

Shipper Constituency Meeting

20/07/21

 Xserve

Provided by:

 correla

Agenda

- November 2021 update
- KPM Relationship Survey update
- CMS Update
- UK Link Cloud Programme
- CSS Update
- Training update
- Class 1 read service – Procurement for the 2023 Service
- Gemini System Enhancement
- AOB



Overview of November 21 Release

June 2021

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November 21 Release Scope

The delivery scope of November 21 was agreed at ChMC in May 2021 which includes the following 5 changes

Change Reference	Change Title
XRN4941	MOD0692 – Auto updates to meter read frequency
XRN5007	Correction in the reconciliation process when volume is zero
XRN5072	Application and derivation of TTZ indicator and calculation of volume and energy – all classes
XRN5142	New allowable values for DCC Service Flag in DXI File from DCC
XRN5180	Inner tolerance validation for replacement reads and read insertions

XRN4941 – MOD0692 –
Auto updates to meter
read frequency

The Change

MOD 0692 Instructs the CDSP to change the meter read frequency of sites with non monthly Meter Read Frequency (MRF) to monthly where either

- A. The AQ increases to 293,000 kWh or above
- B. An AMR device is installed
- C. A DCC Service flag is set/updated to active (XRN5142 will amend the current Service Flags and is also in scope of this release)

An activity post implementation and XRN5142 data cleanse, will be completed where all the non monthly MRF are assessed and updated to Monthly where one of the criteria is met. There are approximately 3 million sites that will be updated.

Where the MRF is set to monthly Shippers will need to provide a read every month. Where a read hasn't been provided for 4 months the must read process will be triggered.

The Detailed Design Change Pack was initially issued in April 21 however following changes to the design to remove conflicts with the CSS program a revised Change Pack was issued in May.

Change Documentation

The Change Proposal can be found [here](#)

The revised Detail Design Change Pack can be found [here](#)

What specifically is changing?

Whenever criteria A, B or C are met UK Link will update the meter read frequency automatically. An unsolicited SCR file/record will be issued to the Shipper.

If shippers request the meter read frequency to be set to none monthly via the SPC file, where B or C are met the request will be rejected. (Where A is met the request is currently rejected)

The context, within the C38 and S34 records, will be updated to include criteria B and C

XRN5007 – Correction in
the reconciliation
process when volume is
zero

THE CHANGE

Where a period has been reconciled to a zero position and then a valid read related to that period is received, re-reconciliation takes place.

As the prevailing metered volume is zero an MN09 exception is generated for Class 3 and Class 4 sites.

In these scenarios we will amend the reconciliation factor calculation to prevent an MN09 exception being created.

An activity will be completed where the reconciliation process will be re-triggered for Supply Meter Points where a MN09 exception is outstanding so that the reconciliation factor is calculated using the Deemed Volume. This will generate reconciliation charges which will be included on the next scheduled invoice to Shippers.

Change Proposal

The Change Proposal can be found [here](#)

The Detail Design Change Pack can be found [here](#)

What Specifically is changing?

UK Link will identify sites with a prevailing volume of zero (before an exception is created) and calculate the reconciliation factor using the deemed volume instead of the prevailing volume.

As Check to Check reconciliation is made up of one or more periods only the zero volume period will use the deemed volume to calculate the reconciliation factor.

XRN5072 – Application
and derivation of TTZ
indicator and calculation
of volume and energy –
all classes

The Change

Where there is at least one read with a Through The Zero's (TTZ) count the system doesn't always calculate the volume correctly.

The system calculations will be amended so that the volume is calculated correctly.

An activity will be completed where all historical calculations with a TTZ count are assessed. Where necessary the volume will be corrected leading to adjustments to reconciliation and capacity charges. A Formula Year AQ correction will be completed where needed.

The Detailed Design Change Pack was initially issued in April 21 however following further analysis a revised Change Pack was issued in July.

Change Proposal

The Change Proposal can be found [here](#)

The revised Detail Design Change Pack can be found [here](#)

What Specifically is changing?

The system will use new logic to calculate the correct energy. There will be separate logic for calculating

- Backward volume
- Forward volume where a read is replaced or inserted
- Check to Check volume where there is an estimated transfer or class change read

XRN5142 – New allowable
values for DCC Service
Flag in DXI File from DCC

The Change

A SEC (Smart Energy Code) MOD, MP 077, was raised to address sites that are registered with the DCC (Data Communications Company) but are not communicating.

