

Xserve

Project Trident Customer Advisor Launch webinar

June 2025



Project Trident
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Project Trident – Customer Advisor Launch

Our objectives:

- To launch the Customer Advisor roles and how these fit within Project Trident Governance.
- To introduce the **Customer Advisor - Shipper** and **Customer Advisor - Transporters**.
- To share how customers can engage with these new roles.

Please share any questions within the Q&A function.

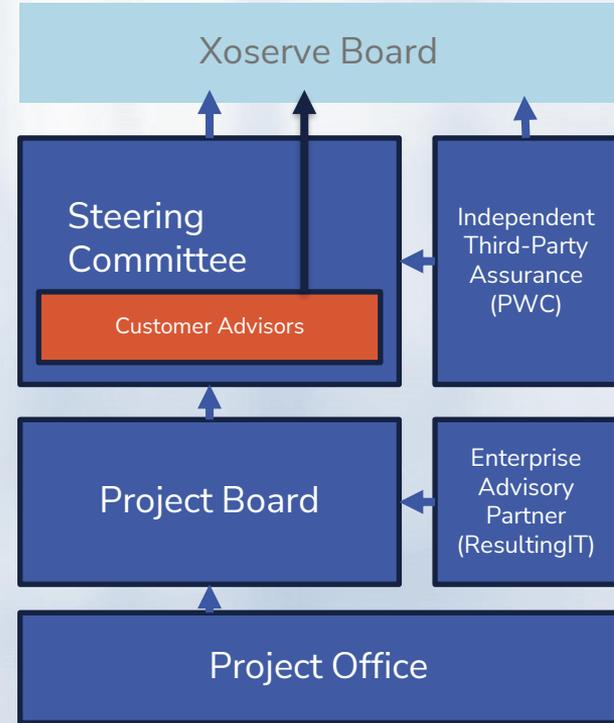
We provide written responses to all non-commercially sensitive questions within our rolling FAQ log.

Project Trident Governance

Our internal project governance structure consists of three layers:

1. Project Trident Project Office,
2. Project Trident Project Board,
3. Project Trident Steering Committee.

Our Customer Advisors are part of the Project Trident Steering Group, including the Xoserve Executive Team, and report to the Xoserve Board.



Customer Advisor role responsibilities

The purpose of the Customer Advisors is to bring a customer perspective to the highest level of Project Trident governance: building greater transparency, credibility and stakeholder trust within Project Trident decisions.

The Customer Advisors will:

- Bring **independence, challenge & advice** to the Project Trident Steering Committee;
- Provide the “**Voice of the Customer**”, but not as representatives of any company or constituencies;
- Contribute towards **decision-making**;
- Engage with customers and **provide relevant updates** to Project Trident forums;
- **Supplement the existing** governance, assurance and stakeholder engagement functions for Project Trident.

Customer Advisor – Shippers will provide the voice of the Gas Shippers.



Gareth Evans

Gareth Evans is a Director of Waters Wye Associates, covering gas and power retail. Starting his career at Elexon, he has gone on to work for Total Gas and Power and, financial institution UBS before joining Water Wye Associates. In that time, he has developed a wide range of experience in both the UK and European power and gas markets.

Customer Advisor – Transporters will provide the voice of the Gas Transporters, Gas Transmission, and Independent Gas Transporters (IGTs).



Matthew Little

Matthew Little joined Northern Gas Networks (NGN) in 2007, working in the IT team as a Project Manager. He was appointed to the Senior Management Team in 2015. Matthew became Director of Innovation, Improvement and Information (3IG) in 2016. In this role, Matthew is responsible for the end-to-end operation and support of IT systems, driving the successful delivery of strategic project and programmes, and overseeing robust cyber security measures to safeguard the organisation.

How they will engage with you

Project Trident Customer Advisors are roles that will be taken on in addition to their existing roles and scheduled engagement will be required.

- **The primary contact** for the Customer Advisors will be via their existing email addresses using “Project Trident” within the subject line. Please expect a delay to their responses. For more prompt responses, please contact communications@xoserve.com to contact the Stakeholder Engagement team.
 - Gareth; gareth@waterswye.co.uk
 - Matthew; mlittle@northerngas.co.uk
- Engagement, if customers are comfortable, will be shared with the Project Trident Stakeholder Engagement team to address or log within FAQs and future communications. Please copy in communications@xoserve.com if you are comfortable.

How they will engage with you

Project Trident Customer Advisors are roles that will be taken on in addition to their existing roles and scheduled engagement will be required.

- For contact time with customers, our Customer Advisors will be attending both the Xoserve Customer Strategy Day (08 July) and at least one of the UK Link Pain Point workshop playbacks (21 July & 24 July).
- From September 2025, we will be taking differing approaches to reflect the differences between customer groups. Our first approach to trial will be to offer:
 - **For Shippers:** a dedicated Project Trident drop-in session once every two-months.
 - **For Transporters:** attendance to dedicated Project Trident agenda topics within Constituency Calls for DNs and IGTs every two-months.



Thank you

Any questions?

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