



AQ Review 2014: Notice of Data Enquiry (DE) Service Outage

The AQ Review process is an annual series of events which culminates in the recalculation of the Annual Quantity for all meter points. You will be aware from previous years that this is a major transactional event which requires processing an extraordinary volume of data. This will mean that the data availability from the DE service may be impacted during the first week in October (as per the dates shown in the table below).

In order to reflect the new gas year AQ values in the Data Enquiry (DE) service, a number of catch-up activities will be carried out over a period of six days.

To facilitate this catch-up there will be a one-off maintenance activity on **4th October 2014 from 00:00hrs to 12:00hrs** during which the DE service will **NOT** be available.

Please Note: The number of business hours impacted due to this outage to users = **Four hours**.

Please see below for DE data availability and performance levels during this period and note that users will be able to:

1. Log on and access DE as normal.
2. View their portfolio of data within DE according to the date of the data

During this six day period the rolling message bar will be updated daily to reflect the position of DE activities:

Date	Data Availability	Performance
Wednesday 1 st October	D-1	Normal
Thursday 2 nd October	D-2	Normal
Friday 3 rd October	D-3	Normal
Saturday 4 th October	D-3	DE services will not be available until 12:00hrs, with the possibility of slow performance after this time until normal service resumes on the 6 th of October.
Sunday 5 th October	D-2	Possibility of slow performance throughout the day.
Monday 6 th October	D-1	Normal

Any unexpected changes to the above plan will be communicated at the earliest possible time. For further information you can also contact your Business Partner (externalrequests.spa@xserve.com) or the Xserve Service Desk on 0845 600 0506.