CEO of Correla, which will be made up of approximately 90% current Xoserve employees.

xoserve

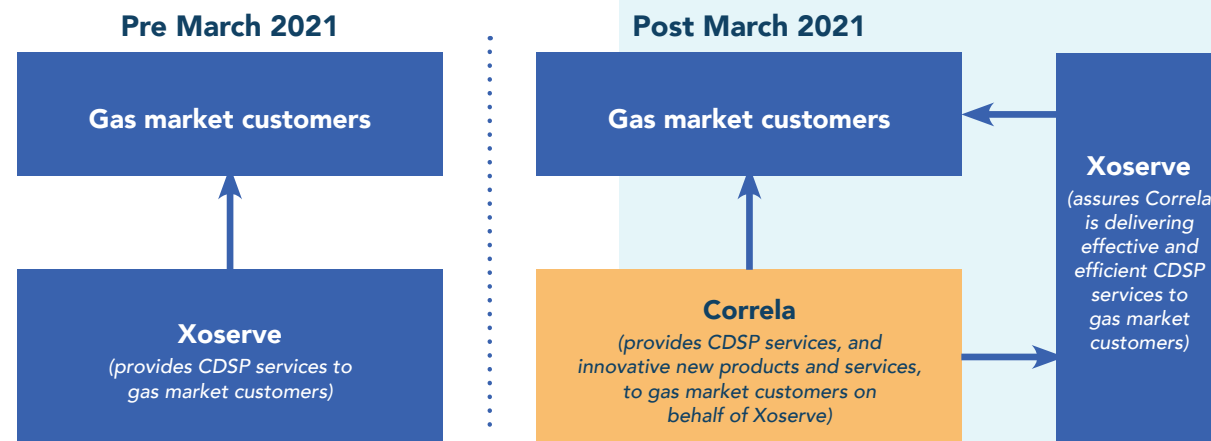
correla
ON BEHALF OF **xoserve**



The new roles Xoserve and Correla will have

How this change will benefit you, our customers

The respective deliverables of Xoserve and Correla are shown in diagram below:



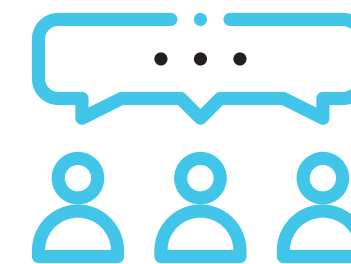
Xoserve	Correla
A specialised contract management and assurance company which will retain its role as the Central Data Service Provider (CDSP) and responsibility for the delivery of the Data Services Contract (DSC) to Xoserve's customers. Xoserve will assure Correla's service delivery and performance	Will deliver services to Xoserve through a commercial arrangement called the Data Services Contract Plus (DSC+). The DSC+ incorporates the current DSC Key Performance Measurement system in order to demonstrate Operational and Service performance, whilst introducing a series of commercial incentives to drive Service Quality and Customer Satisfaction
Remains under the current funding, governance and ownership (FGO) model, exercising greater commercial leverage and choice of service delivery options to drive greater value for its customers.	An independently owned company that will leverage its unique data capabilities and experience to secure new and exciting market opportunities, providing industry benefit without the need to impose the liability and funding risks onto Xoserve customers.
Will retain ownership of key industry technology platforms including; UKLink, Data Enquiry Service (DES) and Contact Management Service (CMS)	The Data Discovery Platform and Data Flow Platform will move over to Correla. They will continue to underpin the DSC services they provide today, but under Correla ownership will offer the opportunity to develop additional features and funding routes that can maximise the impact of these products on our customers and the industry as a whole.

This restructure will enable greater opportunities for innovation in how new services can be offered in the future, as well as driving higher levels of value for the services provided today.

This new model introduces a number of **benefits** for both customers and consumers, such as:

- The contract between Xoserve and Correla will provide for the cost of underlying service delivery for UK gas market processes embedded in the DSC to decrease over the contract term on a like-for-like basis
- Private investment options will be available to fund new products and services for DSC customers, reducing the financial risks and liabilities underwritten by customers
- Competition and choice for the provision of future services
- The ability for customers to contract directly for work that doesn't easily fit inside CDSP governance
- Access to richer and more diverse products and services, enabled by privately funded innovation
- Establish alternative, private funding options to reduce the financial risks and capital liabilities carried by customers in relation to large scale industry projects
- Proceeds from the sale of Correla will be passed back to customers

"This restructure will enable greater opportunities for innovation"



How you can expect to engage with Xoserve and Correla

The successful delivery of DSC commitments remains a shared priority for both organisations. The regular contacts you have currently will remain as they are today, with Correla colleagues acting on behalf of Xoserve.