The DCC Service flag values of 'S' (suspended) and 'W' (withdrawn) will be removed and new service flag values of 'N' (non-active) and 'I' (installed not commissioned) will be created. 'A' (active) will remain.

An activity, completed by the DCC, will assess and update any values where necessary. The DCC will then provide these updates so that UK Link reflects the same values.

Change Proposal

The Change Proposal can be found [here](#)

The Detail Design Change Pack can be found [here](#)

What Specifically is changing?

The DCC service flag values will be updated from 'A', 'S', 'W' to 'A', 'N', 'I'.

These new values will be stored in UK Link and sent in outbound related files and reports where the DCC service flag is currently provided

The following file formats will contain the new values

- | | | |
|-------|-------|-------|
| • CFR | • TRF | • SNR |
| • CRS | • TRS | • NRF |
| • NMR | • IDL | • IQL |
| • PAC | • MRI | |

XRN5180 – Inner tolerance
validation for
replacement reads and
read insertions

The Change

When a read is replaced or inserted, in between two reads, the replaced/inserted read is validated against both reads and energy tolerances are performed for each period (backwards as well as forwards).

When an override flag is only required for one of the periods (backwards or forwards) the read is rejected even when an override flag is provided.

Note – there are no changes to the following read validation when:

- Both periods require an override flag and the override flag has been provided. The read will continue to be accepted.
- None of the periods require an override flag and an override flag has been provided. The read will continue to be rejected with MRE01030 (Override tolerance passed and override flag provided).
- At least one of the periods require an override flag and an override flag has not been provided. The read will continue to be rejected with MRE01029 (Reading breached the upper Inner tolerance value and no override flag provided).

Change Proposal

The Change Proposal can be found [here](#)

The Detail Design Change Pack can be found [here](#)

What Specifically is changing?

The logic will be updated to accept the read when an override flag is required, and provided, for only one period (backwards or forwards).

If you have any queries on the changes being delivered as part of the November 21 Release please contact

Paul Orsler (Xoserve Customer Change Manager), at
paul.orsler@xoserve.com



Shipper Constituency

KMP Relationship
Survey – June Q1
21/22

Shipper Results
Update

 **serve**

Provided by:

 **correlate**

Breakdown of Shipper Trust Scores

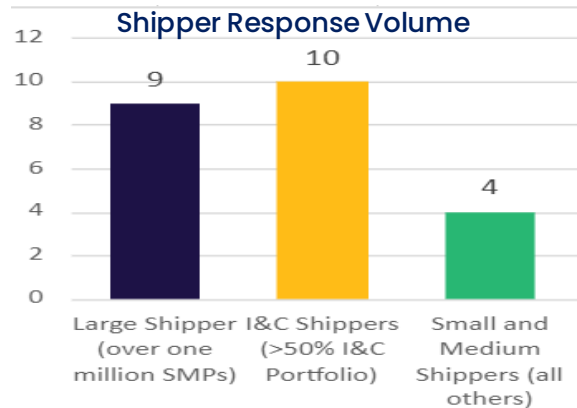
This is the first KPM Relationship survey with new, organisation-specific, question sets.

Xoserve Questions

Question	All Customer Segment Score	Large Shipper (over one million SMPs)	I&C Shippers (>50% I&C Portfolio)	Small and Medium Shippers (all others)
Do you trust Xoserve to deliver DSC services?	85.19%	75%	90%	100%
Do you trust Xoserve in the management of Correla for the provision of a seamless service?	88.00%	71%	90%	100%
Do you trust Xoserve with making strategic decisions?	85.19%	75%	90%	100%
OVERALL TRUST SCORE	86.08%	74%	90%	100%

Correla Questions

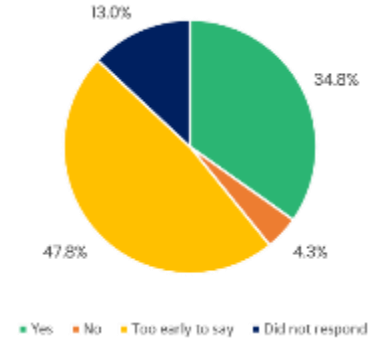
Question	All Customer Segment Score	Large Shipper (over one million SMPs)	I&C Shippers (>50% I&C Portfolio)	Small and Medium Shippers (all others)
Do you trust Correla to deliver the DSC operational services?	85.71%	60%	100%	100%
Do you trust Correla in putting customers first?	85.00%	67%	86%	100%
Do you trust Correla with developing strategic investments?	94.44%	75%	100%	100%
OVERALL TRUST SCORE	88.14%	67%	95%	100%



