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19 December 2024

Sent via email to richard.pomroy@wwutilities.co.uk

Dear Richard

I write in response to your correspondence dated 6 December 2024 regarding Draft 2 of the CDSP Business Plan for 2025-28 (BP25). Thanks for taking the time to provide written feedback, it is much appreciated. Your letter and this response will be published on the BP25 portal in reflection of the non-confidential nature of each correspondence.

I hope that addressing the points you have raised in the following categories will be helpful.

Key Performance Indicators

We will shortly be facilitating a DSC Contract Management Committee review of existing DSC Key Performance Metrics and Indicators. Thanks for your suggestion to include a new Performance Indicator to measure the provision of information to other parties (such as the Performance Assurance Framework Administrator). We will ensure this is considered as part of this review.

Code Reform

As I wrote in my response to your letter dated 18 October 2024, we see incoming Code Reform as something we need to be ready for. BP25 is focused on CDSP service provision, improvement and development. The CDSP Service Development Investment Proposal (£0.6m) makes provision for the delivery of a CDSP Data and Digital Strategy (£0.1m), the exploration of options for a future CDSP Open Data Solution (£0.3m) and a budget to insulate CDSP services from any impacts of Code Reform (£0.2m). The latter element of scope will allow Xoserve to react to anything that impacts CDSP Services resulting from the inaugural Strategic Direction Statement, which we understand will be

published in Q1 of 2025 (after the Final Version of BP25 is published) - if there are no impacts to CDSP services, this budget (£0.2m) will not be used and will be rebated as per the existing mechanism.

Xoserve has responded, and will continue to respond, to Ofgem's consultations and other requests for information in respect of Code Management. We remain of the view that the Code reforms will have an impact on Xoserve's future, especially if a blueprint similar to that in our Code Manager White Paper is adopted.

The Board has directed the Strategy Team to continue this engagement with Ofgem and to be prepared to support the selection process that the regulator decides to use to appoint the Code Manager. However, we see no need for any specific budget to continue this work, and BP25 therefore contains no budget allocation.

I trust this letter is helpful.

Kind regards

Steve

Steve Brittan

CEO, Xoserve

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The logo for Xoserve, featuring the word "Xoserve" in a blue, sans-serif font. The "X" is stylized with a white outline.