

# xserve

2019 Business Plan



General Services Charges  
Infrastructure Charges  
Change Charges  
Grand total

# Central Data Services Provider

Annual Charging Statement for the period  
1<sup>st</sup> April 2019 – 31<sup>st</sup> March 2020

Version 2 - 28/02/19

# Introduction

This publication, which is one of the final deliverables from our 2019 Business Plan process, sets out the charges which will apply for the services set out in the Data Services Contract (“DSC”) for the financial year 2019/20.

The charges set out in this document reflect the application of DSC Charging Methodology to our budget for 2019/20 as approved by the Xoserve Board on 24th January 2019.

## Charges detail

The DSC Charges (except Specific Services) are shown in Appendix A. The charges are split across four tables and provide both the total charge per service area, investment description as well as the breakdown by customer class.

- Table 1 - General Services Charges
- Table 2 - Infrastructure Charges
- Table 3 - Change Charges
- Table 4 - Grand total of the charges from tables 1 to 3 plus any rebates or deferred charges carried forward from 2018/19 into 2019/20 which gives the amount each customer class will be invoiced during 2019/20.

The 2018/19 rebates and deferred charges in table 4 were calculated by comparing the charges originally invoiced to customers (after allowing for any in year adjustments made and deferrals for funding investments in 2019/20) to those generated through the quarter 3 in year forecast.

References in tables 1 to 3 (e.g. 9.2.1(b)) are provided to enable customers to link to the relevant paragraphs in the DSC Budget and Charging Methodology regarding the basis of preparation of the Annual Charging Statement.

DSC Specific Services charges are detailed in appendix B

## Charging Schedules

In mid February we will issue you with Charging Schedules which will provide a more detailed breakdown of the charges we expect to be invoicing to your organisation each month, beginning in April 2019.

If you require any additional information please contact [accounts.finance@xoserve.com](mailto:accounts.finance@xoserve.com)

# Table 1

## General Service Charges

£000s (2019/20 prices)

No	Service Area	Annual Service Area	Annual Service Area Charge Base			
			Shipper Users	National Grid NTS	DN Operators	IGTs
1	Manage supply point registration	1,455	1,455	-	-	-
2	Provide query management	3,800	3,420	-	380	-
3	Record, submit data in compliance with UNC	856	856	-	-	-
4	Interruption auction services in accordance with UNC	-	-	-	-	-
5	Metered volume and quantity	622	205	-	417	-
6	Annual quantity, DM supply point capacity and offtake rate reviews	3,008	3,008	-	-	-
7	NTS Capacity, LDZ Capacity, Commodity, Reconciliation, Ad-hoc adjustment and balancing invoices	7,721	-	1,313	6,409	-
8	Credit risk management (including cash collection) and management of neutrality accounting processes	873	-	873	-	-
9	User admission and termination	526	-	263	263	-
10	Connected system exit points	743	-	-	743	-
11	NExA Supply Meter Points	-	-	-	-	-
12	Generation of supply meter point reference number	503	-	-	503	-
13	Emergency contact information	-	-	-	-	-
14	Shipper agreed reads	123	123	-	-	-
15	Demand Estimation	1,493	746	-	746	-
16	Provision of supply point information services and other services required to be provided under condition of the GT Licence	601	-	-	510	91
17	UK Link services	112	56	-	8	48
18	Provision of user reports and information	2,152	732	151	1,128	142
19	Network operator and user relationship management	1,979	989	119	791	80
20	Gemini system services	5,440	-	5,440	-	-
21	Data flows and services to network operators	-	-	-	-	-
	<b>Total General Service Charge (9.2.1(b))</b>	<b>32,007</b>	<b>11,591</b>	<b>8,159</b>	<b>11,897</b>	<b>361</b>

Please note that additions may be impacted by roundings in Tables 1 - 4

## Table 2

### Infrastructure Charges

£000s (2019/20 prices)

