

xoserve Services Contract - Non Network Code Service Lines (Services Definition Document)

Service Requirement	Service Description	Interface	Volumes (average)
Energy Balancing - Credit Risk Management and cash Collection	Produce operational statistics report for EBCC	EBCC members	One per month (meeting)
NExA Supply Meter Points	Notification to User or Connected System Operator of existence of NExA	User and Connected System Operators	No more than one per month
Generation of Meter Point Reference Numbers	Generation and provision of range of Supply Meter Points Reference Numbers	Relevant contractors	As and when required
Generation of Meter Point Reference Numbers	Registration with a User of an unregistered Supply Meter Point (unconfirmed siteworks)	Users	approx 10,000 generated per month
Provision of services in relation to obligation under the Gas Transporter's Licence	Theft of Gas - Provision of information in relation to gas illegally taken	User and / or Network Operator	500 per month
Provision of services in relation to obligation under the Gas Transporter's Licence	Theft of Gas - Process of applications for costs associated with investigation into gas illegally taken	User	N/A
Provision of services in relation to obligation under the Gas Transporter's Licence	Connection and Disconnection Notification - Receipt and storage of C&D notification from Shippers, meter workers and Transco GT. Forwarding the C&D Notification to the relevant shipper where known	User	Automatic file generated
Provision of services in relation to obligation under the Gas Transporter's Licence	Meter Inspection - Notification of no meter inspection for 2 years	User	Automatic file generated
Provision of services in relation to obligation under the Gas Transporter's Licence	Provision of Information - Provision of standard of service and supply point information to the Authority	Authority	As and when required

Provision of services in relation to obligation under the Gas Transporter's Licence	Provision of Information - Provision of operation and maintenance of a Supply Point Information Service (Internet Access to Data and Request for Information bureau)	User	Telephone - 70,000 per month Paper - 100,000 data items per month Internet - 600k hits per month
Provision of services in relation to obligation under the Gas Transporter's Licence	Provision of Information - Provision of relevant data to gas shippers or their agents or non-domestic customers of gas suppliers or persons acting on their behalf (Internet Access to Data or Request for Information Bureau)	Users and Major energy consumers	As above
Provision of services in relation to obligation under the Gas Transporter's Licence	Provision of Information - Provision of relevant data to domestic customers or persons acting on their behalf (not gas shippers or their agents) or to any customer of a gas supplier (M Number Bureau)	End consumer	150,000 per month
Provision of services in relation to obligation under the Gas Transporter's Licence	Provision of Information - Regulatory Instructions and Guidance for reporting outputs report (RIGS)	Authority	Annually
Provision of User Reports and Information	Provision of information and data following complaint to Network Operator by a User, the Authority or energywatch	Network Operator	80 per month
Network Operator and User Relationship Management	Representation of Network Operator at meetings of code workstreams, the Gas Forum, the Independent Gas Transporter's Forum, other operational forms and customer and consumer groups	Network Operator	Approx 20 meetings - depending on requested attendance
Network Operator and User Relationship Management	User relationship management services	User and Network Operator	On-going