New Question – joint organisation question on effectiveness of Xoserve/Correla collaboration

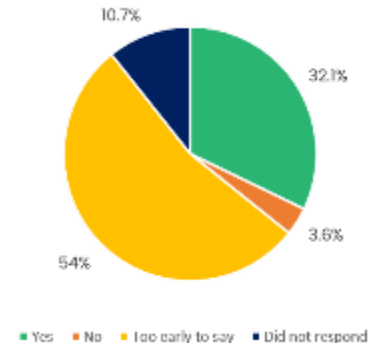
Shipper Response

Do you have confidence that Xoserve and Correla successfully collaborate to deliver a seamless service?		
Yes	8	35%
No	1	4%
Too early in the relationship to say	11	48%
Did not respond	3	13%



All Customer Response

Do you have confidence that Xoserve and Correla successfully collaborate to deliver a seamless service?		
Yes	9	32%
No	1	4%
Too early in the relationship to say	15	54%
Did not respond	3	11%



Customer Verbatim

In Survey	Segment	Verbatim	Follow-up Comments / Actions
Xoserve	Large Shipper	Allowing your third-party service provider to steer the development of investment and lead strategic decisions does not increase trust in Xoserve	<ul style="list-style-type: none"> Engagement with the customer to explore the topic
Correla	Large Shipper	Work groups have not been progressed and issues are not resolved. It has been a very difficult few months. I feel it is too early to gauge Correla's trust in developing strategic investments, specifically the CMS rebuild	<ul style="list-style-type: none"> Follow-up with the customer to identify specific workgroups and issues behind this comment
Xoserve	Large Shipper	Several issues in Q1, feed back given on improvements that can be made particularly in regards to communication. Advocate has been very helpful	<ul style="list-style-type: none"> UKL file processing incident findings and recommendations to be discussed with customer
Correla	Large Shipper	P2 issue. the onus was on customers to take action to resolve issue.	<ul style="list-style-type: none"> UKL file processing incident findings and recommendations to be discussed with customer
Xoserve	Large Shipper	Since the split Xoserve/Correla there have been a large number of issues & concerns we have raised. The main one being file issues & turnaround times to resolve	<ul style="list-style-type: none"> UKL file processing incident findings and recommendations to be discussed with customer
Xoserve	Large Shipper	Customer engagement is high	<ul style="list-style-type: none"> Continue to maintain high levels of engagement
Correla	Large Shipper	Some recent issues in delivery and it's not clear Xoserve always have a handle on their data	<ul style="list-style-type: none"> Follow up with customer to get some further detail and explore actions

You Said We Did

A summary of what actions have been taken following your feedback provided in March Q4 20/21 KPM Relationship Survey

You Said	We Did
I think Correla has good people and they are very responsive to queries, but there is still not enough easily accessible self service information on key processes (RFA's), and not enough confidence when viewing online material that it is the definitive, up to date version.	<ul style="list-style-type: none">• 43 customers from 20 organisations attended the RFA Expert Day on 29th April• Customer knowledge and understanding improved by 57%• Customers rated their overall experience 4.8 out of 5• Training material issued to customers after the session
Query management poor experience – slow response/quality of response	<ul style="list-style-type: none">• Feedback shared with appropriate teams• Root cause analysis completed and improvement plans in place.
<p>Correla is in its infancy as an organization so I think it's fair to say that we are still waiting to see how it will operate in practice.</p> <p>We need to be able to measure performance across both Xoserve and Correla and how effective both companies collaborate.</p>	<p>Xoserve and Correla reviewed KPM Relationship survey and developed a new approach to measuring organisation specific question sets.</p> <p>In response to customer feedback, we have developed a joint organisation question which measures the effectiveness of Xoserve/Correla collaboration.</p>
Relationship with Advocate is very good, excellent service specifically in coordinating the resolution of queries.	Feedback shared with individuals and best practices shared with query teams.