Whilst there may be some cosmetic and branding changes and the introduction of new email addresses in some cases, most of our respective teams will continue to perform the same services through the same channels of engagement, after the separation.

Key engagement information

Colleagues

Your Customer Advocate remains your consistent point of contact and support for DSC Services. They are transferring to Correla and will also be the conduit for you to contract directly with Correla for new initiatives and products that don't easily fit within CDSP governance.

Your Change Team will remain within Xoserve and will engage with you in the same way as they do today.

Contact telephone numbers for individuals you engage with remain unchanged. However please note personal email accounts will change for individuals moving to Correla and will have the following format: ABC.DEFG@Correla.com.

Services

You can continue to contact our teams and raise queries through our website, Helpdesk and phone lines for specific services.

All existing .box mail accounts will remain open and continue to provide services on an unchanged basis.

All resolution routes will remain exactly as they are:
Training and educational material continues to be available on our Training and Education webpage. Correla will host customer training sessions on behalf of Xoserve.

You can continue to use our website's help and support section for any queries. Alternatively you can visit the Frequently Asked Questions page.

You will still be able to submit complaints via the Xoserve website. In the first instance these will be addressed by one of our Correla colleagues (on behalf of Xoserve). For more information on complaints handling and processing - including escalation - please visit the website.

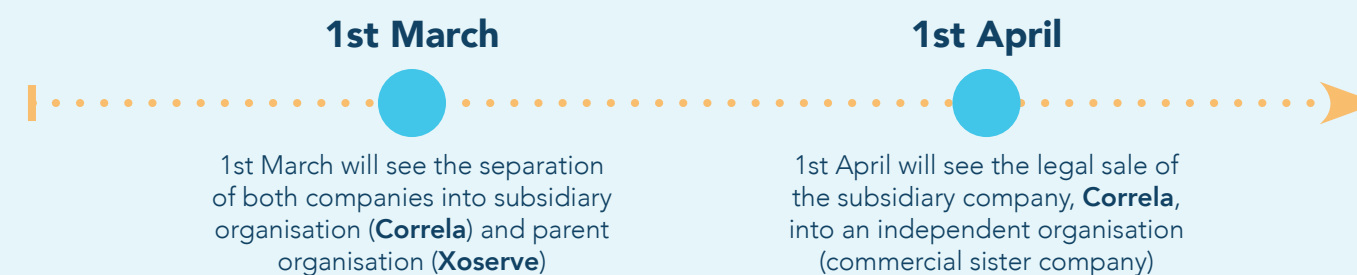
Systems

Your access will remain the same for all of our systems, including: Data Discovery Platform (DDP), Data Enquiry Service (DES), Contact Management Service (CMS), UK Link, Information Exchange (IX) and Gemini.

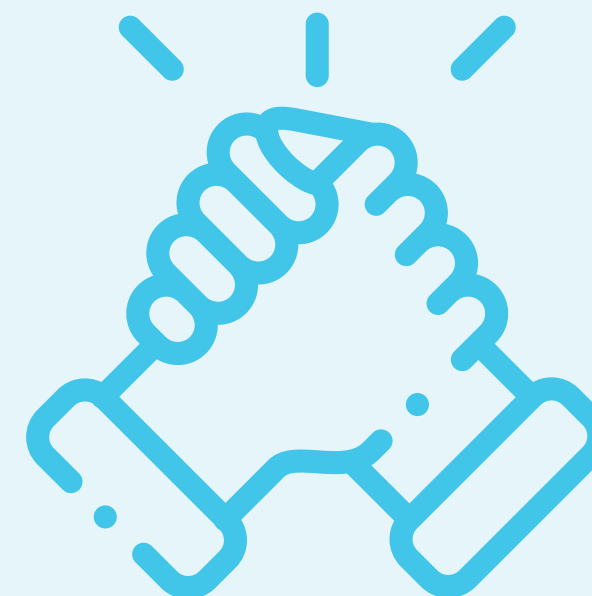
Where you can find more help and support

A comprehensive list of FAQs on the restructure of **Xoserve** into two organisations; **Xoserve** and **Correla**, can be found [here](#).

Key timelines for this restructure are:



This is a very exciting time for both organisations and we welcome you on this onward journey with us both. If you have any questions about **Xoserve** or **Correla** then please email us on mercury@xoserve.com.





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