

The logo for Xserve, featuring the word "Xserve" in a white, sans-serif font. The "X" is stylized with two arrows pointing outwards from its center. The background is a dark blue geometric shape.

# Xserve

CENTRAL DATA SERVICE PROVIDER

A night-time cityscape with numerous skyscrapers and lights. Overlaid on the image are numerous vertical lines of various colors (blue, purple, pink) that extend upwards from the city, resembling data connections or network paths. The lines are of varying heights and are scattered across the scene.

2025-26 ANNUAL CHARGING STATEMENT  
1st April 2025 - 31st March 2026

This report was published  
in January 2025



# Introduction

This publication, which is one of the final deliverables from our Business Plan process, sets out the charges for the services outlined in the Data Services Contract (DSC) for the financial year 2025-26. The charges set out in this statement reflect the application of DSC Charging Methodology to the budget for 2025-26, as approved by the Xoserve Board on 28th January 2025 and published in the final version of our 2025-28 Business Plan (BP25).

The values shown in the final version of BP25 have since been uplifted by CPI-H in December 2024 (3.5%) to reach 2025-26 prices, with the exception of the General Change, Gemini, Project Trident and CDSP Service Development investments.

## Charges detail

The DSC Charges (not including Specific Charges) are split across four tables and provide the total charge per service area and investment description, as well as the breakdown by customer class.

- Table 1 - General Services Charges
- Table 2 - Infrastructure Charges
- Table 3 - Change Charges
- Table 4 - Grand total of the charges from tables 1 to 3, plus any rebates or additional charges carried forward from prior years into 2025/26. This gives the amount each customer class will be invoiced in 2025/26.
- Table 4A - a breakdown of how the prior year charges rebates and additions total is broken down by item description and the relevant plan version.
- Appendix A - DSC Specific Services charges

## Charging Schedules

In mid-February we will issue Charging Schedules to provide a more detailed breakdown of the charges we expect to be invoicing to your organisation each month, beginning in April 2025. If you require any additional information, please contact [business.planning@xoserve.com](mailto:business.planning@xoserve.com)

## Table 1 - General Service Charges

£000s (2025/26 prices)

No	Service Area	Annual Service Area Charge	Annual Service Area Charge Base			
			Shippers	National Grid NTS	DN Operators	IGTs
1	Manage Shipper Transfers	2,182	2,182	-	-	-
2	Monthly AQ processes	1,853	1,853	-	-	-
3	Manage updates to customer portfolio	5,680	5,112	-	568	-
4	Meter Read / Asset processing	1,277	421	-	856	-
5	Demand Estimation obligations	2,035	1,018	-	1,018	-
6	Customer Relationship Management	3,963	2,497	337	995	135
7	Customer Joiners/Leavers (UK Gas Market)	1,040	-	520	520	-
8	Energy Balancing (Credit Risk Management)	1,373	-	1,373	-	-
9	Customer Reporting (all forms)	2,031	691	142	1,056	142

No	Service Area	Annual Service Area Charge	Annual Service Area Charge Base			
			Shippers	National Grid NTS	DN Operators	IGTs
10	Invoicing customers	9,070	-	1,088	7,981	-
11	Management of Customer Issues	903	361	45	438	59
12	Customer Contacts	3,382	1,691	203	1,312	176
13	Managing Change	17,725	9,217	1,241	7,090	177
14	Gemini Services	4,347	-	4,347	-	-
15	Value Added Services	1,623	1,298	-	286	39
16	CSS	3,998	3,998	-	-	-
17	Distribution Network Wholly Funded	172	-	-	172	-
18	Decarbonisation	1,210	-	-	1,210	-
<b>Total General Services Charge</b>		<b>63,863</b>	<b>30,338</b>	<b>9,296</b>	<b>23,501</b>	<b>728</b>

Please note that additions may be impacted by roundings in Tables 1 – 4A.

## Table 2 - Infrastructure Charges

£000s (2025/26 prices)

No	Infrastructure	Annual Infrastructure Charge Base (9.3.1(a))	Annual Customer Class Infrastructure Charge Base (9.3.1(b))			
			Shippers	National Grid NTS	DN Operators	IGTs
1	UK Link Sustain	2,417	1,245	143	996	32
2	Trident	9,734	5,014	577	4,012	130
<b>Total Infrastructure Service</b>		<b>12,151</b>	<b>6,259</b>	<b>721</b>	<b>5,008</b>	<b>162</b>

Please note that additions may be impacted by roundings in Tables 1 – 4a.