No	Infrastructure	Annual Infrastructure Charge Base (9.3.1(a))	Annual Customer Class Infrastructure Charge Base (9.3.1(b))			
			Shipper Users	National Grid NTS	DN Operators	IGTs
1a	Gemini Sustaining and Replatforming	6,271	-	6,271	-	-
1b	Gemini Rewrite	-	-	-	-	-
2a	Change Resources - Gemini dedicated	972	-	972	-	-
2b	Change Resources and Support Costs	13,213	6,143	978	5,956	135
2c	Infrastructure upgrades	1,622	1,244	37	336	5
2d	CMS	-	-	-	-	-
2e	TransformUs	-	-	-	-	-
2f	Xoserve projects	3,102	2,099	139	845	19
2g	Governance 2020	298	138	22	134	3
2	<i>Balance of Infrastructure (Sub total)</i>	<i>19,206</i>	<i>9,624</i>	<i>2,147</i>	<i>7,272</i>	<i>163</i>
	<i>Total Infrastructure Service Charge</i>	<i>25,477</i>	<i>9,624</i>	<i>8,418</i>	<i>7,272</i>	<i>163</i>

Please note that additions may be impacted by roundings in Tables 1 - 4

## Table 3

### Change Charges

£000s (2019/20 prices)

No	Infrastructure	Annual Infrastructure Charge Base (9.4.1)	Annual Customer Class Change Charge Base (9.4.2)			
			Shipper Users	National Grid NTS	DN Operators	IGTs
1	Change projects EU Framework Change	-	-	-	-	-
2	Gemini General Change	1,676	-	1,676	-	-
3	Gemini Transmission charging	1,944	-	1,944	-	-
4	Change projects	2,557	2,095	43	410	9
5	Change projects Year 1 UiG Only	563	563	-	-	-
6	Change projects CSS consequential	11,253	11,253	-	-	-
7	Customer change	404	188	30	182	4
8	UK Link Deferred Changes	788	-	87	701	-
9	Customer change	495	-	54	441	-
	<b>Total Change Charge</b>	<b>19,679</b>	<b>14,099</b>	<b>3,833</b>	<b>1,734</b>	<b>13</b>

Please note that additions may be impacted by roundings in Tables 1 - 4

## Table 4

### Grand Total of DSC Charges

£000s (2019/20 prices)

	DSC Charge	Total DSC Charge		Shipper Users	National Grid NTS	DN Operators	IGTs
1	General Services	32,007		11,591	8,159	11,897	361
2	Infrastructure	25,477		9,624	8,418	7,272	163
3	Change	19,679		14,099	3,833	1,734	13
	<i>Total DSC Charges for 2019/20</i>	<i>77,163</i>		<i>35,313</i>	<i>20,410</i>	<i>20,903</i>	<i>537</i>
4	UK Link Deferred Changes funded in 2018/19	(770)		-	(85)	(685)	-
5	2018/19 Charges (Rebates) / Additions	(935)		-	(500)	(311)	(124)
	<i>Total DSC Charges to be invoiced in 2019/20</i>	<i>75,458</i>		<i>35,313</i>	<i>19,826</i>	<i>19,906</i>	<i>413</i>

Please note that additions may be impacted by roundings in Tables 1 - 4

## Appendix B – DSC Specific Services Charges

£000s (2019/20 prices)

