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Subject: EH/864/GF - AQ Process 2008 – Monday 22nd September to Wednesday 8th October

Dear Colleague,

The AQ 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. It will impact on the way we process SPA files and the data updates to IAD over the two week period. This note outlines what the impacts are and when we anticipate the SPA processing returning to its normal cycle. Throughout this two week period customers must continue to send xoserve all their files as normal to enable a smooth catch up.

We are now entering the busiest time for this year's AQ process. Between Monday 22nd and Thursday 25th September all SPA file processing will be put on hold to allow for the preparation for uploading data onto the UK Link system. The SPA file processing is planned to start again from Friday 26th with all file processing being up-to-date by Tuesday 30th September. Please continue to send in all your SPA files as normal throughout this period.

Delay in the following processes between Monday 2nd Sept and Tuesday 30th Sept:

- Processing UMR files and xoserve sending the response (URN, URS, MBR) to Shippers.
- xoserve sending Meter Reading instructions (MRI files) to Shippers
- Processing RGMA files (JOB, UPD, CDN) from Shippers and xoserve sending the response files (JRS, UPR, CDR) to Shippers.
- Processing MAM files for recording Meter Asset owner change and xoserve sending the response MAS files to Shippers.
- Processing Supply Point Changes files (SPC) and xoserve sending the response (SCR) files to Shippers.
- xoserve sending of SPA notification files for Ceased responsibility (MPE), Lapsed Confirmation (DCF), Shipper Information Service (SIS) and Notification of Duplicate Meter Points (MPD)
- Processing of Transfer of ownership and xoserve sending the (TRF) files to Shippers between 23rd Sept and 27th Sept.
- The data in IAD will be updated once the UK Link SPA processing catch up begins. During the catch up there is the possibility IAD performance may slow during the refresh periods.

From Wednesday 1st October the new gas year data is loaded onto the system. Again all SPA file processing will be put on hold until Saturday 4th October (evening). SPA file processing will start again with all file processing being up-to-date by 08th October. Please continue to send in all your SPA files as normal during this period.

Delay in the following processing between Wednesday 1st Oct and Wednesday 08th Oct:

- xoserve sending Provisional Ratchet Notification (PRN files) and Ratchet Notification (RAT files) to Shippers
- Processing (UMR) files and xoserve sending the response (URN, URS, MBR) to Shippers
- xoserve sending Meter Reading Instructions (MRI files) to Shippers
- Processing RGMA files (JOB, UPD, CDN) from Shippers and xoserve sending the response files (JRS, UPR, CDR) to Shippers
- Processing RGMA files (CDN) from Networks and xoserve sending the response (CDR) to Networks
- Processing Supply Point Changes (SPC) files and xoserve sending the response (SCR) files to Shippers
- Delay in Processing of Transfer of ownership and xoserve sending the (TRF) files to Shippers (commencing 02-Oct to 06-Oct).
- New gas year (1st October) AQ and EUC values will not be present in IAD until Sunday 5th October.
- The data in IAD will be updated once the UK Link SPA processing catch up begins. During the catch up there is the possibility IAD performance may slow during the refresh periods.

Should you have any further questions regarding the delays or this years AQ process please do not hesitate to contact your Customer representative.

Please can you cascade this note within your organisation, as you feel appropriate, to ensure appropriate awareness of any operational impacts.

Graham Frankland
xoserve, Customer Manager