



Xoserve Strategic Scorecard

Reporting Feb 2026



X Xoserve Strategic Scorecard 2025/26

Outcome	Measure	Target	Progress	Summary	Update Source
Service Performance	Service Level performance	<ul style="list-style-type: none"> 90% of operational DSC KPMs PIs delivered at or above service level target 	88.65% (Dec 25) 89.40% (Nov 25) 89.75% (Oct 25) 90.58% (Sept 25)	<ul style="list-style-type: none"> 8 PI failures reported in Nov / Dec 25 against 3 failures reported in previous 7 months Presented in Jan CoMC with a path to green discussed 	Correla via <u>CoMC</u>
Customer sentiment	Customer Survey (DSC)	<ul style="list-style-type: none"> Achieve 90% per quarter through Customer Survey 	Q3 87.81% Q2 93.87% (YTD 93.1%)	<ul style="list-style-type: none"> A new survey has been implemented, which aims to align performance with sentiment which has seen a drop in performance Discussions being held with Correla 	<u>CoMC</u>
	Change Performance (DSC Customers)	<ul style="list-style-type: none"> KVI achieve average score of 8 across all change surveys (PI12) 	Q3 9 (YTD 8.84) Q2 10 (YTD 8.95)	<ul style="list-style-type: none"> KVI Survey now added as a sub-section of the quarterly DSC Survey 	
Business Plan	Acceptance by Customers Engagement milestones met	<ul style="list-style-type: none"> 100% of customer engagement milestones hit for BP26 process Achieve 90% BPIR compliance confirmed by independent assessment in development cycle for BP26. 	100% 91% (Draft 1) 93% (Draft 2) 94% (Final Draft)	<ul style="list-style-type: none"> All milestones for publication and consultations for BP26 met, With the Final version published 30 Jan 26 Progressive improvements demonstrated through each BP Draft iteration Final Draft saw the inclusion of Scenario / Sensitivity Analysis which addressed 8 non-compliances reported in Draft 2 	<u>BP Portal</u> <u>Xos website</u> <u>CoMC</u>
Service Assurance	Deliver Enhanced Assurance	<ul style="list-style-type: none"> Deliver the 7 Measures in line with schedule, managing Correla and Xoserve activities to improve delivery of change and data quality, including KPM/PI measure review. 	On Track	<ul style="list-style-type: none"> A KPM / PI Customer workshop held 6 Feb 26 to present Xoserve's analysis and seek Customer feedback. Further session being scheduled and outputs to be shared in a future CoMC Plan remains on track with PAC audit outcomes expected in Feb Meter Reading Validation Testing final Audit report to be presented to PAC 17 Feb 	<u>CoMC / PAC</u>

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Finance	Financial Performance	<ul style="list-style-type: none"> Operate within Business Plan Budget (excluding exceptional items) 	On track	<ul style="list-style-type: none"> Xoserve is recognising a £0.3m surplus as of December 25 and this is forecast to be the outturn come year end in March 26 	<u>CoMC</u>
	Efficiency Review Implementation	<ul style="list-style-type: none"> Demonstrate continued YOY real terms S&O reductions in cost per meter point (like for like) in budget 	On track	<ul style="list-style-type: none"> Xoserve delivered a c.9% reduction against the baseline BP23 S&O cost per meter point (not including subsequent additional scope) through to BP25 A further 1% efficiency reduction is included in S&O for BP26 	<u>BP Portal</u> <u>CoMC</u>
Strategy	Code Management	<ul style="list-style-type: none"> Support Ofgem Code Management Reform 	In progress	<ul style="list-style-type: none"> Continue to Support Ofgem's Code Reform workstream A readiness review of Xoserve's business model is being undertaken 	<u>CoMC</u>
	Decarbonisation	<ul style="list-style-type: none"> Demonstrate contribution to industry projects including Net Zero and Decarbonisation including providing a platform to facilitate development in biomethane and hydrogen blending projects 	In progress	<ul style="list-style-type: none"> Completed Managing Different Gases programme which analyses the impact of four transition scenarios on CDSP systems. Webpages for the project created Updated the Decarb Knowledge Centre webpages, making it easier to find information on areas of focus and projects being worked on Successfully completed Project Girvan (XRN4900). The team delivered a CDSP solution, completed full regression testing and supported first usage period. Three new data files introduced / tested 	GT's [Monthly] Other Customers [Quarterly] <u>Managing Different Gases</u>
	Service Development	<ul style="list-style-type: none"> Steer development for current and future technologies 	In progress	<ul style="list-style-type: none"> Co-ordinated views of Gas Sector on Ofgem's 11 Data Best Practice principles, positively influencing Ofgem's decision to embed DBP in the gas sector through Code Manager licensing (published 14 January 2026) Initial preparatory work undertaken. The approach focuses on tasks, impacts, artefacts assessment, ways of working & data management 	<u>Knowledge Centre</u>
Trident	Run Trident Programme	<ul style="list-style-type: none"> Xoserve adherence to BP25 budget and BP26 budget 	On track	<ul style="list-style-type: none"> Spend to date within budget OBC published 19 Jan 26 and Customer event held 4 Feb OBC assurance: up 11% on the standard metric and up 2% on adjusted metric (83%) Focus is now on the PQQ 	<ul style="list-style-type: none"> <u>Business Plan</u> <u>Xos website</u>

X Service Performance

Year	Quarter	Period	Qtrly Average
2025	Q1	Apr - Jun	90.82%
2025	Q2	Jul - Sept	90.56%
2025	Q3	Oct - Dec	89.27%

