

New Market Entrant Services


Contents *(click to navigate to page)*

- 3..... Introduction, Key and Application Programming Interfaces(API)**
- 4..... Customer Satisfaction Survey, GEMINI- XP1 TOKENS and Information Exchange, Edig@s Data Exchange for IP Nominations**
- 5..... Local Issuing Office, Local Security Officer and PRISMA**
- 6..... Supplier**
- 7..... Voluntary Discontinuance, Xoserve Directory**

New Market Entrant Services


Xoserve Limited has significant experience within the UK gas market and we act as the central point of contact for Transporters and Shippers to ensure fairness within the competitive gas market. The framework and rules that bind this is set out in the Uniform Network Code (UNC) which all Shippers and Transporters are obliged to operate within. Please visit the [Joint Office](#) for detailed information on the UNC.


Funding Governance and Ownership Review - on 1st April 2017, Xoserve took on its new role as the gas industry's Central Data Services Provider (CDSP), marking the completion of the FGO Programme.


 Further information on the FGO programme can be found on [our website](#).


This pack provides information based upon frequent questions that are asked. It will outline the processes, indicative timescales and signposting to further information along with links to the relevant areas within our website, [xoserve.com](#).

Throughout this guide you will find icons that will either: Signpost

 you to another section of this pack for more detailed information Provide

 a timescale for a process to be carried out

 Provide an email or telephone contact


 Provide a link to more specific information held on either [our website](#) or an external website


We Want Your Feedback

If you have any feedback or ideas on additional information that you would like to see within this guide, please email customerlifecycle.spa@xoserve.com.

If you intend to become a gas Shipper or Trader please also see the [User Admission Steps](#) which outlines all of the obligations required prior to becoming a live Shipper or Trader.

Useful Publications


 Click [here](#) to view Xoserve's New Customer Support Guide. This is primarily aimed at newly live organisations however provides a useful overview of the key systems and services provided by Xoserve.

 Click [here](#) to visit the CGI Group website where you can view and download the book online or order a hard copy

Application Programming Interfaces (API)


The Gemini and National Transmission System (NTS) Exit Reform systems provide an alternative to screen access via APIs. An API can be used by National Grid Business Associates (BAs) to access specific Gemini and NTS Exit Reform functions.

An API is installed by your organisation's IT department and is managed independently by your organisation.


 - [Gemini Technical Publications](#)

Connection Companies


In order to become a Connection Company you will first need to complete the [UIP Request Form](#). The Customer Life Cycle team undertakes validation checks using the information that has been provided on the form. When confirmation is received from at least one of the Networks stating that a Connections Agreement is in place, a unique three digit Short Code will be allocated and the company added onto Xoserve's systems. When complete, you will be notified via email.

 The timescale for this is within five working days from when Xoserve receives Network notification of a Connections Agreement being in place.

It is observed as best practice, although not mandatory for Connection Companies to be accredited to the Gas Industry Registration Services scheme (GIRS).


 Visit the [GIRS Website](#) for more information, including how to register

With the permission of the Shipper that you are in partnership with, you will be able to access the information held within the Contact Management Service (CMS).

 - [Connection Company Guide to CMS](#)

Customer Satisfaction Survey

Xoserve values the opinions of its customers and twice yearly a link to our Customer Satisfaction survey is emailed to all Shippers that seeks to measure Xoserve's performance, encompassing the three key areas of Confidence, Consistency and Value Add. Your feedback from these surveys is reviewed at Xoserve's monthly Customer Focus Group (CFG) meetings with the aim of securing improvements to Xoserve customers' experience.

 Contact [Adam Jones](#), our Customer Change Business Partner, for further information

GEMINI- XP1 TOKENS

A Gemini XP1 Token is used in the event of Gemini Citrix being unavailable via the primary Information Exchange (IX) mechanism. The XP1 token allows you to access the Gemini Citrix services via a web browser. A maximum of three XP1 tokens can be held by an organisation. The first token is issued free and additional tokens are chargeable.

Please submit a Specific Services Request Form located under Key DSC and UUA Documents on [Xoserve.com](#).


 - [Gemini XP1 Contingency](#)

Information Exchange (IX)

All Gas Shippers and Traders are required to have IX Equipment installed under the obligations set out within the Uniform Network Code (UNC). If you are a non UNC Code User such as a Supplier, Meter Asset Manager (MAM), or Meter Asset Provider (MAP) you can be configured on to another organisation's IX.