CMS Rebuild Update

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CMS Rebuild – Progress to date

Summary of progress to date

- Mobilised into the next stage as per the indicative milestone
 -
- Internal and External Workshop plans are being drafted
 -
- Must Reads session on the 10/06/21 generated some really great discussion and we are now liaising with specialists in Xoserve to determine next steps
- Internal teams are still revisiting the GSR process to see if additional improvements can be identified and built into the Ideal “To Be” process
 -
- The requirements log has been refined and republished for review after last month’s CoMC, we have received some feedback and questions on a few of the processes, all of which have been responded to. We have also identified some improvements in how we download and save the PDF versions of the process flows which will be utilised for the next stages
 -
- Conversations are ongoing with regards to CSSC / REC, SDEP and TOG
 -
- Mobilisation of CMS DSG has begun with lessons learned captured from CSSC and working alongside Xoserve to develop the ToR and guidelines.

CMS Rebuild Timeline



- Further workshops will be required to:
 - Understand level and complexity of impact to customers
 - Identification of any consequential impacts
 - Firm up requirements
- The outputs of these workshops will then be used as inputs to the CMS DSG and once the solutions have been chosen these can then feed the Change Pack process
- We will be targeting September / October with a preferred solution

UK Link Cloud Programme July 2021

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UK Link Cloud Programme

The primary objective of the UK Link Roadmap is to ensure this critical data processing platform is optimized and sustain to ensure continued service to the UK Gas Sector

The near term drivers for this roadmap are to:

Reduce operational risk – Ensure that all components are within mainstream vendor support, improve UK Link Infosec footing

Reliability at scale – Maintain & improve the stability of service that we deliver and its ability to scale

Pace of change delivery & adoption – Organise to allow multiple paces of change and reduce impact on customer systems

The longer terms drivers for the roadmap span a delivery from now through to 2023/24.

To deliver the near term drivers immediate action was required to commence this Programme of work. Following approval of our BP21 submission for the UKL Roadmap an internal delivery Programme has commenced and the first delivery incorporates a core UK Link Platform Migration. This migration includes:

Move to Microsoft Azure
New UK Link Portal

UK Link Cloud Programme

This programme has been split into a number of workstreams to deliver individual components

Each workstream is currently in high level design and we will continue to talk to you and keep you informed as we work through this design phase and understand our delivery route and Go Live date

We know there are no functional impacts, therefore no build requirements for your systems. We have a good understanding of the browser versions you are using as we have asked you to provide this information through conversations for the CSSC Programme but will appreciate you providing this detail if you haven't already

A password reset for the new UK Link Portal will be required at Go Live but we will keep you informed and explain what this will look like as we move towards this date

Security is a very key consideration and we will be assessing as we work through design

We also know that an outage will be required at implementation. As we move towards this date I will be keeping you informed and will ensure UK Link manual governance is followed to ensure the appropriate outage notifications are provided within the governance timescales

Change packs have been created and out for Industry approval for the areas highlighted in this pack. The change packs were approved at July's ChMC

This Programme is scheduled to Go Live in January 22. I will be confirming the exact date in January in next month's ChMC

Security

- Your IT departments may well have been notified that core Microsoft and Google services will not support TLS lower than 1.2 from this summer (2021). Therefore browsers will have to be upgraded to allow normal operation of many parts of the internet.
- The Faster Switching Programme introduced stringent security obligations for all Programme participants. Xoserve are taking the step to align to global security standards as well as our security policy to only support TLS1.2 and higher.
- Older TLS versions are cryptographically insecure with varied vulnerability which could allow somebody to intercept the traffic between systems, creating a potential security breach

Internet Browser Support

- Post implementation of the cloud programme access to our services via web browsers will need to support TLS1.2, this will include:
- Microsoft Edge v16 or higher
- Google Chrome v57 or higher
- Firefox v52 or higher
- Safari v 11 or higher
- Please note that IE will no longer be supported

IE	Edge	Firefox	Chrome	Safari
		2-46		
	12-14	47-51	4-50	
	15	52	51-56	3.1-10.1
5.5-10	16-89	53-86	57-89	11-13.1
11	90	87	90	14
		88-89	91-93	TP

User Security

During our security analysis we have discovered that there are a couple of areas that we need to change, but these will have enhanced benefits to our customers

