



Draft Digitalisation Strategy

Delivering the
Digital Heartbeat
of the Gas Market

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Foreword



Over recent years, Xoserve has remained focused on embracing change and supporting the transition to a cleaner, whole energy system.

Steve Brittan, CEO



As we look ahead, it is clear that the pace of change continues to accelerate, with increasing emphasis on data as a key enabler of system-wide efficiency and co-ordination.

Ofgem has made important progress in establishing a framework for data sharing, championing the move towards more open, simplified and unified datasets, delivered in a safe and controlled manner.

Xoserve's focus is on enhancing data accessibility, driving efficiencies across the energy system, and improving the interoperability of energy data. This will be critical in supporting the diverse and evolving needs of the future energy landscape.

We believe that developing a shared digital and data approach is fundamental to enabling an efficient whole energy system. As such, we are committed to working collaboratively with partners across the sector to ensure secure, transparent and efficient access to central gas data.

1. Overview

As the Central Data Services Provider (CDSP) for the gas sector, we receive, manage, and provide access to the industry's core gas market data - running critical platforms, and ensuring accurate, secure data flows between all participants.

For the purposes of this strategy, digitalisation means the use of digital technologies, data, standards and modern service design to improve how we operate, share data, create value for stakeholders and support a more efficient, whole-system energy transition.

In this Digitalisation Strategy, we explain how industry stakeholders can access and use the data we provide. We also set out our vision for how we will use digital technologies to enhance the services we provide, strengthen our digital capabilities to meet evolving stakeholder needs, and support whole system change.

In developing this strategy, we have ensured our approach is aligned with Ofgem's [Data Best Practice guidance](#), which encourages more effective, transparent, and responsible data sharing across the energy sector.

We will publish our Digitalisation Action Plan later in 2026, setting out the actions, owners, indicative timescales and measures we will use to track delivery of our Digitalisation Strategy. The Action Plan will provide the delivery and accountability framework for this Strategy, including how progress will be monitored, reported and iterated over time.

In the meantime, we will continue to engage with stakeholders as the Action Plan develops, using their feedback to validate priorities, refine delivery measures and transparently report progress against our objectives.

For Xoserve's strategy, digitalisation means the use of digital technologies to improve how we operate and create value.

Making
energy
data
work.

2. About Xoserve

For more than two decades, we have been the single, consistent central data service provider for shippers, transporters and Independent Gas Transporters (IGTs) ensuring that the data they rely on is transported securely and managed in accordance with industry rules.

This data custodian role places us at the heart of the energy data ecosystem – enabling transparency, supporting market confidence, and helping the wider system to operate effectively.

Maintaining the gas industry’s central register, which contains detailed information about every premises in GB with a gas supply, is a central part of our role. We use this data, alongside information about gas flows across the network, to help the industry understand who is responsible for gas entering and leaving the system and to keep the market in balance. These activities underpin core market processes such as settlement, allocation, reconciliation, customer switching and billing. By processing meter reads, supply point information and derived datasets, we ensure that settlement is accurate, transparent and trusted by gas shippers, transporters, and regulators.

We are funded and governed by the gas shippers and gas transporters and we deliver our services through sophisticated systems and a suite of data products that support both operational needs and wider market transparency.

Our responsibilities are defined through the Uniform Network Code (UNC), Independent Gas Transporter Uniform Network Code (IGTUNC), Data Services Contract (DSC), and Retail Energy Code (REC) frameworks, and we work closely with gas shippers, licensed gas transporters (including independent gas transporters), third parties, and industry bodies to ensure data flows smoothly across the market.



2.1 How our data landscape has evolved

Our data environment has grown organically over many years, shaped by industry change, regulatory requirements and the evolution of central systems.

The current landscape reflects:

- Long-standing industry processes built around SAP Industry Solutions for Utilities (IS-U) and associated middleware.
- A multi-party delivery model involving service providers.
- The introduction of new platforms such as the Data Discovery Platform (DDP), which expanded our analytical and reporting capabilities.
- Increasing expectations from customers, regulators, and the wider market for more accessible, timely and transparent data.

As with any complex, long-running system, different components have matured at different times, and we have adapted to meet new obligations and customer needs as they have arisen, such as implementing new interfaces to enable faster switching and delivering the Energy Bill Relief Scheme. This landscape gives us a strong operational foundation, but it also means that some data services remain dependent on legacy architecture, scheduled reporting and established file-based exchange. Project Trident, DDP Discovery 2 and our Data Best Practice workstream provide the opportunity to simplify access routes, improve metadata and lineage, reduce manual processing and create a more flexible platform for future data sharing.

2.2 Data governance

We have well established governance frameworks that have enabled us to serve the gas industry successfully since our inception.

In 2017, we transitioned to a new governance model, which introduced the Data Services Contract (DSC), a contract that is given effect by the UNC. The DSC provides transparency over how gas industry data is governed and shared. It is supported by the Data Permissions Matrix (DPM), which enables us to apply strict controls over access to, and use of, gas market data by specifying what data items are shared, with whom and for what purpose, following Contract Management Committee (CoMC) review and approval.

This governance framework provides a robust foundation to support digitalisation and Ofgem's aim of opening up energy sector data, ensuring that future enhancements to data access, transparency, and interoperability are built on clear, well-established principles and aligned with future market developments.

2.3 How our data has supported the energy system

Our data, expertise and central role in the gas market have enabled a wide range of industry, regulatory and government initiatives, as illustrated by the following examples:

- **Energy Price Guarantee (EPG).** We demonstrated our ability to mobilise national interventions at pace by enabling £9.6bn of government subsidies to be distributed to suppliers in just six weeks. We leveraged existing allocation and reconciliation data to calculate subsidies and ensure accurate, auditable payment flows whilst maintaining data integrity across 24 million domestic supply points and providing trusted reporting and assurance to government.
- **Market Performance & Settlement Accuracy.** We provide the data that underpins market performance monitoring under the UNC and Performance Assurance Committee (PAC). The data that we manage is used to create reports that are reviewed by the PAC to assess Shipper performance against UNC obligations.
- **Priority Services Register (PSR) Data Exchange.** We facilitate the exchange of Priority Services Register (PSR) data between shippers, suppliers and transporters. This enables Transporters to prioritise support for vulnerable customers during supply interruptions or planned works, ensures up-to-date vulnerability information, and supports regulatory reporting to demonstrate compliance with consumer protection obligations.