## Table 3 - Change Charges

£000s (2025/26 prices)

No	Change	Annual Change Charge Base (9.4.1)	Annual Customer Class Change Charge Base (9.4.2)			
			Shippers	National Grid NTS	DN Operators	IGTs
1	Gemini Regulatory Change	2,150	-	2,150	-	-
2	Gemini Maintain/Enhance	250	-	250	-	-
3	General Change - DSC	2,650	1,529	56	922	143
4	General Change - REC	350	207	-	124	19
5	General Change - DDP	407	204	-	170	34
6	CDSP Service Development	600	309	36	247	8
	<b>Total Change Service</b>	<b>6,407</b>	<b>2,248</b>	<b>2,491</b>	<b>1,463</b>	<b>204</b>

Please note that additions may be impacted by roundings in Tables 1 – 4a.

## Table 4 - Grand Total of Charges

£000s (2025/26 prices)

No	DSC Charge	Total DSC Charge	Annual Customer Class Infrastructure Charge Base (9.3.1(b))			
			Shippers	National Grid NTS	DN Operators	IGTs
1	General Services	63,863	30,338	9,296	23,501	728
2	Infrastructure	12,151	6,259	721	5,008	162
3	Change	6,407	2,248	2,491	1,463	204
	<b>Total DSC Charges for 2025/26</b>	<b>82,421</b>	<b>38,846</b>	<b>12,508</b>	<b>29,973</b>	<b>1,094</b>
	Prior Year Charges (Rebates) /Additions	(3,800)	(1,600)	(580)	(1,529)	(92)
	<b>Total DSC Charges to be invoiced in 2025/26</b>	<b>78,620</b>	<b>37,246</b>	<b>11,928</b>	<b>28,444</b>	<b>1,002</b>

Please note that additions may be impacted by roundings in Tables 1 – 4a.



## Table 4A - Breakdown of Prior Year Changes (Rebates) / Additions

£000s (2025/26 prices)

Financial Year	Source	Total	Shippers	National Grid NTS	DN Operators	IGTs
2023/24 (Y-2)	Service and Operate	(180)	(98)	(11)	(70)	(2)
2023/24 (Y-2)	CMS	(100)	(90)	-	(10)	-
2023/24 (Y-2)	Gemini	(465)	-	(465)	-	-
2023/24 (Y-2)	Decarbonisation	(654)	-	(29)	(626)	-
2023/24 (Y-2)	EPG	(406)	(406)	-	-	-
2023/24 (Y-2)	General Change	(858)	(229)	(8)	(538)	(83)
<b>2023/24 (Y-2)</b>	<b>Sub Total</b>	<b>(2,664)</b>	<b>(823)</b>	<b>(513)</b>	<b>(1,243)</b>	<b>(85)</b>
2024/25 (Y-1)	Service and Operate	(300)	(156)	(17)	(123)	(4)
2024/25 (Y-1)	General Change	(836)	(621)	(49)	(163)	(3)
<b>2024/25 (Y-1)</b>	<b>Sub Total</b>	<b>(1,136)</b>	<b>(777)</b>	<b>(67)</b>	<b>(286)</b>	<b>(7)</b>

The rebate amounts in Table 4A above are a result of underspend in each of the source areas described.

## Appendix A - DSC Specific Service Charges

£000s (2025/26 prices)

