

Reference	Phase	Feedback from	Strategic Destination	Feedback	Xoserve response
BP2501	Draft SPP	Cadent	Trust	<p>We would like to see evidence that Xoserve have understood the intent of UNC modification 0841 which was recommended by industry and ultimately approved by Ofgem. In our view, the main intent behind 0841 was to make Xoserve's BP costs (and methodologies that sit behind them) more transparent so that industry could better measure the value for money of DSC services. Efficiencies and S&amp;O costs are briefly mentioned in the draft Statement of Planning Principles, but we feel that more focus could be given to Xoserve's efforts to deliver efficiencies and value to its customers, versus the large weighting given to Trident and code management.</p> <p>Similar to our feedback at the strategy launch event, I think industry would trust Xoserve's credentials as a potential code manager if the CDSP demonstrated a greater understanding of the forecasted complexities and challenges of the code manager role. We believe that the code manager role will be hugely different to the code administrator and CDSP roles, and it isn't clear whether Xoserve have appreciated the difference, and what additional skills would be required.</p> <p>Linked to the first point on 0841, we believe that Xoserve could build trust by putting itself in the shoes of its customers to identify services it could undertake to save them money. For example, could Xoserve provide a service that costs a DSC customer £1, whereas the same service would cost them £2 to deliver in-house etc.</p>	<p>We intend to comply with the new BPPRs as set out in UNC mod 0841. We have also procured a third party to make an independent assessment of our compliance with the rules and will present the findings alongside each draft of the business plan. We have also updated the final SPP so that it provides more information as to progress of the ERX programme, and a summary of what to expect in Draft 1 of BP25.</p> <p>The prominence given to Project Trident and Preparing for Code Management in the SPP should not be taken as any indication of a reduction in absolute focus on delivering value for money, robust and secure CDSP services. This remains our core provision, and Draft 1 of BP25 will contain the appropriate degree of detail as to how we will provide economic, efficient and effective services, as well as developing Project Trident and making the necessary preparations for code management (regardless of which entity becomes responsible for that future role).</p> <p>We agree that our centrally-funded model has great potential for new or existing services (that could be delivered centrally) to be undertaken by Xoserve to drive mutual value. For example, it might lead to greater value, be that by making costs more economical, the services more efficient or effective, or for costs to be more equitably shared. We have described our intent to proactively explore this in the 'from assurance to confidence' journey that supports the 'Trust' strategic principle.</p>
BP2502	Draft SPP	Cadent	Confidence	<p>We would like to be engaged by Xoserve with opportunities for wider CDSP activities providing that the activities:</p> <ul style="list-style-type: none"> <li>&gt; Align with the strategic direction set by the board and communicated to customers.</li> <li>&gt; Adopt the approach mentioned in the answer to Q1 (e.g. Xoserve provide a service that costs a DSC customer £1, whereas the same service would cost them £2 to deliver in-house etc)</li> <li>&gt; Best utilise Xoserve's expertise and role in the industry, and do not duplicate customers' work/investment in non-CDSP activities</li> <li>&gt; Do not compromise the quality of service of core CDSP services</li> </ul>	<p>We agree that everything we intend to do during BP25 should:</p> <ul style="list-style-type: none"> <li>&gt; Align with our strategic aims</li> <li>&gt; Lead to value outcomes as per our 5E value framework</li> <li>&gt; Fully utilise the existing capabilities we have as an organisation</li> <li>&gt; Deliver high quality services that aren't compromised by new scope being added</li> </ul>
BP2503	Draft SPP	Cadent	Transition facilitator	<p>[The most important considerations for Project Trident are]:</p> <ul style="list-style-type: none"> <li>&gt; The flexibility of any Trident Solution to react to the uncertainty within the future gas industry</li> <li>&gt; How customers intend to recover the costs of their investment (e.g. cost pass through via a price control), the impact on consumers' bills, particularly across a potentially shrinking customer base</li> <li>&gt; How the integrity of essential industry processes will be protected during the transition</li> </ul>	<p>We are facilitating a dedicated session on 9th September to walk through the Strategic Outline Investment Proposal associated with Project Trident. I will ensure that we cover these points during the session, which will be recorded for anybody unable to attend on the day.</p>
BP2504	Draft SPP	Cadent	Serving stakeholders	<p>[The behaviours we would like to see Xoserve develop in order to help us deliver your objectives are]:</p> <ul style="list-style-type: none"> <li>&gt; An unrelenting focus on the importance of delivering high quality core CDSP services, as a means of earning industry's trust to differentiate into wider opportunities such as code management and decarbonisation</li> <li>&gt; Similar to the point in Q1, Xoserve thinking about how it can best serve its customers, particularly on how the CDSP can deliver activities centrally that save their customers money</li> </ul>	<p>We fully agree that delivery of high quality core services is our priority, with our people being the most valuable asset in this pursuit. To that end, we are proud that scores associated with our people's helpfulness and competence are consistently high in respective Institute of Customer Service (ICS) surveys. The last ICS survey results, achieved having had more survey respondents than ever before, were our best ever, with Xoserve scoring 82.1 on the UK Customer Satisfaction Index (UKCSI), which is higher than the national 'all sector' average.</p> <p>As set articulated in the SPP, we intend to seek out ways we can deliver additional central services to the benefit of all.</p>
BP2505	Draft SPP	Cadent	Code management	<p>We don't think there is sufficient detail from Ofgem to confirm the scope (if any) of digital or data initiatives required for code management. Instead, we think that investment and effort would be better spent in preparing for the UK Link upgrade.</p>	<p>We agree that the role of a future Gas Network Code Manager is still to be fully defined. As Draft 1 of BP25 will set out, our approach to making preparations for the era of code management will be focussed on 'no regret' activities, which we regard as industry requirements regardless of which entity eventually is installed as the Code Manager. Draft 1 will make clear how we will mitigate against these preparations diluting or obstructing preparations for Project Trident (or delivery of CDSP BAU).</p>
BP2506	Draft SPP	ICoSS	Code management	<p>We believe that the current gas code governance landscape is overly fragmented and complex with code delivery, code administration and legal drafting sitting with different parties, with overlapping management frameworks and priorities. This has reduced efficiency in the current process and added cost to industry change. Now that Ofgem has committed to the creation of the Gas Network Code and the Code Manager role, we believe this is an opportune time for the industry to identify potential improvements to the current process.</p> <p>We are therefore supportive of the review of the current framework, as proposed by Xoserve in the 2025-2028 Business Plan statement planning principles. As long as such a review does not jeopardise Xoserve's core function or create significant costs for industry parties, we agree with Xoserve undertaking this work for the good of the industry.</p>	<p>We are cognisant of the need to avoid any negative impacts on service delivery resulting from preparations for Code Management. Draft 1 of BP25 will set out how this risk will be mitigated alongside details of potential funding requirements.</p>