- **Network Planning & Regulatory Submissions.** We support gas networks by providing accurate, industry wide data to inform their regulatory submissions under Ofgem's price control framework, on issues such as demand forecasting, capacity and reinforcement planning, shrinkage and loss modelling, safety and emergency planning.
- **Demand Estimation.** We manage and update a series of complex models and algorithms which help us develop gas demand profiles that are needed to enable fair and accurate settlements. These models evolve through the Demand Estimation Sub-committee to reflect latest weather, consumption and shrinkage trends ensuring invoicing is fair for all.



2.4 What recent experience has shown us

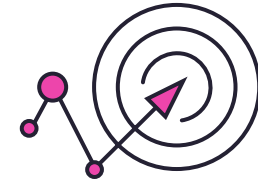
Recent industry reviews, assurance activities and customer engagement have provided valuable insight into how our data services can continue to evolve. For example:

- **Insights from independent reviews.** The 2025 independent UK Link Pain Point Analysis, conducted as part of Project Trident, provided a detailed, user-driven assessment of our customers identified opportunities in their interactions with UK Link and related systems. Key themes included their demand for improved data validation, clearer communication, more flexible access to data, and modernised tools to support industry processes. The review also highlighted the importance of user-centred design, modularity, and transparency in future system development.
- **Insights from CDSP Service Enhancements.** Work undertaken through the CDSP Service Enhancements programme has identified opportunities to improve customer experience, strengthen documentation and enhance visibility of data flows. These insights are helping us to refine our approach to service delivery and whilst the initial work was completed during Summer 2025, the scope of this workstream will be delivered over the coming years.
- **Insights from data quality and cleansing exploration.** Early exploration of data cleansing approaches has highlighted the value of improved visibility of data quality trends and collaborative approaches to resolving issues. These insights will help inform future data quality initiatives and support more proactive engagement with customers.

Together, these activities have shown that:



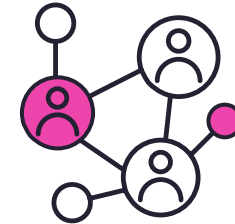
Customers value transparency, clarity and consistency.



There are opportunities to strengthen validation, lineage and documentation.



Modernisation of tools and access pathways will support better outcomes.



Collaborative engagement is essential to building confidence and supporting future change.

3. Vision and Objectives

Our company-wide vision is to deliver the gas industry’s digital heartbeat using data for consumer benefit and accelerating net zero progress. Our Digitalisation Strategy is, therefore, fundamental to achieving this vision.

As the Central Data Services Provider (CDSP) for the gas sector, we are the single trusted source of data for our industry and data sits at the core of everything we do. By improving how our products, services, and data are digitalised, accessed, and used, we aim to unlock insights that drive efficiency, support innovation, and contribute to the ongoing evolution of the energy system for the benefit of our stakeholders and wider society.

These objectives have been shaped by customer feedback, assurance findings, Project Trident business case development, Data Best Practice requirements and wider whole-system policy developments. Where appropriate, we will develop measurable outcomes for each objective through the Digitalisation Action Plan, drawing on further customer feedback, service performance data, digital usage metrics and data quality indicators. In addition, delivery ownership and indicative milestones will be set out in the Digitalisation Action Plan, with progress reported through existing business planning, customer engagement and other DSC governance routes.

In addition, security, resilience and responsible data stewardship will remain core design principles across all digitalisation activity. As we broaden data access and modernise our platforms, we will continue to apply proportionate controls, auditability, secure architecture principles and information security standards to protect sensitive market and consumer data.

Our Digitalisation Strategy has three key objectives:



Improve transparency and accessibility of gas market data.

By establishing clear, consistent and well-governed access pathways for all authorised stakeholders, reflecting the proportionate adoption of open data principles, we will enable more informed decision making, support regulatory oversight and contribute to a more efficient and trusted gas market for the benefit and protection of end consumers.



Enhance stakeholder experience through clearer, more usable data and services.

By improving the usability, clarity and consistency of our data and services, we will reduce friction in industry processes, support operational efficiency and help stakeholders deliver better consumer outcomes.



Strengthen interoperability and standardisation across our digital and data services.

By aligning data structures, integration mechanisms and service interfaces, we will support whole-system coordination, reduce duplication and friction across the energy sector, and enable future market reforms that ultimately benefit consumers and wider society.

4. Digital products and services

Our digital products and services form the backbone of the Great Britain gas market's data infrastructure.

They enable the secure and timely exchange of information that underpins settlement, supply point administration, metering, invoicing, switching and wider regulatory processes.

As the energy system transitions towards greater digitalisation, decentralisation and decarbonisation, these services must continue to evolve to remain reliable, interoperable and accessible to all stakeholders.

4.1 An overview of our products and services

We produce a range of derived datasets that support core market processes and settlement accuracy, including:

- Profiling data,
- Unidentified Gas (UIG) factors,
- Annual Quantity (AQ),
- Weather Adjusted Annual Load Profiles (WAALP),
- Seasonal Normal Composite Weather Variables (SNCWV),
- Daily Adjustment Factors (DAFs),
- Composite Weather Variables (CWV).

These datasets combine multiple inputs to create insights that are greater than the sum of their parts, forming a key element of our contribution to the wider energy system.

The core industry data processing services that we provide as CDSP are shown in Table 1.