Reference	Service Requirements Description	Charging Period (when customers will be invoiced)	Charge and Charging Measure (£) Excluding VAT
SS SA22 01	Disclosure of the identity of the Proposing User to the Existing Registered User	Month after service provided	£6.71 per Telephone call
SS SA22 02	Transactional service for Customer Settlement Error Claims, validation of claim	Month after service	Priced on Application.
SS SA22 04	Transactional service for Customer Settlement Error Claims, calculation of claim	Month after service provided	Priced on Application. Per claim submitted.
SS SA22 05	Notification of the failure by a User to obtain a valid Meter Reading for a Monthly Read Meter	n/a	£18.00 per notification
SS SA22 06	Raise Meter Read request following failure by User to provide a valid Meter Read for an Annual Read Meter	n/a	£18.00 per request
SS SA22 07	Submission of the Network Operator meter read to UK Link	Month after service provided	£18.00 per read submitted to UK Link
SS SA22 18	Annual ongoing maintenance of an Option 1 IX connection	Annual each May	£3,707.27 per IX Connection
SS SA22 19	Annual ongoing maintenance of an Option 2 IX connection	Annual each May	£5,462.64 per IX Connection
SS SA22 20	Annual ongoing maintenance of an Option 3 IX connection	Annual each May	£7,293.89 per IX Connection
SS SA22 75	Provision and installation of an Option 4 IX connection	Month after service provided	Priced on Application per IX Installation
SS SA22 75	Annual ongoing maintenance of an Option 4 IX connection	Annual each May	Priced on Application per IX Connection
SS SA22 21	IX additional service - external relocation	Month after service provided	Priced on Application per External Relocation
SS SA22 22	IX additional service - internal relocation	Month after service provided	Priced on Application per Internal Relocation
SS SA22 23	IX additional service - remote configuration	Month after service provided	Priced on Application per Remote Configuration

Reference	Service Requirements Description	Charging Period (when customers will be invoiced)	Charge and Charging Measure (£) Excluding VAT
SS SA22 25	IX decommission	Month after service provided	Priced on Application per Decommission
SS SA22 78	Gemini XP1 Token for remote access to User's Gemini account, additional tokens (chargeable)	Month after service provided	£258.49 per additional token
SS SA22 79	Gemini access via the cloud	TBC	Priced on Application
SS SA22 29	<p>User Telephone Enquiry Service, designed to provide customers with access to specific data held within the UK Link System in relation to specific Meter Point Reference Numbers via a telephone enquiry facility.</p> <p>Chargeable by User Telephone Enquiry Service VolumeBand including any excess charges and early termination fees. The Defined Terms for this service are in the Defined Terms worksheet.</p>		<p>Pay As Go service - £6.71 per call per month</p> <p>Band B – 1,000 Calls - £4,526</p> <p>Band C – 5,000 Calls - £21,938</p> <p>Band D – 20,000 Calls - £76,326</p> <p>Band E – 50,000 Calls - £157,009</p> <p>Band F – 70,000 Calls - £195,148</p> <p>Band G -150,000 Calls - £267,001</p> <p>Band H – 250,000 Calls - £343,379</p> <p>All Band Call number and Charges are annual and will be invoiced monthly or annually.</p> <p>Calls in excess of telephone band - £6.71 per call per month</p>

## Appendix A - DSC Specific Service Charges Continued

£000s (2025/26 prices)

Reference	Service Requirements Description	Charging Period (when customers will be invoiced)	Charge and Charging Measure (£) Excluding VAT
SS SA22 32	Registered User Portfolio Report Service designed to provide customers either on an ad-hoc or an ongoing annual basis, with portfolio reports of supply meter point data. A chargeable service. The Defined Terms for this service are in the Defined Terms worksheet.  In the event that an Annual Registered User Portfolio Report Service is terminated, the Customer shall pay an early termination fee calculated as being 10% of the Charges, which would otherwise have been due in respect of the remaining Registered User Portfolio Reports for that Year not issued as a result of such early termination.	Month after service provided	Priced on Application per report issued
SS SA22 33	Query Management – Standards of Service monthly report, Annual Service (scheduled monthly reports). The Defined Terms for this service are in the Defined Terms worksheet.	Monthly or Annual	£307.36 for 12 reports per year or pro-rata depending upon when request acknowledged
SS SA22 34	Query Management – Standards of Service monthly report, Ad Hoc Service (for one scheduled monthly report). The Defined Terms for this service are in the Defined Terms worksheet.	Month after service provided	£102.83 per report
SS SA22 35	Registered User Portfolio Statement, Annual Service (scheduled monthly reports). The Defined Terms for this service are in the Defined Terms worksheet.	Monthly or Annual	£428.09 for 12 reports per year or pro-rata depending upon when request acknowledged.
SS SA22 36	Registered User Portfolio Statement, Ad-Hoc Service (for one monthly scheduled report). The Defined Terms for this service are in the Defined Terms worksheet.	Month after service provided	£188.97 per report