Single Identity

- Users will be able to have a single identity based on their corporate email address for all Xoserve and Correla products. Historically where user accounts have been deleted we have not been able to re-use this account, e.g. for myself emma.Lyndon@xoserve.com would have become emma.lyndon1@xoserve.com. Going forward a single user identity will allow the re-use of an ID where necessary

Multiple Roles

- We are looking into a future enhancement that will enable us to combine the current multiple user accounts held by a user into a single user account. This is currently under analysis and estimation and may not be available for day one

User Security

- Password policy will be updated, current policy is 5+ years old and we feel from a security perspective this needs to be reflective and current
- The updating of this policy will allow password reset self-service by individual users rather than an admin function
- As part of the migration of user accounts all passwords will need to be reset and users will have to create a new password that aligns to the updated policy
- If you are an LSO, as a privileged user, we will bring in a multi factor authentication regime. This requirement is in line with CSS requirements, our security policy and privacy by design principles supporting EU-GDPR/DPA 2018 compliance requirement
- As a future enhancement users will be able to update their own information, e.g.name spelt incorrectly you can update it without having to delete and re-create the user account

CSSC Update

20th July 2021

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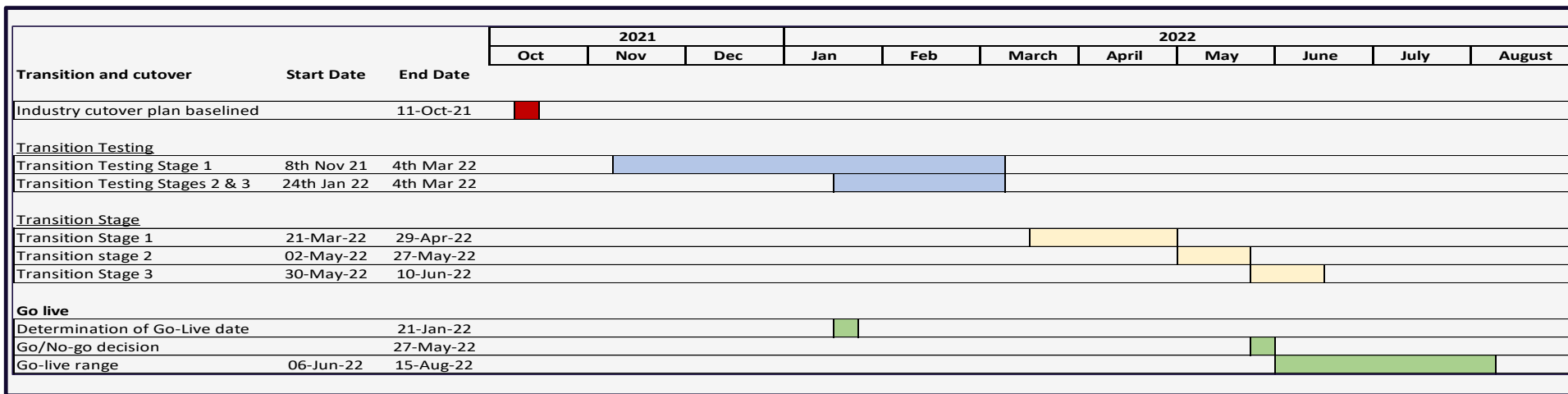
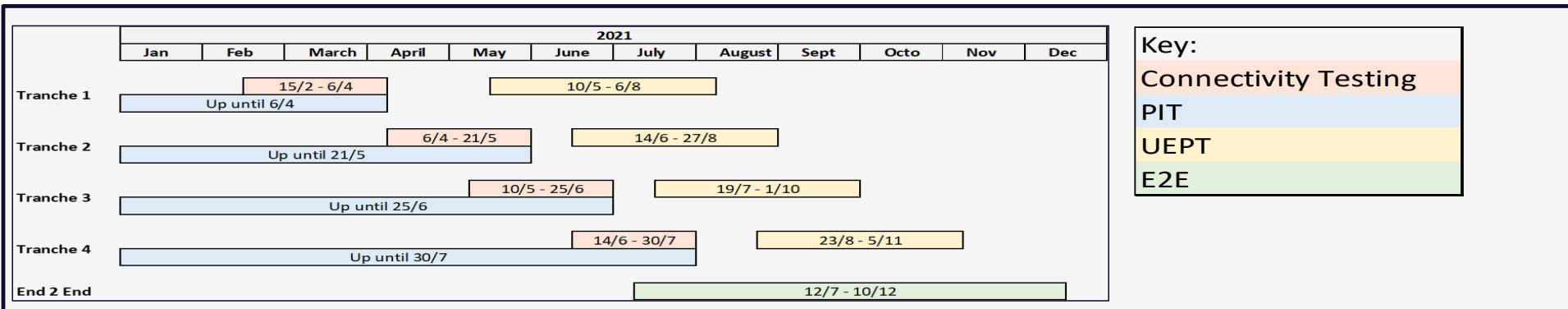
Provided by:



CSS ConsequentialChanges

- CSS implementation has significant **consequential** changes on Xoserve and Shippers
- These include but are not limited to:
 - Shorter switching timescales
 - Move from Shipper – Xoserve to Supplier – CSS
 - Nomination requirements
 - Gemini changes and shorter timescales
 - New settlement files
 - Opening read window and process changes
 - File formats changes
 - DES access, data items and screens
- High level details are provided at EDSG meetings and lower level detail is provided in change packs
- All documentation is stored on our website: [Switching Programme \(xoserve.com\)](https://www.xoserve.com)

Key Dates – Test & Programme



Consequential APIs

- We are developing APIs to meet new CSS processes
- The primary APIs for connection between Xoserve and CSS are completed and testing assured
- The secondary APIs including data searching and settlement info provision are currently being tested.
- You can have access to the test API environments to help your build
- For queries on the APIs or to request access please contact the dedicated mailbox xoserve.CSS.STS@xoserve.com

CSS Adapter

- Our CSS adapter, SwitchStream, is progressing very well
- Our Option 2 has successfully passed PIT, Connection Test, UEPT
- Our Option 1 has successfully passed PIT & Connection test with UEPT planned to commence in August
- We're currently supporting our customers taking part in formal E2E with no issues raised against SwitchStream
- How is your CSS connection progressing?
- We've already brought on board customers at short notice who were struggling to meet industry programme milestones
- **If you need help, SwitchStream is free and we can onboard you quickly**

Support

- We have a number of support routes for you
- Extraordinary Delivery Sub Group (EDSG):
 - We provide key updates of the consequential changes, Shipper requirements including datacleanse and issues and developments
- Shipper Support Forum:
 - Focussed on supporting Shippers through testing
- Switching Programme Webpage:
 - Contains information and documentation for CSS Consequential changes plus regular updates on risks and issues
- Dedicated Advocates:
 - Rob Westwood (rob.Westwood@correla.com 07502280641) and Andy Baugh (andy.baugh@correla.com 0776 917 7941) are on standby should you have any questions or issues

Customer Training

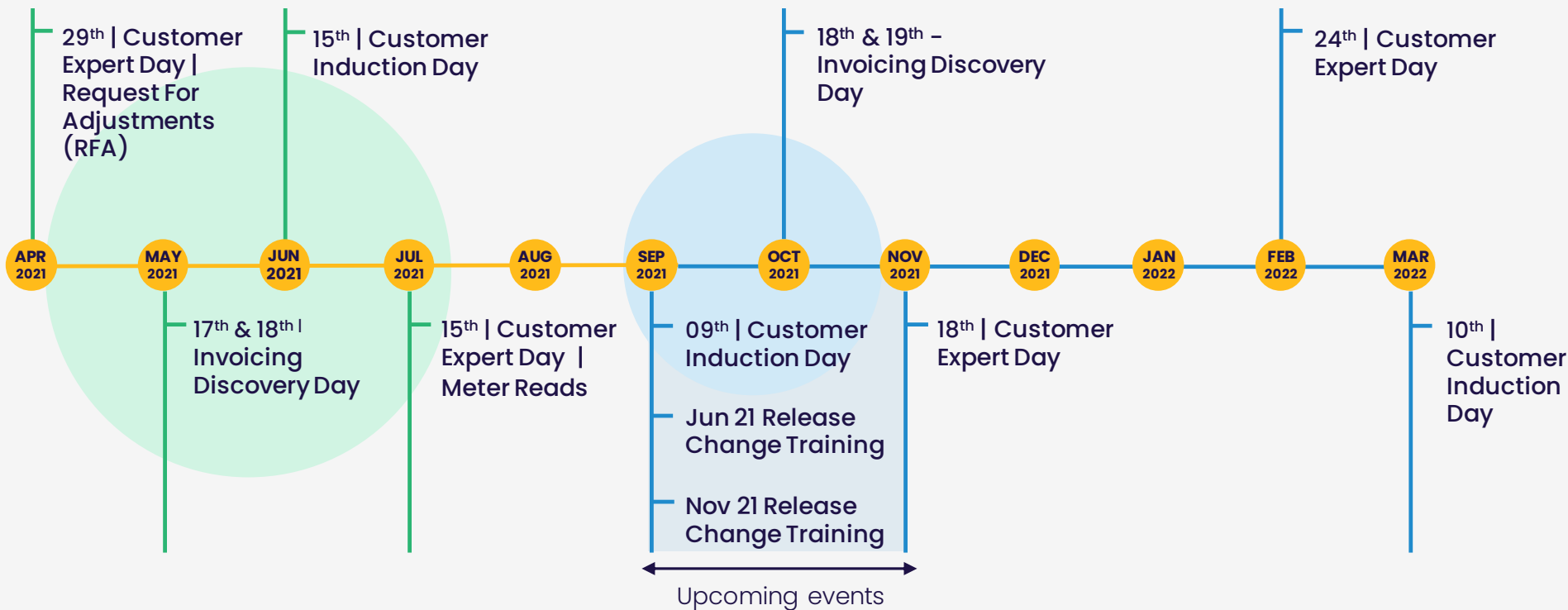
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Customer Training Day Timeline