Table 1 - Summary of Products and Services

Core industry services	Stakeholders	Stakeholder needs	Benefits	Access method
Supply point administration (SPA) of the central register	<ul style="list-style-type: none"> • Shippers • Transporters (NGT, GDNs, IGTs) 	Management of supply point lifecycle events including confirmations, updates & safety-related referrals.	<ul style="list-style-type: none"> • Accurate settlement. • Supports market processes (switching, billing, & reconciliation). • Reduced disputes (single source of truth). 	<ul style="list-style-type: none"> • UK Link flows • UK Link portal • CMS

Table 1 - Summary of Products and Services

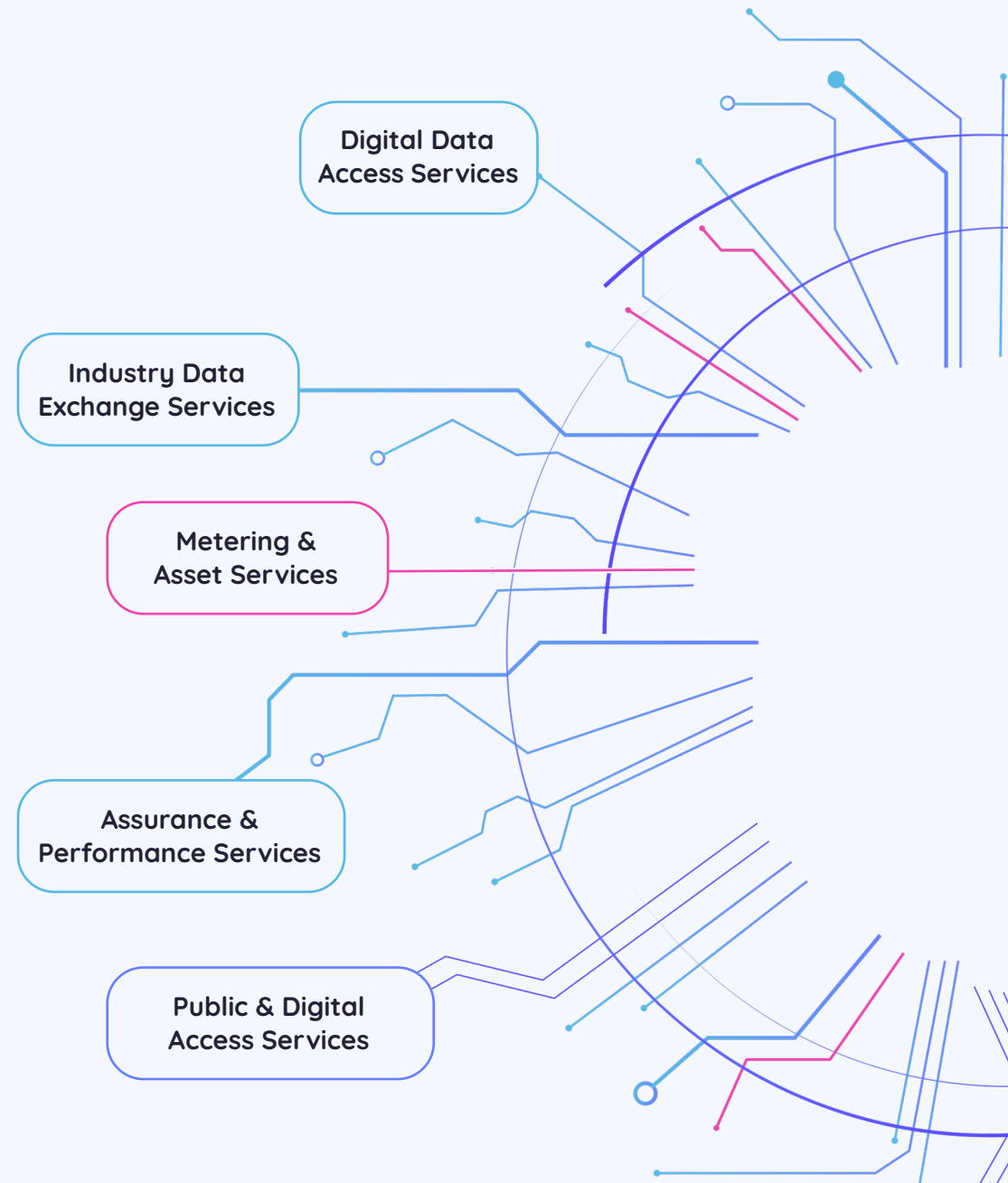
Core industry services	Stakeholders	Stakeholder needs	Benefits	Access method
Settlement & consumption data	<ul style="list-style-type: none"> Shippers Transporters (NGT, GDNs) PAFA PAC 	Deriving settlement charges based on consumption charges that are calculated based on feeds from shippers, & balancing the network.	<ul style="list-style-type: none"> Settlement accuracy. Customers understand consumption patterns & anomalies. 	<ul style="list-style-type: none"> UK Link flows UK Link portal CMS
Switching data	<ul style="list-style-type: none"> Shippers Transporters (GDNs, IGTs) Central Switching Service (CSS) 	Managing change of shipper & updating associated suppliers.	<ul style="list-style-type: none"> Faster, more accurate switching processes. Reduced erroneous transfers (improved data consistency). 	<ul style="list-style-type: none"> UK Link flows CSS Interface
Reconciliation & allocation	<ul style="list-style-type: none"> Shippers GDNs PAFA 	Execution of daily, monthly, & annual reconciliation processes to accurately allocate gas volumes across market participants.	<ul style="list-style-type: none"> Accurate allocation of gas & financial settlement. Transparency & market confidence. Reduced shipper imbalance risk. Auditable, industry-wide reconciliation processes. 	UK Link Flows
Invoicing & billing data	<ul style="list-style-type: none"> Shippers Transporters (NGT, GDNs) 	Provision of shipper invoices & supporting data required for settlement & financial reconciliation with NGT & GDNs.	<ul style="list-style-type: none"> Accurate financial settlement. Transparency of charges & reconciliation outcomes. Reduced disputes via standardised invoicing formats. 	UK Link Flows
Demand Estimation Sub-Committee (DESC)	<ul style="list-style-type: none"> Shippers Transporters (GDNs, IGTs) 	Provision of demand estimation modelling and outputs, including WAALP, SNCWV, CWV & related profiling datasets, produced under DESC governance.	<ul style="list-style-type: none"> Demand forecasting & network planning. Industry-wide standardised weather & profiling datasets. More accurate settlement through improved profiling. 	Xoserve.com