The cost of your IX equipment ranges in price dependant on whether you want your own IX equipment or if you wish to share equipment with an existing Shipper. The Customer Life Cycle team can provide further information on the specific costs involved.

The IX hardware is owned and supported by Vodafone and during the setup process the Customer Life Cycle team will liaise with Vodafone on behalf of the customer.

 The three options for the installation of IX are outlined [here](#) and Vodafone will confirm which option is most suitable following the installation request.

Edig@s Data Exchange for IP Nominations

Edig@s Data Exchange for IP Nominations is an additional Shipper to TSO data exchange method for the IP nomination process. It utilises Edig@s messages to access Gemini via the B2B layer.


If you would like to take up this service please submit a Specific Services Request form providing the Service Line numbers which are outlined within the Annual Charging Statement (ACS).

Both the request form and ACS are located under Key DSC and UUA Documents on [Xoserve.com](#)

Upon receipt of the request the Customer Life Cycle team will contact you to request additional information to be provided and to also provide an indication of the costs. Upon your confirmation Xoserve will then carry out additional activities in order to provide a firm cost and timeline for the work to be carried out. If this is acceptable to you then work will commence, including a testing phase.

Local Issuing Office (LIO)

In September 2015, Xoserve became the UK Gas Local Issuing Office (LIO) for Energy Identification Codes (EICs). EICs are a 16 digit unique identification code created for market participants and other entities active within the European Internal Energy Market (IEM). This is a code scheme and is not a right or authorisation to trade energy. However the EIC code is mandatory to register and trade in PRISMA.

 - Visit the [Xoserve LIO webpage](#) for more detailed information on the EIC allocation process - links to the ENTSO-E website and EIC request forms.

 **PRISMA**

Local Security Officer (LSO)

The LSO is the first point of contact for any system registration or security access issue (e.g. to reset passwords for Gemini or Data Enquiry). The LSO is initially identified within the User Admissions process and after this, the existing LSO can request for additional LSOs to be created by using the LSO Request Form available under [User Administration Publications](#) on our website.

The role of the LSO does not allow access to the information held within the Data Enquiry system. In order to access the data, you will require an account which can be ordered by your organisations Contract Manager. The cost for Data Enquiry and the other services that can be ordered can be found within the Annual Charging statement and then by submitting a Specific Services Request Form. Both of these documents are available under [Key DSC and UJA Documents](#) on our website.


PRISMA

Capacity auctions at Interconnection Points (IPs) now require booking via a system called PRISMA.

PRISMA and Gemini will interface to manage the available capacity.

To register on the PRISMA platform and associate with the Transmission System Operator (TSO) National Grid, organisations will require an EIC code.


To register on PRISMA certain details will be required including contact details, organisation name and VAT Number.

 **Local Issuing Office**

The Customer Life Cycle team is acting on behalf of National Grid TSO to validate, approve or reject these requests when received.

Following registration and selection of National Grid TSO on the PRISMA platform, a Gemini Local Security Officer for your organisation will be asked to provide authorisation for individual users to be approved to act on behalf of their organisation within the platform. These users will not be approved until we receive this authorisation.

 - customerlifecycle.spa@xoserve.com

 - www.prisma-capacity.eu

Supplier

To become a Supplier you will require a Supplier licence.



Visit [Ofgem - Licences](#) for more information on licensable activities and how you can obtain a licence. Follow [this link for Ofgem's Entry to Market Guide](#) which will guide you through getting a licence, codes and compliance, and standards of performance.

Sustainability First's Project Inspire Report

Sustainability First set up Project Inspire to help ensure that all consumers, including the millions who are potentially vulnerable, are not just protected but also experience the benefits of change.

There is a [full](#) and [summary](#) report available to view online.

In order to support the recommendations of the Project Inspire report, Ofgem may require you to demonstrate your understanding of your responsibilities in relation to customers in vulnerable situations.

To support these discussions you may find the Innovation Flight Path tool useful in considering the kinds of activities that can be implemented to embed vulnerability and enable innovation for your customers with additional needs. This is available to view within both the summary and full Project Inspire reports above.

Ofgem's Vulnerability Principle will require you to identify and support vulnerable customers. The principle signals an opportunity to refocus attention on the quality of service provided and supports you, as a Supplier, to continue to place customers, including those in vulnerable situations, at the heart of everything you do.

Applying to become a Supplier

Upon receipt of the [Supplier Request Form](#), validation checks are carried out using the information that has been provided on the form.