Reference	Service Requirements Description	Charging Measure	Charging Period	Charge (£) Excluding VAT
SS SA22 01	Disclosure of the identity of the Proposing User to the Existing Registered User.	Per telephone call	Ongoing	£4.78
SS SA22 02	Transactional service for Customer Settlement Error Claims , validation of claim	Per claim submitted. Price on application to the CDSP	As and when required	Priced on Application
SS SA22 04	Transactional service for Customer Settlement Error Claims, calculation of claim	Per claim submitted.	As and when required	Priced on Application
SS SA22 05	Notification of the failure by a User to obtain a valid Meter Reading for a Monthly Read Meter	n/a	n/a	£12.84
SS SA22 06	Raise Meter Read request following failure by User to provide a valid Meter Read for an Annual Read Meter.	n/a	n/a	£12.84
SS SA22 07	Submission of the Network Operator meter read to UK Link.	Per read submitted to UK Link	Ongoing - monthly	£12.84
SS SA22 17	Provision of an IX connection quotation	n/a	n/a	n/a
SS SA22 18	Provision, installation and maintenance of an Option 1 IX connection.	Per IX connection	Installation Ongoing Maintenance	£4,668.02 £3,322.00
SS SA22 19	Provision, installation and maintenance of an Option 2 IX connection.	Per IX connection	Installation Ongoing Maintenance	£5,227.02 £5,037.00
SS SA22 20	Provision, installation and maintenance of an Option 3 IX connection.	Per IX connection	Installation Ongoing Maintenance	£5,928.02 £6,490.00
SS SA22 75	Provision, installation and maintenance of an Option 4 IX connection.	Per IX connection	Installation Ongoing Maintenance	Priced on Application
SS SA22 21	IX additional service - external relocation.	Per activity	Ongoing	Priced on Application
SS SA22 22	IX additional service - internal relocation.	Per activity	Ongoing	Priced on Application
SS SA22 23	IX additional service - remote configuration.	Per activity	Ongoing	£300
SS SA22 24	IX additional service - services outside of Business Day	Per activity	Ongoing	Priced on Application

Reference	Service Requirements Description	Charging Measure	Charging Period	Charge (£) Excluding VAT
SS SA22 25	IX decommission	Per activity	Ongoing	£2,670.00
SS SA22 76	IX service via a User Agent	TBC	TBC	n/a
SS SA22 77	Gemini XP1 Token for remote access to User's Gemini account	n/a	n/a	n/a
SS SA22 78	Gemini XP1 Token for remote access to User's Gemini account, additional tokens (chargeable)	Per additional token	As and when required	£184.42
SS SA22 79	Gemini access via the cloud	TBC	TBC	Price on Application
SS SA22 28	User Telephone Enquiry Service, designed to provide customers with access to specific data held within the UK Link System in relation to specific Meter Point Reference Numbers via a telephone enquiry facility. Chargeable by User Telephone Enquiry Service Volume Band including any excess charges and early termination fees. The Defined Terms for this service are in the Defined Terms worksheet.	n/a	n/a	n/a
SS SA22 29	User Telephone Enquiry Service, designed to provide customers with access to specific data held within the UK Link System in relation to specific Meter Point Reference Numbers via a telephone enquiry facility. Chargeable by User Telephone Enquiry Service Volume Band including any excess charges and early termination fees. The Defined Terms for this service are in the Defined Terms worksheet.	Per Band requested (A to H) Charge per call in excess of annual band. Charge per call in excess of monthly allowance	Monthly or ongoing  Pay As Go service - £4.78  Band B – 1,000 Calls - £3,229  Band C – 5,000 Calls - £15,652  Band D – 20,000 Calls - £54,454  Band E – 50,000 Calls - £112,016  Band F – 70,000 Calls - £139,225  Band G -150,000 Calls - £190,487  Band H – 250,000 Calls - £244,979  Calls in excess of telephone band - £4.78	
SS SA22 30	User Telephone Enquiry Service, designed to provide customers with access to specific data held within the UK Link System in relation to specific Meter Point Reference Numbers via a telephone enquiry service. The Defined Terms for this service are in the Defined Terms worksheet.	n/a	n/a	n/a
SS SA22 31	User Telephone Enquiry Service, designed to provide customers with access to specific data held within the UK Link System in relation to specific Meter Point Reference Numbers via a telephone enquiry service. The Defined Terms for this service are in the Defined Terms worksheet.	Per Band requested (A to H) Charge per call in excess of annual band. Charge per call in excess of monthly allowance	Monthly or ongoing	n/a