Table 1 - Summary of Products and Services

Core industry services	Stakeholders	Stakeholder needs	Benefits	Access method
Portfolio Reports	<ul style="list-style-type: none"> Shippers Transporters (GDNs, IGTs) Ofgem 	Provision of DSC-mandated reports to support portfolio management, data quality & operational processes.	<ul style="list-style-type: none"> Supports shippers & GTs in managing portfolio data. Improved visibility of data quality issues. Reduced need for bespoke extracts. 	<ul style="list-style-type: none"> DDP IX Email
Annual Quantity (AQ) Calculation	<ul style="list-style-type: none"> Shippers Transporters (GDNs, IGTs) Ofgem 	Calculation of AQ for supply points using validated meter reads & industry-defined methodologies.	<ul style="list-style-type: none"> Supports billing, settlement, capacity booking, & network planning. Consistent, industry-wide measure of annual consumption. Reduced disputes by providing a standardised calculation method. 	UK Link Flows
Flow Weighted Average Calorific Value (FWACV)	<ul style="list-style-type: none"> Shippers Transporters (NGT, GDNs, IGTs) 	Receive & calculate the FWACV to derive energy charges for all associated meter points.	<ul style="list-style-type: none"> Accurate energy conversion for settlement. Consistent dataset used across shippers & GTs. 	UK Link Flows
UIG data & transparency service	<ul style="list-style-type: none"> Shippers GDNs Ofgem PAFA AUGE Third parties 	Provision of UIG factors, datasets, analysis & transparency reporting to support UIG understanding.	<ul style="list-style-type: none"> Improved visibility of UIG trends & drivers. Supports collaborative problem-solving across industry. Shippers & GTs understand portfolio impacts. Supports Ofgem's transparency objectives. 	Xoserve.com

In addition to these industry data processing services, we provide the following additional services, which are catalogued in detail in [Appendix 2](#):

- **Digital Data Access Services:** allow industry participants to access gas market data electronically through either the Data Discovery Platform (DDP); via the Gas Enquiry Service (GES) we provide on behalf of RECCo which provides detailed information about gas supply points; through our Xoserve Services Portal; via bespoke data extracts; or by publishing datasets for public access, where permitted, to increase transparency and accessibility of key datasets and methodologies.
- **Industry Data Exchange Services:** allow data exchange between market participants via standardised and governed mechanisms to ensure traceability, auditability and security, and improve interoperability across systems. This enables core industry processes such as supply point administration, reconciliation, capacity booking and nomination.
- **Metering & Asset Services:** provide a single, governed source of metering information across the gas market and a governed route for meter asset managers to submit asset updates.
- **Assurance & Performance Services:** support the monitoring of market performance by the Performance Assurance Committee (PAC) and the Performance Assurance Framework Administrator (PAFA), wider market visibility of performance metrics relevant to settlement and data quality, and a single source for technical specifications and change documentation.
- **Public & Digital Access Services** provide an accessible communication route for stakeholders without digital platform access via our website, or email and telephone enquiries.



4.2 How our products and services deliver our objectives

Our products and services facilitate the delivery of our digitalisation vision by improving the security, transparency and interoperability of the data infrastructure that underpins the GB gas market, ensuring that market participants can access accurate, timely, and well-governed data to support operational efficiency, regulatory compliance, and whole-system planning.



Improve transparency and accessibility of gas market data

We make key datasets, methodologies and reporting accessible through governed, flexible and user-friendly channels such as the DDP, public datasets, UK Link and the emerging Data Access Service. In this way we support whole-system coordination by enabling the National Energy System Operator (NESO), Ofgem, Government, and other bodies to access the data required for planning, policy development and regulatory oversight.



Enhance stakeholder experience through clearer, more usable data and services

We ensure visibility of data quality issues and enhance data quality through structured validation, exception management, and performance assurance processes to minimise disputes and erroneous transfers and ensure accurate financial settlement.



Strengthen interoperability and standardisation across our digital and data services

We strengthen interoperability by ensuring that data flows, Application Programming Interfaces (APIs) and file formats are standardised across the market and aligned with industry codes.

In future iterations of the Digitalisation Strategy and through the Digitalisation Action Plan, we will strengthen the link between these products and services, the stakeholder outcomes they support, and the measures used to assess whether value is being delivered.

4.3 Public and other digital access routes

We recognise that not all stakeholders can access our integrated digital platforms. To ensure inclusivity, we maintain a range of alternative access routes that allow all stakeholders – including smaller organisations, new entrants and members of the public – to obtain information, raise queries and access the support they need.

For example, our **email enquiry channels** offer a flexible way for stakeholders to request information, seek clarification or raise issues without needing access to UK Link or our DDP. **Our website** provides publicly accessible information, documentation and datasets and also enables gas industry colleagues and gas consumers to access FAQs and raise support requests without a system account.



5. Current initiatives

5.1 Strategic programmes

We are progressing several strategic programmes that are actively shaping the current and future CDS data landscape. Each programme provides opportunities to strengthen transparency, improve data quality, and enhance the digital maturity of the gas market.

In the sections that follow, we highlight the key strategic programmes currently 'in flight', the digital benefits they are already delivering and the foundations they create for continued modernisation.

5.1.1 Project Trident

[Project Trident](#) is Xoserve's UK Link technology modernisation project – the platform that underpins gas settlement, supply point administration, metering, invoicing and a wide range of industry-critical processes.

Project Trident is driven by three upcoming challenges:

- The impending end of support for multiple SAP components within UK Link, including SAP ECC6 IS-U.
- Future industry demands for flexibility and scalability of the future UK Link processing functionality and data.
- The opportunity to modernise the platform in line with future energy scenarios and regulatory requirements.