Once these checks are complete, the Customer Life Cycle team will issue you with a Supplier Deed of Undertaking which needs to be signed, dated and returned via post. The Deed of Undertaking supports condition 18 of your Supplier Licence.

Xoserve will then reserve your company a three digit short code that will become active once you become a live Supplier.

Once all of the above is in place you will be set to live on our systems within five working days. You will be informed via email of your Organisation ID and the three digit short code will be confirmed.

Supply Point Administration Agreement (SPAA)

It is a Supplier Licence condition that you are registered on the Market Domain Data (MDD Table).

A request to add you to the MDD table will initially be considered and agreed at Change Board which takes place monthly.

It is worth bearing in mind that there are cut off dates for submission of MDD change requests which will impact the date that your organisation is added to the MDD table.

Please refer to the full timetable which includes the key stages of the MDD process and closing dates for submissions <https://www.spaa.co.uk/SitePages/MDDChangeCycleCalendar.aspx>

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Xoserve will then reserve your company a three digit short code that will become active once you become a live Supplier.

Once all of the above is in place you will be set to live on our systems within five working days. You will be informed via email of your Organisation ID and the three digit short code will be confirmed.

Supply Point Administration Agreement (SPAA)

You will be required to inform the Supply Point Administration Agreement organisation (SPAA) of the new company and Short Code although Xoserve can carry out this activity on your behalf if you wish

Subject to your approval, once the organisation is set up on Xoserve's systems, we will raise a change request to add the organisation to the Market Domain Data (MDD Table). The request will initially be considered and agreed at Change Board which takes place monthly.

It is worth bearing in mind that there are cut off dates for submission of MDD changes, which may impact the date that your organisation is added to the MDD table.

Please refer to the full timetable which includes the key stages of the MDD process and closing dates for submissions <https://www.spaa.co.uk/SitePages/MDDChangeCycleCalendar.aspx>

Specific Services

Shippers and Traders can order services (M Number DVD, Data Enquiry and Reports) under the terms of the Data Services Contract (DSC). The Contract Manager for your organisation will be required to submit a Specific Services Request form providing the Service Line numbers which are outlined within the Annual Charging Statement (ACS).

If you wish to be configured onto a Shipper's IX equipment the owner of the kit must submit a Specific Services Request form located under Key DSC and UUA Documents on [Xoserve.com](https://www.xoserve.com)



More information can be found within the IX equipment section.



The timescale for a configuration such as this is 20 working days from when Vodafone receive the work request.

A supplier can order Third Party Core Services (Data Enquiry or M Number DVD) under the terms of the Data Services Contract located under Key Documents on [Xoserve.com](https://www.xoserve.com).







Please email the Contracts team at box.xoserve.DSC.Commercial@xoserve.com and they will be able to advise you further.

The ACS and Specific Service Request form are located on [Xoserve.com](https://www.xoserve.com) under Key Documents


Voluntary Discontinuance

Voluntary Discontinuance is the process that needs to be completed in order to exit the UK gas market. The Voluntary Discontinuance process requires a number of 'sign offs' to be completed across Xoserve on a monthly basis. When all of these checks are satisfied it is then passed on for approval within the Energy Balancing Credit Committee (EBCC). Once approved, the final stages of the process begin where the organisation is removed from our systems. Any security owing to the company will be returned upon completion of the Voluntary Discontinuance process.


-  If you require information on outstanding invoices relating to your Voluntary Discontinuance, contact the Energy Balancing Invoicing team on ebi.billing@xoserve.com
-  To discuss credit arrangements contact xoserve.crm@xoserve.com
-  The [Voluntary Discontinuance Information Pack](#) provides more detailed information on the overall process together with a letter template of notification if you wish to proceed
-  The timescales for Voluntary Discontinuance can vary considerably and are largely associated with outstanding Energy Balancing invoices. The process can take as little as four months to as long as six years dependant on each individual case

GB Gas Industry Publication


There is a new publication that summarises the key features of the gas industry and its processes plus the various parts to gas governance.

-  Click [here](#) to visit the CGI Group website where you can view and download the book online or order a hard copy.

And Finally

-  The following link will take you to the [Xoserve Directory](#)

This provides contacts for the individual teams within Xoserve ranging from Transportation Billing, Energy Balancing & Credit Risk, Customer Data Services, IS (Information System) Solutions and Customer Engagement.

-  If you have any feedback or ideas on additional information that you would like to see within this guide, please email customerlifecycle.spa@xoserve.com