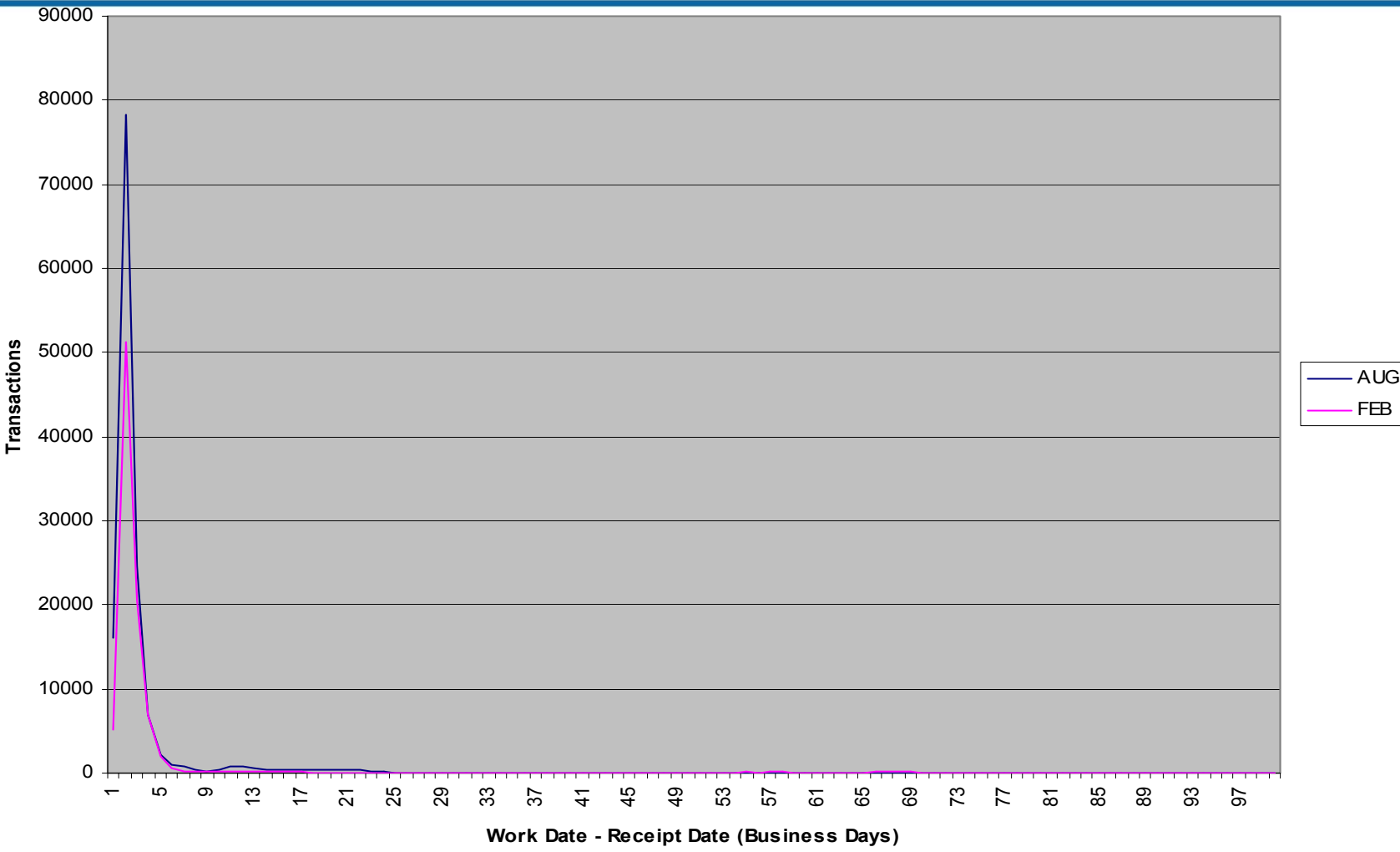




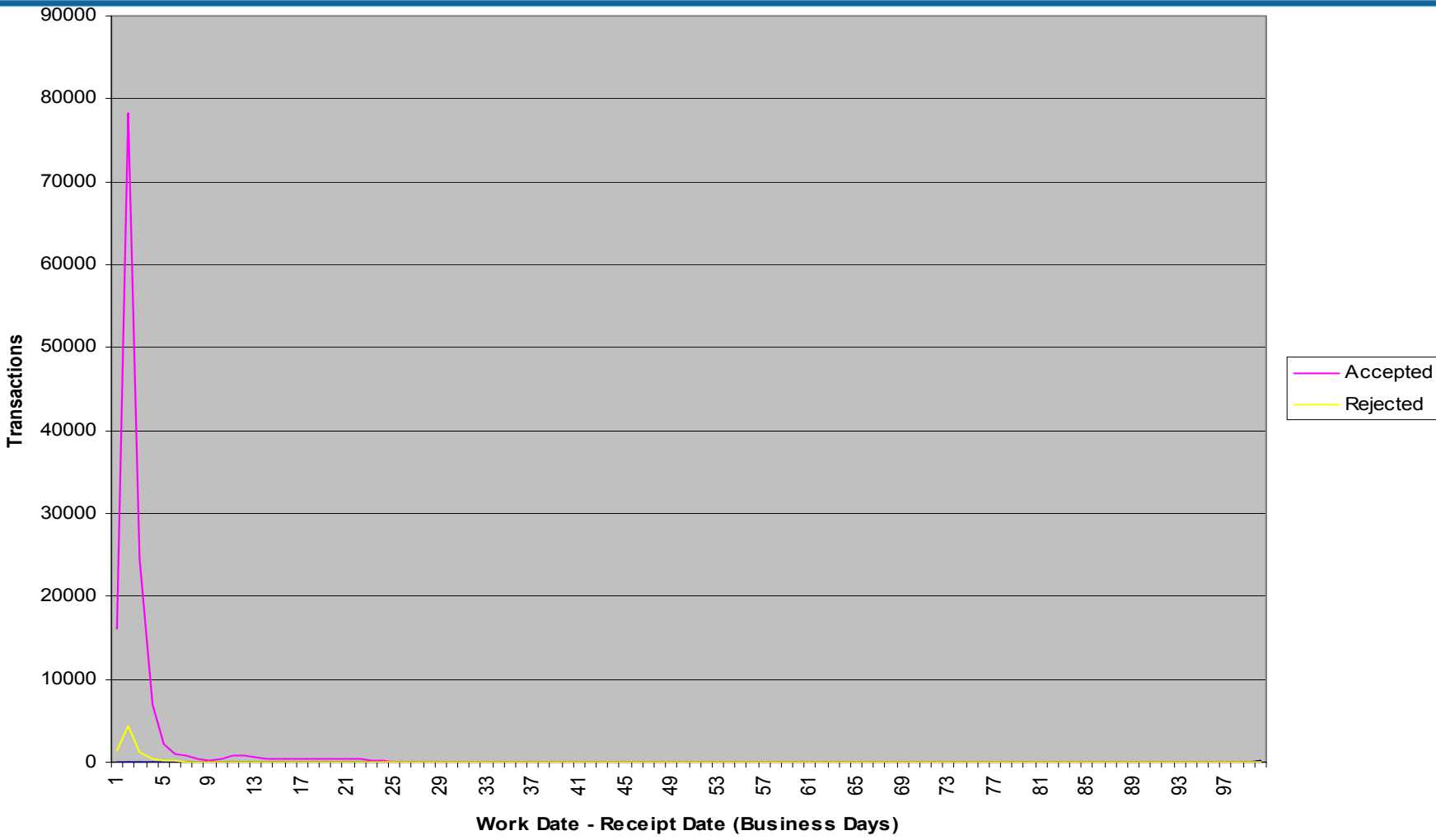
**RGMA Shipper Operational Performance
UKLink Committee Meeting**

08th September 2005

ONJOB Transactions – Feb05/Aug05 Accepted



ONJOB Transactions – Aug05 Accepted/Rejected



August 05 – In Summary

- 140,803 ONJOBS accepted
 - 12525 rejected (8.17% of total Transactions)
- 92.36% of all ONJOBS accepted within 7 business days
- 93.11% of all ONJOBS accepted are accepted within 10 days – 131099 transactions

Acceptance of Rejections - Headlines

Since July 2004 – August 2005 (inclusive):

- 1,109,505 ONJOBS accepted 1st time
- 134,498 ONJOBS accepted after a previous rejection
- *59,406 ONJOBS not accepted after earlier rejection*
 - *12,470 MPRs have transferred to other Users or have no live User*
 - *5,843 MPRs never been confirmed*
 - **40,785 MPRs remain with the User who submitted the original ONJOB**

Next Steps

- Operational Issues will continue to be managed by xoserve 'Customer Operations Team' for individual Users
- Industry statistics will continue to be reported to Users at 'Supply Point Administration Management Operations Forum'