One of our priorities is to deliver a new UK Link implementation, that as a minimum, provides the same functionality as today's system. Project Trident aims to safeguard the continuity and resilience of UK Link, ensuring that it remains fit for purpose through to at least 2040.

As part of this project, we plan to first migrate the UK Link core to SAP S/4HANA and then review options to introduce a more modular and flexible architecture, a modern data layer and reporting platform, and support improved interoperability, transparency and analytical capability.

Project Trident aims to proactively engage the industry. Our Project Trident engagement has included in-person events, virtual briefings, discussions within DSC governance forums, one-to-one engagements and regular editions of our newsletter, The Tide, which has grown to over 560 subscribers. We will continue to engage extensively with our stakeholders as this project progresses as we focus on procurement and prepare for the design, build and test stage which is expected to start in Summer 2027.

5.1.2 CDSP Service Enhancement Programme (SEP)

The CDSP [Service Enhancement Programme](#) (SEP) is a multi year initiative designed to strengthen the effectiveness, transparency and reliability of the services and data that underpin the gas market, bringing together customer driven service improvements, assurance related activities and audit findings into a single, coordinated delivery structure. This approach builds directly on the extensive engagement we undertook with customers during 2025 to better understand recurring service challenges across UK Link and wider CDSP services. This work has identified a series of targeted improvement opportunities relating to system functionality, data accessibility, service management processes and customer experience.

SEP provides a mechanism to prioritise and implement these targeted improvements in a transparent way within a single, coherent framework. It incorporates residual activities from our Enhanced Assurance Programme, including the establishment of a Test Assurance function and the creation of the CDSP Data Oversight Group. It also includes remedial actions arising from the Performance Assurance Committee (PAC) audit.

The SEP programme provides an important foundation for our Digitalisation Strategy by improving the usability, transparency, and reliability of CDSP services and the data that supports settlement, supply point administration and wider industry processes by:



Improving the transparency of gas market data processing, assurance, and governance.



Enhancing stakeholder experience by delivering customer prioritised enhancements, and strengthening service management processes, improving documentation, guidance, service clarity, data validation, reconciliation, and preventative assurance mechanisms. The CDSP Data Oversight Group provides a dedicated forum for transparency, collaboration and continuous improvement, enabling us to discuss data related issues, emerging risks and opportunities to strengthen assurance across the CDSP estate with our customers.



Strengthening interoperability and standardisation by aligning enhancements with wider change activity, including DDP Discovery 2 which delivers enhancements to the existing data visualisation tool for gas businesses to instantly access reporting information, [General Change](#), and Project Trident. Our Test Assurance function also provides a preventative approach to quality, ensuring that validation, reconciliation and reporting processes are robust, well understood and consistently applied.

5.1.3 Data Best Practice (DBP) alignment

Our Data Best Practice (DBP) workstream seeks to align our data management and customer data engagement with Ofgem's [Data Best Practice Guidance](#) by focusing on the quality, accuracy and accessibility of data and current and future users' needs.

This programme, therefore, assesses current practices and artefacts against DBP guidance and identifies improvements that align with core DBP principles. In particular, this programme supports our Digitalisation vision by:



Improving transparency and data availability

by identifying improvements around data discoverability, and enriched metadata.



Enhancing stakeholder experience by mapping customer engagement across our estate, to identify customer requirements and 'pain points'; and developing a more proactive approach to data quality monitoring and management.



Strengthening interoperability and standardisation by engaging with other industry partners around standards for data, including metadata and data structures.

As this workstream develops, we will consider how we can improve the discoverability of appropriate datasets, including through clearer metadata, more structured dataset descriptions and, where appropriate, future catalogue or registry-based approaches aligned with wider energy sector best practice.

5.1.4 Further CDSP Service Development

In addition to our DBP initiative (outlined above), we introduced two further initiatives, as part of our [2025 business plan](#) (BP25) - which we expanded in our [2026 business plan](#) (BP26) - to ensure our data and systems remain robust, secure, and ready to meet future gas market needs:

- **Artificial Intelligence (AI) Strategy and Delivery** - exploring how emerging technologies, such as facilitative AI, could support operational efficiency, enhance customer experience, and strengthen technical assurance in a secure and responsible way.
- **Code Reform and managing impacts on CDSP services** - supporting Ofgem-led working groups, assessing impacts on CDSP processes and governance, and ensuring we are ready to adapt to future changes in the gas code landscape.

Together, these initiatives focus on preparing for emerging policy, digitalisation and code reform while exploring opportunities to enhance the services we provide to customers and stakeholders.



5.1.5 Refining Data Access Frameworks

We are responsible for curating the **Data Permissions Matrix (DPM)**, data access framework. The DPM, governed under the Data Services Contract (DSC), is the authoritative source for gas data access permissions, setting out which data items can be shared with which parties and for what purpose. We use it to fulfil data access requests, and it forms part of the UK Link Manual.

The DPM plays an important role in defining how gas market data is accessed and shared. However, over time, this framework has naturally diverged as industry processes have evolved. We will be working with the relevant stakeholders to improve alignment and interoperability, ensuring that the framework remains consistent, transparent and reflective of current data access rules.

This work also provides an opportunity to consider how data classification and triage arrangements could evolve, including clearer categorisation of data access routes and the principles used to determine whether data can be made open, shared under controlled conditions, or restricted.

This programme supports our Digitalisation vision by:



Improving transparency for market participants on what data is available and under what conditions and providing a foundation for future digitalisation initiatives, including more flexible access pathways and potential open data developments.



Enhancing stakeholder experience by adopting a more streamlined approach to managing data access requests and permissions.



Strengthening interoperability and standardisation by establishing clearer and more consistent data access rules across DSC governance, including an initial assessment of the data classification to be proposed within the UNC / DSC.

