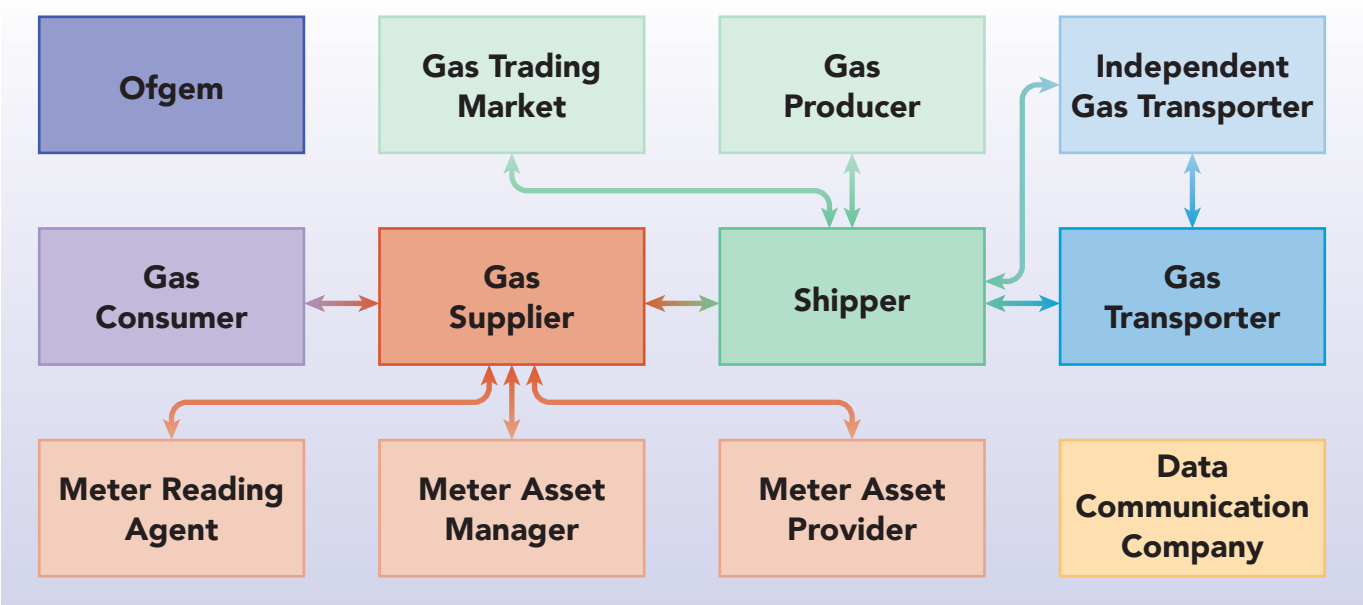
xoserve

STAKEHOLDERS

The gas industry includes a wide range of stakeholders, all with a specific role to play in getting gas safely and effectively to consumers.



Xoserve is governed by Data Services Contract

The **Office of Gas and Electricity Markets (Ofgem)** regulates the companies which run the gas and electricity networks.

They are set up to protect the interests of energy customers in the UK. Ofgem aims to create a more competitive, fairer energy market. As part of this, they are trying to make it easier for energy users to switch suppliers and get a better energy deal.

Ofgem grants Supplier, Shipper and Gas Transporter licences.

Domestic and / or Business **consumers** will have a contract in place with a gas supplier to provide gas to their premises.

The **meter reading agent** is responsible for completing and submitting meter reads where they are appointed to do so. These parties are increasingly using technology to obtain readings via smart or advanced metering devices.

The **meter asset manager** is responsible both for installing and maintaining the gas meters.

The **meter asset provider** is responsible for providing the physical meters to the meter asset managers for installation on consumer premises.

The **supplier** is responsible for the relationship with the consumer. They are responsible for billing, meter reads, meter maintenance and ensuring an appropriate volume of gas is supplied to the consumer. In order to provide this service, it's important they work closely with meter reading agents, meter asset managers, meter asset providers and shippers.

Shippers are responsible for purchasing the gas required by the suppliers and for transporting it to the end users. They contract directly with suppliers, transporters, producers and other shippers. They work directly with Transporters to secure and transport the amount of gas they require – this is governed via the Uniform Network Code (UNC).

Gas Transporters own or operate the gas pipelines that transport gas across the network. They frequently own and operate Gas Distribution Networks this includes the National Transmission System and Gas Distribution Networks (GDNs) within specific regions.

Gas producers are responsible for getting gas into the National Transmission System.

Independent Gas Transporters are directly connected to the Gas Distribution Networks via a Connected System Entry Point. Independent Gas Transporters largely supply gas to new housing and commercial developments, for example.

The **gas trading market** is the where wholesale gas is bought and sold in line with expected consumer demand.

The **Data Communications Company** (DCC) establishes and manages the data and communications infrastructure for smart metering.

Xoserve is the gas industry's Central Data Service Provider (CDSP), we deliver a full suite of vital services to gas suppliers, shippers and transporters, and ensure that Britain's retail gas market runs efficiently and reliably for all our customers.

We are responsible for providing information to gas transportation companies from our central register. We also provide information about gas flows across the entire network.

Our central register holds information on all premises with a gas supply. Our gas flow information helps us recognise which companies are responsible for gas entering and leaving the network, which lets it remain 'in balance' between supply and demand.

The central register, and its related information flows, require sophisticated computer networks and highly skilled people to support reliable and efficient delivery of these critical services.

GOVERNANCE

A number of frameworks govern the way stakeholders interact with each other and the arrangements between them.

The **Uniform Network Code** & **IGT Uniform Network Code** govern practices and arrangements between Shippers and Gas Transporters/ Independent Gas Transporters. It's there to ensure each party understands their own contractual responsibilities, codes and ways of working, supporting a smoothly running gas network. Details of the code can be found here:

Gas Transporters:
www.gasgovernance.co.uk

Independent Gas Transporters:
www.igt-unc.co.uk

The **Data Services Contract** governs the way in which Xoserve (as the Central Data Services Provider, or CDSP) manages, processes and supplies data to parties across the gas industry: our customers.

The contract sets out standards and ways of working for a range of activities, including: maintenance of the gas transporters' supply point register; allocation of gas; calculation of transportation volumes and charges; transportation invoicing; energy balancing credit management; invoicing and cash collection.

Details of the DSC can be found here:
www.gasgovernance.co.uk/DSC-CDSP

The **Supply Point Administration Agreement** (SPAA) governs some of the activities between Suppliers and some interactions with the CDSP and Gas Transporters. It supports effective Supplier operations to meet their obligations under their licences. This, in effect, supports the transfer of consumers from one supplier to another, where a consumer chooses to switch supplier.

Details of SPAA can be found here:
www.spaa.co.uk

Ofgem is leading the transformational Switching Programme that will support faster more reliable switching for energy consumers, in turn promoting a competitive and innovative energy market. The **Retail Energy Code** will place transitional obligations on market participants to facilitate the effective and timely delivery of the Switching Programme.

Xoserve Limited
Lansdowne Gate, 65 New Road, Solihull B91 3DL
Telephone: 0121 623 2189
www.xoserve.com