Apr 21 – Mar 22



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ON BEHALF OF **xserve**

Customer Training 3 month reflection

Customer Events Held

17th & 18th May 2021

Invoicing Discovery Days

41 Customers attended

Knowledge increase of 78%

"Great session, very helpful"

15th June 2021

Customer Induction Day

27 Customers attended

Knowledge increase of 43%

"I found the training well structured, informative and engaging. It's not always easy to achieve this, but the team certainly pulled this off!"

15th July 2021

Customer Expert Day (Meter Reads)

55 Customers attended

Knowledge increase of 30%

"Good informative session!"

Published E-learning Modules

Meter Reads

[E-learning](#)

Local Security Officer (LSO)

[E-learning](#)

Request for Adjustment (RFA)

[E-learning](#)

Theft of Gas (TOG)

[E-learning](#)

Training Catalogue

Bespoke training requests

If you have any bespoke training requests, please email the Training Team who will respond within 2 working days:

box.xoserve.training2@xoserve.com

Register onto our events or view our online training material

Or if you would like to register onto any of our events or view our training material, please visit our Training and Education webpage:

<https://www.xoserve.com/services/training-and-education/>

Class 1 Read Service – Procurement for the 2023 Service

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Purpose of this presentation

- Modification 0710 – CDSP Provision of the Class 1 Read Service obligates the CDSP to take over the contractual arrangements currently in place between Transporters and the Daily Metered Service Providers (DMSP), to procure and provide the Class 1 read service.
- The existing contracts to provide the Class 1 service are in place between the Transporters and DMSPs until 31 March 2023.
- Modification 0710 is due to be implemented on the 01 April 2023 following the existing contracts expiration and at this point the CDSP will have appointed a Service Provider under a new contract to provide the Class 1 read service on behalf of Shippers.
- The initial activities associated with the procurement of the Class 1 read service from 01 April 2023 have commenced.
- The purpose of this presentation is to provide Shippers with awareness of this activity for the procurement of the future Class 1 read service and the opportunity to feed requirements into the CDSP.

Areas of focus

We have detailed below the key areas we believe should be the focus to establish the requirements for the future Class 1 read service. These areas are covered below, including the high level questions/views we will want customers to start to consider:

Readings

Requirement for Class 1 read submission – currently this is by 12:00 on Gas Flow Day +1.

System availability

Consider maintenance – when a Class 1 datalogger goes down or has an issue, the expectation around the speed at which this is fixed.

Within-Day service

Is having the within-day service still a requirement?

If it is, is hourly data the requirement or more frequent information?

What level of data is required as part of the Within-Day service?

Areas of focus continued

Liabilities

Views on the liabilities framework.

What should this look like and how it should work?

Disaster Recovery

Specific DR requirements.

Within what time should the system be available under DR arrangements?

Resilience – Network resilience / Site resilience (e.g. Spare kit / batteries on site etc.)

Reading Procurement

General AMR Requirements – where is a 'vanilla' / silver / gold standard defined?