5.1.6 Cloud Information Exchange (CIX)

We are in the final stages of transitioning DSC customers from the legacy Physical Information Exchange (PIX) to the Cloud Information Exchange (CIX). CIX replaces on-premise hardware with a secure, cloud-based file transfer mechanism, addressing long-standing customer ‘pain points’ associated with physical infrastructure, outdated transfer protocols and limited visibility of data flows.

CIX represents a significant step forward in modernising industry data exchange, improving security, resilience and efficiency for all DSC customers by:

- **Enhancing security:** replacing legacy FTP with encrypted SFTP transfers.
- **Reducing cost and complexity** by eliminating the need to maintain data centre hardware as no physical infrastructure is required and avoiding the need for further physical migrations as legacy BT circuits are decommissioned.
- **Improving resilience,** with full cloud-based backup and disaster recovery.
- **Accelerating onboarding,** by reducing setup times from over 45 days to less than five.
- **Improving flexibility,** with updates and improvements deployed centrally via the cloud.

5.1.7 Future Service Delivery DSC+ Replacement

Our Future Service Delivery work considers how CDSP services should be structured, governed and delivered beyond the current Data Services Contract Plus (DSC+) arrangements, which are due to conclude in 2030. As highlighted in BP26, this provides a strategic opportunity to assess future commercial models, service design, data governance and long-term digital capability.

As part of the DSC+ replacement programme we will:

- assess future commercial and delivery models to ensure continuity, resilience, and value for money;
- consider how CDSP services should evolve to support digitalisation, interoperability, and emerging obligations under Energy Code Reform;
- ensure that future arrangements embed strong data governance, clear accountability, and alignment with Data Best Practice principles; and
- align future service design with wider transformation activity, including Project Trident and the CDSP Service Enhancement Programme.

5.2 Building internal capability

We are developing a new Target Operating Model (TOM) for Xoserve which will consider how we align to expectations set out in Ofgem's [Digitalisation Strategy and Action Plan Guidance](#). The TOM will define how we operate as a modern, data-driven organisation, with clear accountabilities, streamlined processes and a structure that supports transparency, interoperability and continuous improvement.

The TOM will introduce a more integrated model across data governance, architecture, assurance, service delivery and customer engagement and strengthen our ability to manage data as a strategic asset, embedding DBP principles, and supporting the transition to more flexible, API-based and open data access pathways. As such, it will be a key enabler of Project Trident and the wider digitalisation roadmap.

This work is being developed collaboratively across our business units and will be validated with customers to ensure it reflects their needs and expectations.

5.3 Enhancing data literacy and product awareness with online learning

We provide a comprehensive suite of training and educational resources through our [Learning Hub](#), available on Xoserve.com to inform our stakeholders about the work that we do and the key industry processes we support.

Stakeholders can book onto a wide range of training sessions, from inductions for new market participants to advanced expert days focused on specific processes such as settlement, AQ calculation, UIG, and metering. These sessions are delivered regularly and are designed to help participants build practical understanding of industry processes, data flows and system interactions.

In addition to live training, we maintain a library of e-learning modules that provide flexible, self-paced learning opportunities. These include videos, walkthroughs, process explanations and compliance guidance, enabling both obligated and non-obligated parties to upskill their teams and stay aligned with industry requirements.

By investing in training and education, we strengthen the overall capability of the gas market, support new entrants, and ensure that stakeholders can engage effectively with our products and services. This voluntary commitment reflects our role as a trusted custodian of industry data and our ambition to raise standards across the sector.

6. Our Roadmap

Our roadmap is structured around our three strategic themes - Trust | Innovate | Deliver - which provide a clear framework for how we prioritise and sequence change across our business.

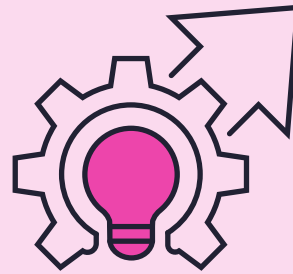
These themes reflect the different types of activity required to maintain strong stewardship of gas market data, modernise our capabilities and execute improvements for customers.

The activities below represent our current delivery priorities. Future iterations of this Strategy will use learning from delivery, stakeholder feedback and performance reporting to show how priorities have evolved and how improvements have been implemented over time. The Digitalisation Action Plan will translate these into a phased roadmap, distinguishing between near term delivery activity, medium term capability development and longer-term strategic options dependent on Project Trident, Code Reform and wider market decisions.



Trust

Strengthening transparency, governance and assurance across our data and digital services.



Innovate

Developing future-ready capabilities that modernise how we manage, access and share data.



Deliver

Executing enhancements, regulatory change and service improvements across the CDSP estate.

6.1 Trust

Our planned Trust-related activities seek to reinforce confidence in our role as a custodian of gas market data and ensure that our services remain robust, well governed and compliant with industry expectations.



6.1.1 NESO Data Sharing Agreement

We have established a data sharing agreement with the National Energy System Operator (NESO). Under this agreement, we will provide NESO with a place-based view of gas demand across Great Britain to support the co-ordinated development of the energy system, delivery of the Regional Energy Strategic Plan (RESP), and decarbonisation analysis.

This agreement will:

- Unlock critical gas consumption data for whole-system planning.
- Support regional energy strategies and heat decarbonisation.
- Enable better modelling of the future network evolution.
- Consolidate previously fragmented datasets.
- Ensure secure, governed, purpose-specific data sharing.

Our next steps are to operationalise the agreement, confirm the initial datasets and sharing cadence, capture feedback from NESO on usability and value, and use the learning to inform future data sharing opportunities.

6.1.2 Enhancing Metering Data Accuracy and Association

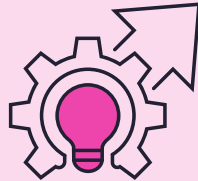
Reliable association between meter assets and meter reads is essential for efficient settlement, portfolio management and customer experience. As part of our continuous improvement approach, we are exploring opportunities to enhance the accuracy and consistency of metering data used across industry processes to further strengthen accuracy and create a more seamless and efficient settlement experience.