Reference	Service Requirements Description	Charging Measure	Charging Period	Charge (£) Excluding VAT
SS SA22 32	Registered User Portfolio Report Service designed to provide customers either on an ad-hoc or an ongoing annual basis, with portfolio reports of supply meter point data. A chargeable service. The Defined Terms for this service are in the Defined Terms worksheet.	In the event that an Annual Registered User Portfolio Report Service is terminated, the Customer shall pay an early termination fee calculated as being 10% of the Charges which would otherwise have been due in respect of the remaining Registered User Portfolio Reports for that Year not issued as a result of such early termination	As and when required	n/a
SS SA22 33	Query Management – Standards of Service monthly report, Annual Service (scheduled monthly reports). The Defined Terms for this service are in the Defined Terms worksheet.	Annual Service (12 reports per year or pro-rata depending upon when request acknowledged)	Per year	£220.00
SS SA22 34	Query Management – Standards of Service monthly report, Ad Hoc Service (for one scheduled monthly report). The Defined Terms for this service are in the Defined Terms worksheet.	Per report	Per month	£73.37
SS SA22 35	Registered User Portfolio Statement, Annual Service (scheduled monthly reports). The Defined Terms for this service are in the Defined Terms worksheet.	Per report	Per month	£306.00
SS SA22 36	Registered User Portfolio Statement, Ad Hoc Service (for one monthly scheduled report). The Defined Terms for this service are in the Defined Terms worksheet.	Annual Service (12 reports per year or pro-rata depending upon when request acknowledged)	Per year	£134.52
SS SA22 37	Registered User Portfolio Report Annual Service. For Customer portfolios not exceeding one million Supply Points). The Defined Terms for this service are in the Defined Terms worksheet.	Annual Service (12 reports per year or pro-rata depending upon when request acknowledged)	Per year	£1,333.00
SS SA22 38	Registered User Portfolio Report (Ad hoc service). The Defined Terms for this service are in the Defined Terms worksheet.	Per report	Per month	£672.00
SS SA22 39	Registered User Portfolio Report. For Customer portfolios exceeding one million Supply Points). The Defined Terms for this service are in the Defined Terms worksheet.	Per report. Charge on application to the CDSP <sup>1</sup>	Per month	Priced on Application
SS SA22 40	CSEPs Portfolio Report Annual Service (scheduled monthly reports). The Defined Terms for this service are in the Defined Terms worksheet.	Annual Service (12 reports per year or pro-rata depending upon when request acknowledged)	Per year	£305.88
SS SA22 41	CSEPs Portfolio Report Ad Hoc service (for one scheduled monthly report). The Defined Terms for this service are in the Defined Terms worksheet.	Per report	Per month	£73.37

