

Dear Customer,

We want to make you aware of an issue that has been identified, we've included more detail on the issue below.

If you need any support with this, or if you have any additional questions or concerns, please get in touch using the details below.

What has happened?	<ul style="list-style-type: none">• Following implementation of the Flow Weighted Average Calorific Value (FWACV2) change on Tuesday 12th November, it has been identified that West Midlands LDZ has been capped incorrectly – this impacted the period 14th – 21st November 2024.• The UIG values in Gemini for the Gas Flow Days (GFD) for 14th – 26th November 2024 were impacted.• The issue has been caused by a defect in the system code, implemented by the changes for FWACV2, that resulted in West Midlands LDZ being incorrectly capped when a specific measurement point was erroneously included in the capping process.• An interim fix to rectify the issue was implemented effective from 22nd November 2024.• The values for 22nd – 26th November 2024 were corrected and successfully loaded into Gemini as this was within close out (Gas Flow Day - GFD+5).• The values for 14th November to 21st November 2024 could not be corrected as they had closed out.																											
What does this mean?	<ul style="list-style-type: none">• UIG Allocations for GFDs 14th – 21st November 2024 have not been updated correctly with the final run of FWACV values on GFD+5.• Please see below the incorrect CV values (the capped CV) & the correct CV values (the FWACV) for 14th – 21st November 2024. <table border="1" data-bbox="360 1199 846 1879"><thead><tr><th>GFD</th><th>Incorrect (Capped) CV</th><th>Correct (FWACV) CV</th></tr></thead><tbody><tr><td>14.11.2024</td><td>37.9</td><td>39.7</td></tr><tr><td>15.11.2024</td><td>38</td><td>39.5</td></tr><tr><td>16.11.2024</td><td>38</td><td>38.9</td></tr><tr><td>17.11.2024</td><td>38.1</td><td>38.9</td></tr><tr><td>18.11.2024</td><td>38.2</td><td>39</td></tr><tr><td>19.11.2024</td><td>38.3</td><td>39</td></tr><tr><td>20.11.2024</td><td>38</td><td>39.1</td></tr><tr><td>21.11.2024</td><td>37.9</td><td>39.3</td></tr></tbody></table>	GFD	Incorrect (Capped) CV	Correct (FWACV) CV	14.11.2024	37.9	39.7	15.11.2024	38	39.5	16.11.2024	38	38.9	17.11.2024	38.1	38.9	18.11.2024	38.2	39	19.11.2024	38.3	39	20.11.2024	38	39.1	21.11.2024	37.9	39.3
GFD	Incorrect (Capped) CV	Correct (FWACV) CV																										
14.11.2024	37.9	39.7																										
15.11.2024	38	39.5																										
16.11.2024	38	38.9																										
17.11.2024	38.1	38.9																										
18.11.2024	38.2	39																										
19.11.2024	38.3	39																										
20.11.2024	38	39.1																										
21.11.2024	37.9	39.3																										
Customers Impacted	<ul style="list-style-type: none">• Shippers																											

	<ul style="list-style-type: none"> • DN (Cadent)
Who has this communication been issued to?	<ul style="list-style-type: none"> • DSC Shipper Contract Managers • DSC DN Contract Managers • National Grid Gas Contract Manager
What have we done?	<ul style="list-style-type: none"> • Raised a high priority incident. • Identified the cause and implemented an interim fix. • Corrected UIG positions and values for Gas Days 22nd – 26th November 2024. • Identified the correct CV Values for the 14th – 21st November 2024.
Further Actions to be Completed to Resolve	<ul style="list-style-type: none"> • Permanent fix to be deployed 5th December 2024. • Investigate & determine financial impacts & communicate any outputs as soon as possible. • Complete, document and publish Root Cause Analysis. • Document lessons learnt.
What Action is Required by You	<ul style="list-style-type: none"> • None. If you would like more information, please can you email Queries_FWACV@xoserve.co.uk
Additional Information	<ul style="list-style-type: none"> • If you have any further questions, or require any assistance please continue to use the existing routes of either raising a Technical Support ticket via our website or service desk, or via contacting the Demand Estimation team. <p>Queries_FWACV@xoserve.co.uk</p>

We apologise in advance for any inconvenience this may cause your organisation.

Paul Orsler

Customer Change Manager

Paul.orsler@xoserve.com | 0121 229 2496

Address: Xoserve Limited, Lansdowne Gate, 65 New Road, Solihull, B91 3DL

Company Website: www.xoserve.com