This will lead to:

- A more robust and transparent metering data process, aligned with future digitalisation and data quality ambitions.
- Enhanced customer experience, with fewer delays linked to meter asset updates or transitions.
- Improved accuracy in metering data association, supporting smoother downstream processes.
- More efficient settlement outcomes, with a higher proportion of reads correctly attributed on first pass.
- Reduced operational effort for market participants through fewer exceptions requiring review or clarification.

6.2 Innovate

Our planned Innovate-related activities seek to modernise our capabilities and prepare us for future policy, market and system developments so that we are ready to meet the evolving needs of our stakeholders and the energy system.



6.2.1 Data Access Service (Flexible API + Industry Data Repository)

We are exploring the development of a Data Access Service that brings together two complementary capabilities:

- **A curated industry data repository** which would act as a controlled data environment holding selected datasets in a governed, structured form to support consistent, repeatable data provisioning, reduce reliance on bespoke extracts and manual processes, provide a secure foundation for future open data capabilities, and enable proportionate access without requiring a full data lake in the near term.
- **A flexible access mechanism** which would sit above the data repository, enabling tailored data responses based on the user's role, permissions and approved use cases. This would provide a single endpoint capable of serving multiple use cases and tailored payloads based on user role and permissions. It would be configurable through a Data Access Register aligned with the Data Permissions Matrix (DPM) and reduce the need for multiple fixed-format APIs or repeated change cycles.

Together, these components would provide a secure, scalable and proportionate way for authorised parties to access gas market data, aligned with Data Best Practice expectations and future digitalisation needs - creating a more transparent, interoperable and user-friendly gas data ecosystem. This combined approach offers a more adaptable alternative to fixed-format APIs and bespoke data extracts, supporting a wider range of industry scenarios without repeated development effort.

This capability would:



Improving transparency and governance, with clear, role-based access rules and more consistent access pathways aligned with Data Best Practice principles providing a practical stepping-stone toward future open data models and our proposal to Ofgem that we should be the gas Energy Data Provider under RECCo's proposed Consumer Consent Solution.



Enhancing stakeholder experience offering greater flexibility and scalability, enabling new use cases without bespoke development and reducing operational overhead, with fewer one-off data requests.



Strengthening interoperability and standardisation with consistent, repeatable data provisioning.

6.2.2 Project Trident Evolve: Modern Industry Data Integration

Project Trident will be delivered in two phases.

Phase 1 - Migrate, will focus on migrating UK Link to S/4 HANA.

Phase 2 - Evolve, will explore improvement options to modernise our architecture, industry processes and improve data quality & access for the industry.

As part of the Evolve stage, Project Trident will review the potential to:



Improve transparency and accessibility of gas data flows, lineage and business rules and enabling future API-based and standards-driven integration by introducing a more modular and flexible architecture that can support modern access pathways in alignment with Data Best Practice principles.



Enhancing stakeholder experience by simplifying and rationalising reporting, reducing duplication and improving clarity whilst strengthening system resilience and reliability so that it remains secure, stable and fit for the future.



Strengthen interoperability and standardisation of data across the UK Link estate, improving transparency and future flexibility.

6.2.3 Code Reform

Energy Code Reform represents one of the most significant structural changes facing the gas market over the coming years. Ofgem's [Preliminary Strategic Direction Statement](#) makes clear that central bodies like us will have an important role to play as governance evolves and the industry moves towards a more streamlined, digitally-enabled code framework.

For the CDSP, Code Reform presents an opportunity to modernise how industry processes, data and governance interact. The transition to a future Gas Network Code (GNC), alongside the consolidation of code management functions, will require greater digital alignment between UK Link artefacts, market documentation and the emerging governance model. This shift supports a more integrated, transparent and interoperable energy system.

Code Reform is, therefore, a key enabler of long-term transformation as part of our Digitalisation Strategy. It will influence how data is structured, accessed and governed, and will shape the future capabilities required to support whole-system coordination. As the reform programme progresses, its outcomes will inform future iterations of this Strategy, ensuring that CDSP services remain aligned with the evolving regulatory landscape and the needs of a more digital, data-driven energy sector.

We will continue to engage in cross code and sector wide digitalisation discussions, including relevant code reform and digitalisation groups, to support alignment on future data standards, interoperability expectations and common approaches to data sharing where these require wider industry agreement.

6.3 Deliver

Our planned Deliver-related activities include the execution of enhancements, regulatory changes and service improvements across our business to address customer identified needs, maintain the performance of critical systems and ensure that we continue to provide reliable, high quality services to the gas market.



6.3.1 DDP Discovery 2

DDP Discovery 2 is an upgrade to the existing Data Discovery Platform (DDP) visualisation layer, delivered by Correla as part of their technology roadmap.

The upgrade replaces the legacy Birst visualisation tool with Power BI, providing a more modern, intuitive and scalable interface for customers with clearer navigation and simplified dashboards. While the underlying data model remains unchanged, the new visualisation layer is designed to address several customer ‘pain points’ identified through reviews and wider engagement and improve data accessibility. For example, it will improve performance and reliability, enabling customers to download larger volumes of data without timeouts or failures, provide enhanced training and support, including embedded help pages, hover-over guidance and online training modules, and modernise visualisation capabilities, supporting richer analysis and more flexible reporting.

6.3.2 DSC Change Pipeline

The Data Services Contract (DSC) Change Pipeline is the mechanism through which industry driven changes to CDSP services, systems and processes are identified, prioritised and delivered. These changes are raised through established industry governance, funded by DSC constituencies and progressed through a structured lifecycle that ensures transparency, traceability, and alignment with regulatory obligations.

Throughout the year, we manage a continuously evolving pipeline of change proposals, ranging from UNC driven modifications to customer initiated service improvements. Each change is assessed for impact, feasibility and alignment with wider transformation activity, including Project Trident and the CDSP Service Enhancement Programme. Delivery is scheduled across major, minor, and ad hoc releases to ensure that change is introduced in a controlled and predictable manner.

