
ASP/AML Amendment Invoice Issue Resolution - Update

14th August 2018

Agenda

Introduction and Summary

RCA Part 1 UBID – Overview of UBID & project timeline

BAU – Progress Summary

Next Steps and Key Commitments

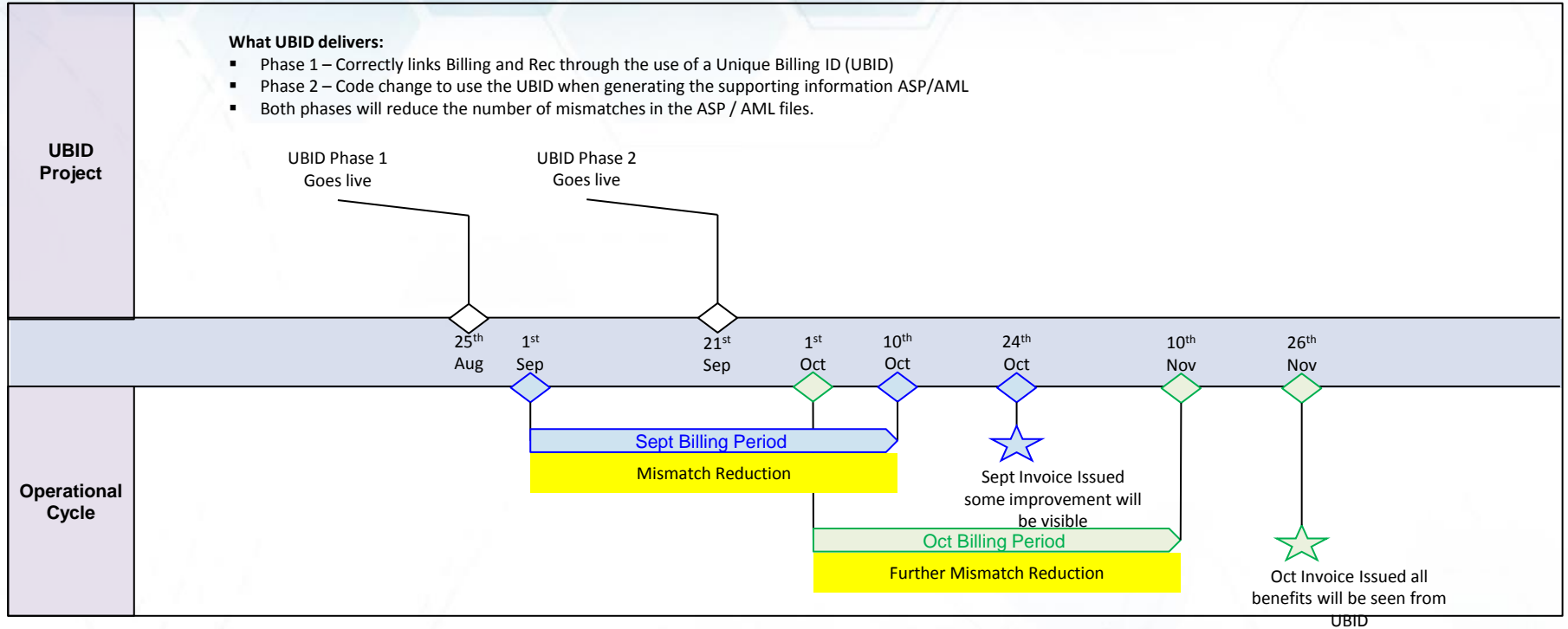
Questions and Answers Session

Introduction and Summary

Once again, thank you for your continued support and feedback. We fully appreciate and understand that this issue is causing customers and their suppliers problems – particularly with the time delay and manual processing of the data once received

- Since the last meeting we have been focussing our efforts on completing the Root Cause Analysis (RCA). There are 2 specific parts to the RCA work that has been carried out :
- **Part 1 of the RCA (Known as UBID)** Will significantly reduce the amount of mismatches within the ASP and AML supporting information files. **UBID** is on target to be delivered at the end of August. Customers will see a reduction in the amount of mismatches within the September Amendment Invoice – **issued in October**
- **Part 2 of the RCA:** Is resolving the remaining defects and issues causing the mismatches. The resolution plan is being finalised and we aim to provide this to customers by the end of September.
- **BAU :** Work continues at the same pace. We fully recognise that resolution of defects and the speed at which you are receiving your supporting information files is not fast enough. We have increased the focus and resource in these areas are building into the plan for Part 2.

UBID Project Timeline



BAU – Progress Summary

Workstream	Area	Action	Progress
BAU	ASP Mismatch	<ul style="list-style-type: none">• Reduce the delay issuing mismatch files• Remove manual error within the files	<ul style="list-style-type: none">• Backlog of files is reducing slowly.• Due to an increase in class 3 activity, the size of the ASP file has increased for some customers. This has created additional work to process the data and resulted in delays issuing the mismatch files
	Exclusions	<ul style="list-style-type: none">• Provide MI to customers containing Meter Points that have had charges excluded from the invoice.• Provide a resolution plan for exclusions	MI is now being issued monthly. Resolution plan is being developed within Part 2 of RCA activities and will be shared at end of September
	Defects	<ul style="list-style-type: none">• Resolve the number of defects causing the mismatches with ASP and AML supporting information files• Publish list of defects impacting ASP/AML• Provide a resolution plan for Defects	Resolution plan is being developed within Part 2 of RCA activities and will be shared at end of September Defect list is published on https://www.xoserve.com/index.php/amendment-invoice/

Key Commitments

- **BAU Stabilisation**
 - Continue to focus on issuing backlog of off-line files
 - Continue to support customers resolving individual issues
- **Root Cause Analysis and Solution Design**
 - Provide resolution plan for part 2 by end of September
- **Customer Engagement**
 - Continue with 121 customer engagement
 - Continue with regular Industry updates