Reference	Service Requirements Description	Charging Measure	Charging Period	Charge (£) Excluding VAT
SS SA22 42	Unique Sites Portfolio Annual Service (scheduled monthly reports). The Defined Terms for this service are in the Defined Terms worksheet.	Annual Service (12 reports per year or pro-rata depending upon when request acknowledged)	Per year	£306.00
SS SA22 43	Unique Sites Portfolio Ad Hoc Service (for one scheduled monthly report). The Defined Terms for this service are in the Defined Terms worksheet.	Per report	Per month	£73.37
SS SA22 44	Annual Asset Portfolio Annual Service (once per Year). The Defined Terms for this service are in the Defined Terms worksheet.	Annual Service (one report)	Per year	£1,125.00
SS SA22 45	Annual Asset Portfolio Ad Hoc Service (per report). The Defined Terms for this service are in the Defined Terms worksheet.	Per report	Per month	£1,737.00
SS SA22 46	Transco Asset Portfolio Annual Service (scheduled monthly reports). The Defined Terms for this service are in the Defined Terms worksheet.	Annual Service (12 reports per year or pro-rata depending upon when request acknowledged)	Per year	£477.00
SS SA22 47	Transco Asset Portfolio Ad Hoc Service (for one scheduled monthly report). The Defined Terms for this service are in the Defined Terms worksheet.	Per report	Per month	£146.70
SS SA22 48	Data Portfolio Snapshot Annual Service (scheduled monthly reports). The Defined Terms for this service are in the Defined Terms worksheet.	Annual Service (12 reports per year or pro-rata depending upon when request acknowledged)	Per year	£477.00
SS SA22 49	Data Portfolio Snapshot Ad Hoc (for one scheduled monthly report). The Defined Terms for this service are in the Defined Terms worksheet.	Per report	Per month	£146.70
SS SA22 50	Data Enquiry Service Last Accessed Report Annual Service (scheduled monthly reports). The Defined Terms for this service are in the Defined Terms worksheet.	Annual Service (12 reports per year or pro-rata depending upon when request acknowledged)	Per year	£244.50
SS SA22 51	Data Enquiry Service Last Accessed Report Annual Service (scheduled monthly reports). The Defined Terms for this service are in the Defined Terms worksheet.	Annual Service (4 reports per year or pro-rata depending upon when request acknowledged)	Per year	£110.00
SS SA22 52	Data Enquiry Service Last Accessed Report Annual Service (scheduled monthly reports). The Defined Terms for this service are in the Defined Terms worksheet.	Annual Service (2 reports per year or pro-rata depending upon when request acknowledged)	Per year	£73.37
SS SA22 53	Data Enquiry Service Last Accessed Report Ad Hoc Service (for one scheduled monthly report). The Defined Terms for this service are in the Defined Terms worksheet.	Per report	Per month	£48.90
SS SA22 54	Historic asset and read portfolio report Annual Service. The Defined Terms for this service are in the Defined Terms worksheet.	Annual Service (12 reports per year or pro-rata depending upon when request acknowledged)	Per year	£1,113.00

Reference	Service Requirements Description	Charging Measure	Charging Period	Charge (£) Excluding VAT
SS SA22 55	Historic asset and read portfolio report Annual Service. The Defined Terms for this service are in the Defined Terms worksheet.	Annual Service (4 reports per year or pro-rata depending upon when request acknowledged)	Per year	£477.00
SS SA22 56	Historic asset and read portfolio report Ad Hoc Service (for one scheduled monthly report). The Defined Terms for this service are in the Defined Terms worksheet.	Per report	Per month	Priced on application
SS SA22 80	Supporting Information for Telephone Enquiry Usage report Ad Hoc service.	Per report	Per month	£306.00
SS SA22 81	Supporting Information for Telephone Enquiry Usage report.	Annual Service (12 reports per year or pro-rata depending upon when request acknowledged)	Per month	£48.90
SS SA22 57	Registered User Portfolio Report Service designed to provide customers either on an ad-hoc or an ongoing annual basis, with portfolio reports of supply meter point data. The Defined Terms for this service are in the Defined Terms worksheet.	In the event that an Annual Registered User Portfolio Report Service is terminated, the Customer shall pay an early termination fee calculated as being 10% of the Charges which would otherwise have been due in respect of the remaining Registered User Portfolio Reports for that Year not issued as a result of such early termination		£1,332.00
SS SA22 58	Email Reporting Service designed to provide customers with reports of specific data held in the UK Link System in relation to specific Meter Point Reference Numbers. The Defined Terms for this service are in the Defined Terms worksheet.	Per Email Report	Monthly	n/a
SS SA22 59	Email Reporting Service up to 999 Meter Point Reference Numbers. The Defined Terms for this service are in the Defined Terms worksheet.	Per Email Report	Monthly	£71.33
SS SA22 60	Email Reporting Service up to 999 Meter Point Reference Numbers. The Defined Terms for this service are in the Defined Terms worksheet.	Per Email Report	Monthly	£71.33
SS SA22 61	Email Reporting Service more than 999 but less than 5000 Meter Point Reference Numbers. The Defined Terms for this service are in the Defined Terms worksheet.	Per Email Report	Monthly	£107.00
SS SA22 62	Email Reporting Service more than 999 but less than 5000 Meter Point Reference Numbers. The Defined Terms for this service are in the Defined Terms worksheet.	Per Email Report	Monthly	£107.00