Reference	Service Requirements Description	Charging Period (when customers will be invoiced)	Charge and Charging Measure (£) Excluding VAT
SS SA22 37	Registered User Portfolio Report Annual Service. (For Customer portfolios not exceeding one million Supply Points). The Defined Terms for this service are in the Defined Terms worksheet.	Monthly or Annual	£1,869.17 for 12 reports per year or pro-rata depending upon when request acknowledged.
SS SA22 38	Registered User Portfolio Report (Ad hoc service). The Defined Terms for this service are in the Defined Terms worksheet.	Month after service provided	£942.31 per report
SS SA22 39	Registered User Portfolio Report. (For Customer portfolios exceeding one million Supply Points). The Defined Terms for this service are in the Defined Terms worksheet.	Month after service provided	Priced on Application. Per report.
SS SA22 40	CSEPs Portfolio Report Annual Service (scheduled monthly reports). The Defined Terms for this service are in the Defined Terms worksheet.	Monthly or Annual	£428.09 for 12 reports per year or pro-rata depending upon when request acknowledged.
SS SA22 41	CSEPs Portfolio Report Ad Hoc service (for one scheduled monthly report). The Defined Terms for this service are in the Defined Terms worksheet.	Month after service provided	£102.85 per report
SS SA22 42	Unique Sites Portfolio Annual Service (scheduled monthly reports). The Defined Terms for this service are in the Defined Terms worksheet.	Monthly or Annual	£428.09 for 12 reports per year or pro-rata depending upon when request acknowledged
SS SA22 43	Unique Sites Portfolio Ad Hoc Service (for one scheduled monthly report). The Defined Terms for this service are in the Defined Terms worksheet	Month after service provided	£102.85 per report
SS SA22 44	Annual Asset Portfolio Annual Service (once per Year). The Defined Terms for this service are in the Defined Terms worksheet.	Annual	£1,577.35 for one annual report

## Appendix A - DSC Specific Service Charges Continued

£000s (2025/26 prices)

Reference	Service Requirements Description	Charging Period (when customers will be invoiced)	Charge and Charging Measure (£) Excluding VAT
SS SA22 45	Annual Asset Portfolio Ad Hoc Service (per report). The Defined Terms for this service are in the Defined Terms worksheet.	Month after service provided	£2,434.80 per report
SS SA22 46	Transco Asset Portfolio Annual Service (scheduled monthly reports). The Defined Terms for this service are in the Defined Terms worksheet.	Monthly or Annual	£669.76 for 12 reports per year or pro-rata depending upon when request acknowledged
SS SA22 47	Transco Asset Portfolio Ad Hoc Service (for one scheduled monthly report). The Defined Terms for this service are in the Defined Terms worksheet.	Month after service provided	£205.62 per report
SS SA22 48	Data Portfolio Snapshot Annual Service (scheduled monthly reports). The Defined Terms for this service are in the Defined Terms worksheet	Annual	£669.76 for 12 reports per year or pro-rata depending upon when request acknowledged
SS SA22 49	Data Portfolio Snapshot Ad Hoc (for one scheduled monthly report). The Defined Terms for this service are in the Defined Terms worksheet.	Month after service provided	£205.62 per report
SS SA22 54	Historic asset and read portfolio report Annual Service. The Defined Terms for this service are in the Defined Terms worksheet.	Monthly or Annual	£1,560.64 for 12 reports per year or pro-rata depending upon when request acknowledged
SS SA22 55	Historic asset and read portfolio report Annual Service. The Defined Terms for this service are in the Defined Terms worksheet.	Monthly or Annual	£669.76 for 4 reports per year or pro-rata depending upon when request acknowledged
SS SA22 56	Historic asset and read portfolio report Ad Hoc Service (for one scheduled monthly report). The Defined Terms for this service are in the Defined Terms worksheet.	Month after service provided	Priced on application per report
SS SA22 80	Supporting Information for Telephone Enquiry Usage report Ad Hoc service.	Month after service	£428.09 per report