Specific Requirement Considerations

We have received some initial requirements regarding the Class 1 read service. They are detailed below where they don't necessarily fit into an 'area of focus' previously mentioned:

Access to real time data

Access to corrected/uncorrected, pressure/temperature information – general component data

Warning notifications e.g. mobile/email/phone alerts for key processes/activities. E.g. Ratchets, Load drops

Enhanced repair/replacement services

Anything specific with the enhanced repair/replacement?

Anything else?

Next steps

- Continue to understand the Shipper requirements for the Class 1 read service.
- The intention is to complete requirements gathering by [September 2021].
- What further involvement do you want to have in this process?

Any questions or views on this?

Gemini System Enhancements

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Gemini System Enhancements (GSE)

Background

The Gemini IT system underpins the commercial gas transmission regime and accounts for all capacity and energy transactions.

GSE is a project to adapt and improve Gemini delivering over 65 enhancements based on the needs of a changing industry.

Full details have been communicated in Change Packs and communications via the .Box.UKLINK.Manual <uklink@xoserve.com>

Gemini System Enhancements – update

The following changes will be delivered on 25th July 2021

- Changes to existing screens
- Changes to the Meter Look up facility
- Introduction of 2 new report screens
- Introduction of a Dashboard facility
- Introduction of 13 new APIs
- Enhancement to one existing API – View Re-nomination detail

User Trials took place between 1st June 2021 and 25th June 2021

- During User Trials changes to the schemas of the 13 new APIs were identified. The API Specification document has been updated to reflect these changes. The updated document showing the changes has been published on the GSE web page. **A Change Pack was issued on 12th July 2021 containing the updated document.**
- The difficult decision has been taken to delay the launch of APIs over the Internet until Q3 2021 in order to enable more robust. Protecting the data security of our customers is of the upmost importance, and to enable more robust security monitoring and control for the APIs to be in place, we have made the difficult decision to delay the launch of APIs over the Internet until Q3 2021

Gemini System Enhancements (GSE)

Implementation date

- The changes will be implemented during the Sunday maintenance window between 03:00am and 05:00am on Sunday 25th July 2021 with a contingency date of Sunday 1st August 2021.
- An extended outage of 1 hour until 06:00 am will *only* be required in the event of a rollback, this will be notified by ANS message.
 - Should the implementation move to the contingency date of Sunday 1st August 2021 it would be completed during the Sunday maintenance window between 03:00am and 05:00am.
 - As with the planned date of 25th July, if the contingency date of 1st August is used, an extended outage of 1 hour until 06:00 am will *only* be required in the event of a rollback, this will be notified by ANS message.

Further Details?

Further details relating to the changes are available on the GSE web page available at the link below.

<https://www.xoserve.com/systems/gemini/gemini-system-enhancements-gse/>

On this webpage you will find

- Video – explaining GSE
- Useful Documents relating to GSE

Any queries please email

box.xoserve.GeminiSystemEnhancements@xoserve.com

Website Findability Project

We've listened to your frustrations, taken on board your feedback from the ICS survey and understand that using Xoserve.com is difficult to navigate and find the information you need. As part of our programme to improve the website and as a valued customer we need your help.

We're looking for participants to help us test and take part in a few exercises over the coming months that will involve you to organise topics (online exercises) for the website that YOU feel is easier to find. There is no wrong way of doing any of these exercises.

We've assembled an initial 'Task Register' of things you , our customers want to complete when visiting the website. This has been formed by insight, discovery, speaking with you and analysis through support channels.

Would you be interested in helping us?

If so please contact Simon Del-Giudice simon.del-giudice@correla.com

AOB

P2 Incident latest Update (7.4)

[21 July 2021 DSC Contract Management Committee | Joint Office of Gas Transporters \(gasgovernance.co.uk\)](#)

Meter Bypass

PAC are still monitoring meters bypasses across the industry, Martin Attwood has contacted affected shippers to work with them to cleanse outstanding bypasses. If you have any question or queries on this topic please contact uigtaskforce@xoserve.com

Dates for Diary

NDM Sample Data (5th Business day in October) 7th October – submissions Bi-Annually to be submitted by this date.

xoserve.demand.estimation@xoserve.com

MOD 0431 Meter Point Portfolio Reconciliation – Portfolio snapshot due on 1st November

xoserve.sats.spa@xoserve.com

Thank you