Reference	Service Requirements Description	Charging Measure	Charging Period	Charge (£) Excluding VAT
SS SA22 63	Data Enquiry Service. A web based tool designed to be used by the Authorised Users to interrogate certain data relating to a supply meter point. The Defined Terms for this service are in the Defined Terms worksheet.	Per Data Enquiry Service Account	Ongoing	£3.62
SS SA22 64	Data Enquiry Service data update. The Defined Terms for this service are in the Defined Terms worksheet.	n/a	n/a	n/a
SS SA22 65	Data Enquiry Service Access Request. The Defined Terms for this service are in the Defined Terms worksheet.	n/a	n/a	n/a
SS SA22 66	Creation of Data Enquiry Service Account (s). The Defined Terms for this service are in the Defined Terms worksheet.	n/a	n/a	n/a
SS SA22 67	Deletion of a Data Enquiry Service Account (s). The Defined Terms for this service are in the Defined Terms worksheet.	n/a	n/a	n/a
SS SA22 68	Telephone helpline service password re-set. The Defined Terms for this service are in the Defined Terms worksheet.	n/a	n/a	n/a
SS SA22 69	Telephone helpline services fault reporting. The Defined Terms for this service are in the Defined Terms worksheet.	n/a	n/a	n/a
SS SA22 70	M Number DVD Service to provide customers with an electronic copy in DVD format of selected items for supply meter point records. An annual service for the period 1st April to 31st March the following year (a Year). The Defined Terms for this service are in the Defined Terms worksheet. <b>Note: This service terminates and cannot be ordered for year commencing 1/4/2020</b>	Annual Service, per M Number DVD. Chargeable for the Annual M Number DVD Service ordered after 1st April are determined by the number of M Number DVDs available for delivery in the year. The charges for the service are calculated using the formula: Annual Charge divided by 4 multiplied by the number of M Number Quarter Days remaining in the Year in which the M Number DVD Service Request is submitted multiplied by 110%.	Quarterly	£203.57
SS SA22 71	AD hoc M Number DVD Service to provide customers with an electronic copy in DVD format of selected items for supply meter point records. An an-hoc request service for a DVD for a specific M Number Quarter Day. The Defined Terms for this service are in the Defined Terms worksheet. <b>Note: This service terminates and cannot be ordered for year commencing 1/4/2020</b>	Ad Hoc Service per DVD	Quarterly	£101.90

Reference	Service Requirements Description	Charging Measure	Charging Period	Charge (£) Excluding VAT
SS SA22 82	Annual M Number data file download		Monthly	£183.00
SS SA22 83	Ad hoc M Number data file download	Per M Number data file	Following delivery of download	£101.90
SS SA22 74	Seasonal Energy Balancing Credit Cover effective from 1st May 2017	Per request	Once following request	£417.00
SS SA22 86	<p>API Service - Shippers</p> <p>Service designed to provide incumbent and prospective Shippers with access to specific data items as defined in the Data Permission Matrix.</p> <p>Chargeable by API Service Volume Band.</p>	<p>Charging Measure is Per band</p> <p>Charging Period is Once, following the request</p>	Band A 60,000 API Calls	£71
			Band B 600,000 API Calls	£653
			Band C 3,600,000 API Calls	£3,560
			Band D 7,200,000 API Calls	£6,764
			Band E 12,000,000 API Calls	£10,679
			Band F 18,000,000 API Calls	£15,129
SS SA22 86	<p>API Service - Shippers</p> <p>Service designed to provide incumbent and prospective Shippers with access to specific data items as defined in the Data Permission Matrix.</p> <p>Chargeable by API Service Flat Call Rate.</p>	Per call	Monthly	£0.0083