

Sent: Wednesday, 17 May 2006 10:33

From: ".Box.UKLINK.Manual"

To:

Subject: NR/632/DA - Shipper Agreed Reads (SARs) Procedural Change Proposal

Dear Colleague,

NR/632/DA - Shipper Agreed Reads (SARs) Procedural Change Proposal

As part of the change of Supplier process, the Incoming Registered User is obliged to secure a valid opening meter read. Where a User does so, this is provided on the U01 record, loaded on UK Link and the outgoing Shipper is notified of this reading on the U04 file. Where the outgoing Shipper disputes this reading, the OPNT replacement reading can be submitted using the U01 record.

Where a User does not provide a valid opening meter reading, xoserve will estimate a reading. Where a User disputes this reading this cannot currently be replaced via the U01 record. The current manual SAR facility operated by xoserve offers Shippers two alternative methods of submitting SARs. One option available to all Shippers is by completing an SAR template and faxing it to the SAR Team. The second option is via a BISCUIT file.

As you are aware, xoserve is committed to continually reviewing its processes. The established SAR process is massively manually intensive, therefore it was considered that a review to look for process improvements would be relevant and appropriate. It is proposed that the Users consistently use the U01 record to provide Agreed Replacement Opening Readings.

The current formats of the Unbundled Meter Reading File suite do not need to be amended, and no additional rejection codes need to be added, to accommodate this change, therefore the provision of User readings via this suite can be facilitated immediately.

This concept and timeline for initiating the change in process has been presented to the Shipper community at the SPAM Ops Forum 25 April 2006. This change in process was also presented to the SPAA forum on 3rd May 2006.

User's views are solicited upon the impacts of this change, in particular the timing of the withdrawal of the fax process and the BISCUIT file. It is proposed that this change is undertaken as a Class 2 UKLink 'Operational' change Modification and therefore a period of 4 months notice will be provided. If this proposal is accepted, then the implementation date for this change – including the removal of the fax and BISCUIT process – would be part of the November 2006 release. This communication should have been issued as part of the Change pack issued on 12 May 2006, therefore the deadline for representations is increased accordingly. Representations are sought from Users on this matter by 31 May 2006. Please send your representations to [uklink@xoserve.com](mailto:uklink@xoserve.com)

Should you have any questions regarding the SARs process or this communication, please contact Susan Prosser ([Susan.g.Prosser@xoserve.com](mailto:Susan.g.Prosser@xoserve.com)) 0121 713 5501) or myself.

Regards

David Addison

Project Manager

Business Projects

xoserve

david.addison@xoserve.com

7224 35545