



Xoserve Strategic Scorecard

Reporting Nov 2025



Xoserve Strategic Scorecard 2025/26

Outcome	Measure	Target	Progress
Service Performance	Service Level performance	<ul style="list-style-type: none">90% of operational DSC KPMs PI's delivered at or above service level target	90.58%
Customer sentiment	Customer Survey (DSC)	<ul style="list-style-type: none">Achieve 90% per quarter through Customer Survey	Q2 93.87% (YTD 93.1%)
	Change Performance (DSC Customers)	<ul style="list-style-type: none">KVI achieve average score of 8 across all change surveys (PI12)	Q2 10 (YTD 8.95)
Business Plan	Acceptance by Customers Engagement milestones met	<ul style="list-style-type: none">100% of customer engagement milestones hit for BP26 processAchieve 90% BPIR compliance confirmed by independent assessment in development cycle for BP26.	On Track On track 89% D1
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
Finance	Financial Performance	<ul style="list-style-type: none">Operate within Business Plan Budget (excluding exceptional items)	On track
	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



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Strategy	Code Management	<ul style="list-style-type: none">Support Ofgem Code Management Reform	In progress
	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
	Service Development	<ul style="list-style-type: none">Steer development for current and future technologies	In progress
Trident	Run Trident Programme	<ul style="list-style-type: none">Xoserve adherence to BP25 budget and BP26 budget (when agreed)	On track against BP25 budget

Potential Further Evolution

People Skills & Capability - Extend current Resource / Capability Matrix that identifies resource and skill requirements and will measure % to which that is adhered to on a monthly/quarterly basis. Timing for development expected Q1/2 2026

Development of milestones for strategic and Trident measures for future reporting