

The Tide

Welcome to #13 of The Tide 🌊, Xoserve's monthly newsletter, providing a summary of our progress, sharing updates and upcoming work as we navigate the waters of our UK Link modernisation project together.

To ensure you can access the latest information, we are maintaining our [Project Trident homepage](#) with all the latest materials, including our active Project Trident Q&A log.

Thank you for helping to shape Project Trident

We wanted to take a moment to say thank you to our customers who have generously given their time to take part in the numerous engagement activities that have taken place so far. Whether you have contributed to the recent preferred hypothesis consultation, attended a pain point workshop, or contacted the team with a query, we value your input, and it is used to help inform what Project Trident does.

The work currently underway in the project is laying the foundations for the work ahead to create a modernised UK Link platform. As we continue this journey over the coming years, your voices will remain pivotal to helping shape the system that is central to Great Britain's gas industry. We're building this together and your continued engagement will ensure it truly meets your needs and those of the gas sector.

Thank you again for your time and we look forward to working alongside you in the next phases of Project Trident.

Trident's top three: Headlines for the month

1. Project Trident Steering Committee Customer Advisors extended by six months.
 2. BP26 DSC Confidential Contract Managers briefing is taking place on 26 November.
 3. Pain Point Feasibility Analysis findings are shared with customers.
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1. Project Trident Steering Committee Customer Advisors extended by six months.

Following a review of the role of interim Project Trident Customer Advisors, the Project Trident Steering Committee decided on 06 November to extend the Advisors for six months. The valuable role the advisors play is highly regarded by the Steering Committee as providing a healthy check and challenge to decision making. A further review of the structure, involving further customer feedback, will take place after the publication of the Outline Business Case as the project moves into its Procurement and Full Business Case phase.

It is with sadness we say Matthew Little, Customer Advisor – Transporters, has decided to not continue in the role following the initial six months due to other commitments. This change will be effective from 02 December 2025. We want to thank Matthew, and Northern Gas Network, for his contributions and sharing his industry expertise to help shape Project Trident at this early stage.

We have started to look for a replacement Customer Advisor – Transporters with system transformation experience. Gareth Evans will continue as Customer Advisor - Shippers. Gareth and Matthew (until 02 December) are your non-project contacts and are open to answering any queries you have about Project Trident. They can be contacted via email using “Project Trident” within the subject line. Please expect a short delay to their responses

- Gareth; gareth@waterswye.co.uk
- Matthew; mlittle@northerngas.co.uk (contactable until the 02 December).

They are also available at the pre-arranged drop-in sessions. The next dedicated Project Trident Customer Advisor drop-in sessions will take place in the following forums:

- Shippers - 28 November: 10:00 – 10:45.
- DN Constituency – 4 December. If a new Advisor is unavailable, an alternative Project Trident representative will be available to host this session.
- IGT Constituency – 23 December. If this session moves as a result of the winter holiday period, the drop-in will move accordingly.

2. BP26 DSC Confidential Contract Managers briefing is taking place on 26 November.

We will be holding a confidential high-level commercial briefing for Contract Managers to provide a further cost breakdown of Project Trident within FY26/27. This is a similar session to the one held last year for BP25.

The session will:

- Recap on progress so far during BP25.
- Provide further detail on Project Trident investment within BP26.
- Share how the investment maps to key activities next year.

The briefing is being held on Wednesday 26 November 10:00 – 11:00 on Microsoft Teams. The invite has been shared with Contract Managers – if you feel that you might have been left off the invite, please contact communications@xoserve.com.



3. Pain Point Feasibility Analysis findings are shared with customers.

The high-level finding from the Pain Point Feasibility assessments, undertaken over the last six months, was shared at a playback session to customers on the 13 November.

The presentation and the recording has been shared to customers involved in the work to date. Further information on this work and next steps will be communicated in BP26 Draft 2 which will be published on 24 November 2025.

Stay in touch

If you have any feedback on the newsletter, it's content or what you'd like to see next, please email us via communications@xoserve.com. Otherwise stay tuned for more updates and thank you for your continued support.

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