Reference	Service Requirements Description	Charging Period (when customers will be invoiced)	Charge and Charging Measure (£) Excluding VAT
SS SA22 81	Supporting Information for Telephone Enquiry Usage report.	Monthly	£68.54 for 12 reports per year or pro-rata depending upon when request acknowledged
SS SA22 57	Registered User Portfolio Report Service designed to provide customers either on an ad-hoc or an ongoing annual basis, with portfolio reports of supply meter point data. The Defined Terms for this service are in the Defined Terms worksheet.	Month after service provided	£1,867.89 per report
SS SA22 58	Email Reporting Service designed to provide customers with reports of specific data held in the UK Link System in relation to specific Meter Point Reference Numbers. The Defined Terms for this service are in the Defined Terms worksheet.	Month after service provided	Priced on application per report
SS SA22 59	Email Reporting Service up to 999 Meter Point Reference Numbers. The Defined Terms for this service are in the Defined Terms worksheet.	Month after service provided	£99.98 per report
SS SA22 60	Email Reporting Service up to 999 Meter Point Reference Numbers. The Defined Terms for this service are in the Defined Terms worksheet.	Month after service provided	£99.98 per report
SS SA22 61	Email Reporting Service more than 999 but less than 5000 Meter Point Reference Numbers. The Defined Terms for this service are in the Defined Terms worksheet.	Month after service provided	£149.12 per report
SS SA22 62	Email Reporting Service more than 999 but less than 5000 Meter Point Reference Numbers. The Defined Terms for this service are in the Defined Terms worksheet.	Month after service provided	£149.12 per report

## Appendix A - DSC Specific Service Charges Continued

£000s (2025/26 prices)

Reference	Service Requirements Description	Charging Period (when customers will be invoiced)	Charge and Charging Measure (£) Excluding VAT
SS SA22 74	Seasonal Energy Balancing Credit Cover effective from 1st May 2017.	Once following request	£584.92 per request
SS SA22 86	API Service - Shippers Service designed to provide incumbent and prospective Shippers with access to specific data items as defined in the Data Permission Matrix. Chargeable by API Service Volume Band.	Band A 60,000 API Calls	£107
		Band B 600,000 API Calls	£986
		Band C 3,600,000 API Calls	£5,382
		Band D 7,200,000 API Calls	£10,224
		Band E 12,000,000 API Calls	£16,143
		Band F 18,000,000 API Calls	£22,879
SS SA22 86	API Service – Shippers Calls in excess of banding	Month after service provided	£0.013 per call
SS SA22 88	CDSP reclassification of a Supply Meter Point on behalf the Registered User from Classes 2, 3 or 4 where the Class 1 criteria has been met.	Month after service provided	£610.00 per reclassification of a Supply Meter Point to Class 1
SS SA22 89	This is a Mandatory Specific Service for the CD SP provision of the daily metered service for datalogged Class 1 Supply Meter Points.	Month after service provided	Charge per datalogged Class 1 Supply Meter Point Daily asset rate: £1.10 a day Daily read rate: £1.42 a day
SS SA22 90	CDSP provision of within-day read service for datalogged Class 1 Supply Meter Points on behalf of Shipper Users.	Month after service provided	Charge per datalogged Class 1 Supply Meter Point where the service has been requested £0.21 a day



Reference	Service Requirements Description	Charging Period (when customers will be invoiced)	Charge and Charging Measure (£) Excluding VAT
SS SA22 91	CDSP provision of within-day read service for datalogged Class 1 Supply Meter Points on behalf of Transporters.	Month after service provided	Charge per datalogged Class 1 Supply Meter Point where the service has been requested £0.21 a day
SS SA22 92	Provision of retrospective within-day read service for datalogged Class 1 Supply Meter Points on behalf of Shippers.	Month after service provided	£104 per request
SS SA22 93	Provision of the annual data service for datalogged Class 1 Supply Meter Points. Charging for the Specific Service on behalf of Transporters.	Month after service provided	£104 per request
SS SA22 94	Provision of a Managed Non-Daily Metered Sample Read Service	Monthly after service provided	Charge – To Be Confirmed *Charge Rate comprises of all Managed Service costs
SS SA22 95	Provision of and access to a cloud IX service	Annually each May	Price on Application



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