Project Trident

Role Profiles - Guidance for Customer Workshops

External

Shipper role profile overview

We have developed 6 key profiles for roles within Shipper organisations that interact with UK Link. These profiles are intended to be used as a guide to ensure colleagues whose expertise aligns with the roles described below are invited to the upcoming customer workshops. We recognise that they may differ from your organisation's internal role structures and that in some organisations multiple roles will be carried out by the same individual.

Contract Manager

A **Contract Manager** is responsible for managing the relationship between the Shipper and Xoserve, as well as managing regulatory obligations and and any industry change due to code or DSC modifications.

Settlement Expert

A **Settlement Expert** is responsible for validating energy and transportation costs, they use information from UK Link flows or reporting from DDP or APIs to carry out their processes.

Metering Expert

A **Metering Expert** is responsible for arranging metering exchanges with MAMs and resolving any metering data issues. They update UK Link and other industry parties through RGMA flows.

Solution Architect

A **Solution Architect** is responsible for implementing any technological change to processes. E.g., system impacting UNC/DSC changes including any changes to the file transfer process.

Operations Expert

Operation Experts are responsible for managing gas processes in CMS including theft of gas, address updates and consumption adjustments.

Reporting Manager

Reporting Managers use information stored on UK Link from API, DDP or industry flows to compile internal and external reports.

Gas Transporter (GT) role profile overview

We have developed 6 key profiles for roles within GT organisations that interact with UK Link. These profiles are intended to be used as a guide to ensure colleagues whose expertise aligns with the roles described below are invited to the upcoming customer workshops. We recognise that they may differ from your organisation's internal role structures and that in some organisations multiple roles will be carried out by the same individual.

Contract Manager

A **Contract Manager** is responsible for managing the relationship between the Shipper and Xoserve and managing regulatory obligations and and any industry change due to code or DSC modifications.

Network Analyst

A **Network Analyst** uses information from UK link to carry out network planning, identify reinforcements and manage new CSEP connections.

Metering Expert

A **Metering Expert** is responsible for arranging emergency meter exchanges and dealing with any meter queries for transporter owned metering.

Solution Architect

A **Solution Architect** is responsible for implementing any technological change to processes. E.g., system impacting UNC/DSC changes including any changes to the file transfer process.

Operations Expert

Operation Experts are responsible for using UK Customer Edge interfaces to manage theft of gas investigations and manage Shipper-less/ unregistered sites.

Reporting Manager

Reporting Managers use information stored on UK Link from API, DDP or industry flows to compile internal and external reports including financial reports for CDSP services.

Independent Gas Transporter (IGT) role profile overview

We have developed 6 key profiles for roles within IGT organisations that interact with UK Link. These profiles are intended to be used as a guide to ensure colleagues whose expertise aligns with the roles described below are invited to the upcoming customer workshops. We recognise that they may differ from your organisation's internal role structures and that in some organisations multiple roles will be carried out by the same individual.

Contract Manager

A **Contract Manager** is responsible for managing the relationship between the shipper and Xoserve and managing any industry change due to code modifications or DSC changes.

SPA Expert

A **Supply Point Administration Expert** is responsible for dealing with data updates via files on the IX including new CSEP creations, updated metering information from other parties.

Metering Expert

A **Metering Expert** is responsible for arranging metering exchanges and liaising with agents where the IGT is responsible for the meter for a supply point, they rely on metering data stored in UK Link.

Solution Architect

A **Solution Architect** is responsible for implementing any technological change to processes. E.G. system impacting UNC/DSC changes including any changes to the file transfer process.

Operations Expert

Operation Experts are responsible for managing gas processes including designing new CSEPs and managing must reads and theft of gas investigations.

Reporting Manager

Reporting Managers use information stored on UK Link from API, DDP or industry flows to compile internal and external reports.