Subject: NR/668/GF - UK LINK UPDATE FROM XOSERVE – THURSDAY 5 OCTOBER

Dear Colleague

Further to my update on Tuesday 3 October, please find below the latest news from xoserve regarding the performance issues we are experiencing with the Sites and Meters part of the UK Link system. We have a dedicated team working full time on resolving the situation, and have seen some improvements in performance, namely with –

- Transfer of Ownership Files
- MBR files

However, we have also identified an impact on RGMA file flows.

Below is the latest update based on current system performance. Please remember to continue to send us your files as normal.

Transfer of Ownership Files

This is the area where the main improvements have taken place. The affected file here is that which updates Sites and Meters with Shipper ownership. We have been able to resume running these files earlier than originally anticipated and have completed processing of files up to and including 3 October. By Saturday 7 October we should be back to normal service and processing the Transfer of Ownership Files for that day.

Internet Access to Data (IAD)

As stated in Tuesday's update the IAD service is available to all users, although the data has not been updated since the weekend. We are still on target to complete the update of information on IAD in line with Sites and Meters by tomorrow, Friday 6 October.

Supply Point Administration services

UMR files

Delays are still being experienced in processing UMR files (the file that submits unbundled meter reads to xoserve from shippers). However, we have been able to process these files up to and including 29 September. We plan to continue processing these files over the weekend to help us catch up. As a result of us processing the files, you will now be receiving the USRVs (filter failures). Unfortunately, the UMR delays still impact on other areas of our operations

- Must Reads

These are dependent on the loading of UMR files with potential readings which would negate the necessity for a Must Read. Must Reads (Notifications) were due to be sent to National Grid Metering for processing on Monday 2 October but will now not be submitted until Tuesday 10 October to allow for the interface systems to be updated from UK Link. Pre-notes are reliant on these interface systems, so will not now be issued until next week.

- Opening Read estimates

There will be a delay in the processing of Opening Read estimates. As UMR files may contain actual opening reads we will not issue opening read estimates to the normal schedule until the all UMRs have loaded. We will pick up this process to the normal schedule next week.

MBR Files

The bulk of the data in the MBR files is now up-to-date. However, a small subset of this file containing xoserve produced Opening Read Estimates – manually generated and systematised – is currently still being processed and will not be caught up until Friday 13 October.

RGMA

The processing of asset update files – ONJOB and ONUPD – has been delayed by the current performance issue. We have processed the files up to and including the 29 September, and plan to have caught up by Monday 9 October.

Portfolio and PSR reports

Due to the problems experienced, the portfolio and PSR reports which were due to be run on 1 October have not yet been issued. The expectation is that these reports will be completed on Monday 9 October.

Again I wish to apologise for any inconvenience that this may be causing. If you have any questions, please call your usual operational contact within xoserve.

Please cascade this message as appropriate to ensure that all who need to know are aware.

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