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19 December 2024

Sent via email to [andrew.eisenberg@eonnext.com](mailto:andrew.eisenberg@eonnext.com)

Dear Andrew

Many thanks for your written correspondence in relation to Draft 2 of the CDSP Business Plan for 2025-28 (BP25) dated 6 December 2024. I appreciate you taking the time to provide feedback. Your letter, and this response, will be uploaded to the BP25 portal to reflect the non-confidential status of both correspondences.

I'd like to address each point you have helpfully raised.

### **Quality of information**

I'm very pleased that you recognise an improvement in the quality and transparency of information and that you can see how feedback has influenced later drafts of BP25. We have found the introduction of new Business Plan Information Rules to be very useful during the development of the plan. While their introduction necessitates a greater amount of information to be collated, validated and presented (and consumed) than ever before, we are clear that their use has led to a more comprehensive suite of information.

### **CDSP performance**

CDSP core service delivery is our top priority. Though performance across the suite of 49 Key Performance Metrics and Indicators is robust and improving over recent years, we recognise that these measures do not capture all performance-related incidents, like the one you reference in your letter (the provision of information from the Data Discovery Platform for use by the Performance Assurance Framework Administrator and consumption in the Performance Assurance Committee). We acknowledge that this had a negative impact on some customers and take seriously the need to reduce the likelihood of such incidents from recurring in future.

To this end, we are undertaking 3 key initiatives:

1. The facilitation of a DSC CoMC review of the existing DSC KPMs and PIs - to assess whether these need to be refined to measure more / different areas of operational performance
2. The introduction of new Xoserve resources to undertake Enhanced Qualitative Assurance - embedded Xoserve resources in projects / releases being delivered by 3<sup>rd</sup> parties, focussing on qualitative outputs (e.g. test assurance)
3. The development of a Strategic Scorecard – customer insight into how Xoserve is performing in the delivery of strategic initiatives (we will consult with customers on this soon).

### **Project Trident**

With regards to Project Trident, we are pleased to hear that the need for this change is recognized. We will continue to consider a range of options to deliver the best value for money for our customers and the sector long-term, and ultimately the end consumer.

The perspectives of our stakeholders and customers will be essential to Project Trident in helping us choose and procure the right solution at the right price. We agree that more representation of the customer voice is required within Project Trident and specifically within our Steering Group, the highest level of Project Trident specific governance. We have plans to introduce stakeholder representation into this committee, and are actively seeking input from customers into how we can best bring in representation on behalf of a wider stakeholder group - it is likely that this solution will include one or more independent individuals with industry experience and a supporting customer forum. This proposal will be shared formally early next year. We plan to run this as a consultative process with customers to ensure that this structure is trusted in representing their perspectives and interests.

The ultimate oversight and decision-maker for Project Trident is the Xoserve Board, and the nominated directors and visibility of Project Trident spending will be provided within the existing structures for CoMC. Please also use these structures to input into the oversight of Project Trident.

We will ensure value for money within Project Trident through independent programme assurance and by adopting the HMT Green Book methodology, where pricing will be informed by a competitive procurement process within the market and taken through robust governance to approve and manage. The current Project Trident indicative costs are a range and will be refined as we move through to an Outline Business Case.

The timelines presented for Project Trident design, test and build and upcoming requirements for Stakeholder Engagement are indicative. We will continue to share updates as dates are clarified through our existing communications channels such as

the Project Trident webpage, The Tide newsletter and milestone specific engagements, such as the BP25 Contract Manager briefing. We care about making sure our stakeholders have sufficient time to get the right individuals involved and are mindful of this in planning engagements for next year.

To remain alert to major industry change, we expect that Ofgem's upcoming Strategic Direction Statement will enable prioritisation of both modifications and strategic programme implementation timescales. We are continuing to evolve our relationship with NESO who will be responsible for whole system planning and we will make sure that Project Trident programme delivery is reflected in their roadmaps and relevant publications.

We consider this programme to still be a work in progress and welcome suggestions for how we can better share information to help you prepare for inputting into Trident and for the change that it will bring.

Thanks once again for engaging with this process, and I look forward to further discussion as the BP25 cycle continues.

Kind regards

James

James Rigby

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