The DSC change pipeline plays a critical role in maintaining the integrity, compliance, and usability of CDSP services. It ensures that essential updates are delivered in a timely way, supports the ongoing modernisation of data and processes, and provides a structured route for incorporating new obligations, and industry developments. By managing this pipeline transparently and collaboratively, we ensure that the gas market continues to operate effectively while enabling incremental improvements that support long term digital transformation.

7. Measures of success

We will measure the success of our Digitalisation Strategy and Action Plan through a combination of:

- **performance indicators**, which measure our service performance, data quality, system availability, and customer satisfaction;
- **tracking of digital service usage** including Data Discovery Platform (DDP) dashboards, Information Exchange (IX)/ Cloud Information Exchange (CIX) onboarding, and data extract requests;
- **stakeholder feedback**; and
- **independent assurance**.

Our Digitalisation Action Plan will also track our progress against digitalisation and data related initiatives such as Project Trident, Data Best Practice alignment and improvements to data access pathways.

This will build upon the assessment and tracking of our performance and value creation, already conducted, and scrutinised, as part of our annual business planning process¹. The scrutiny of this process from external bodies, including the DSC governance forums, ensures alignment with industry needs and statutory obligations.

We will be transparent in our assessment of our performance to build stakeholder trust and ensure that our digitalisation journey remains focused on delivering tangible benefits to end-consumers and wider society.



1. Our published Business Plans, available on Xoserve.com, provide further detail on our performance and future commitments.

8. Stakeholder engagement and validation

Stakeholder engagement is a critical success factor for our Business Planning process and strategy development.

Our newly established Customer Engagement Team and Service Managers work closely with Shippers, Transporters, NESO, Ofgem, Service Providers and third-party users to ensure that our products and services reflect their needs and deliver meaningful benefits.

Our business-as-usual engagement includes the following activities:

- Share data quality insights directly with Shippers, Transporters and other market participants.
- Provide clear guidance on platform evolutions and reporting.
- Engage proactively with Ofgem, RECCo, DSC Fora such as CoMC (Contract Management Committee) and ChMC (Change Management Committee), and other governance bodies to support digitalisation and code reform.
- Participate in industry forums to ensure alignment with regional and whole-system needs.
- Involve customers in shaping future data services where appropriate, ensuring approaches reflect industry appetite and governance requirements.

- Use structured stakeholder surveys and feedback mechanisms to understand priority outcomes, test the usefulness of our products and services, and inform future measures of success.

As part of developing our Digitalisation Strategy, we will undertake a structured engagement and validation process with stakeholders to ensure their priorities are understood and reflected in our plans. As part of this process, we will be specifically seeking to:

- confirm the accuracy, relevance and completeness of our Products and Services Catalogue; and
- establish performance measures for our Digitalisation Strategy and Action Plan.

Engagement will take place through targeted workshops, bilateral discussions and existing governance forums such as DSC committees and working groups. All feedback will be captured and used to shape our final Digitalisation Strategy, with any updates to service descriptions, access methods, stakeholder applicability, planned improvements or performance measures documented for transparency.

Ongoing feedback will also inform future iterations of both our Digitalisation Strategy and Action Plan, ensuring our roadmap remains responsive to stakeholder needs and aligns with wider energy system priorities.

Appendix 1: Glossary

AI	Artificial Intelligence	DPM	Data Permissions Matrix	PIX	Physical Information Exchange
API	Application Programming Interface	DSC	Data Services Contract	PSR	Priority Services Register
AQ	Annual Quantity	EPG	Energy Price Guarantee	REC	Retail Energy Code
BP25	Xoserve's 2025 business plan	GDN	Gas Distribution Network	RESP	Regional Energy Strategic Plan
BP26	Xoserve's 2026 business plan	GDPR	General Data Protection Regulation	SAP IS-U	SAP Industry Solutions for Utilities
CDSP	Central Data Service Provider	GES	Gas Enquiry Service	SDS	Strategic Direction Statement
ChMC	Change Management Committee	GNC	Gas Network Code	SEP	Service Enhancement Programme
CIX	Cloud Information Exchange	GT	Gas Transporter	SNCWV	Seasonal Normal Composite Weather Variables
CMS	Contact Management Service	IGT	Independent Gas Transporter	SPA	Supply Point Administration
CoMC	Contract Management Committee	IX	Information Exchange	TOM	Target Operating Model
CWV	Composite Weather Variables	NESO	National Energy System Operator	TPI	Third Party Intermediary
DAF	Daily Adjustment Factor	NGT	National Gas Transmission	UIG	Unidentified Gas
DAM	Data Access Matrix	PAC	Performance Assurance Committee	UNC	Uniform Network Code
DBP	Data Best Practice	PAFA	Performance Assurance Framework Administrator	WAALP	Weather Adjusted Annual Load Profiles
DCC	Data Communications Company	PARR	Performance Assurance Report Register		
DDP	Data Discovery Platform	PCW	Price Comparison Website		
DESC	Demand Estimation Sub-Committee				

Appendix 2: Further products and services

In addition to the industry data processing services detailed in Table 1 of section 4.1, we also provide, or plan to provide, products and services in relation to the following areas, catalogued in their respective tables.

List of tables:

- Digital Data Access Services (Table A2.1).
- Industry Data Exchange Services (Table A2.2).
- Metering & Asset Services (Table A2.3).
- Assurance & Performance Services (Table A2.4).
- Public & Other Access Services (Table A2.5).

Table A2.1: Digital Data Access Services

Digital Data Access Services	Stakeholders	Stakeholder needs	Benefits	Access method
Data Discovery Platform (DDP)	<ul style="list-style-type: none"> • Shippers • Transporters (NGT, GDNs, IGTs) • PAFA 	Provision of dashboards, extracts & analytical insights to support portfolio management, data quality monitoring & operational decision-making	<ul style="list-style-type: none"> • Transparency of data access & reporting. • Centralised location for dashboards & extracts, reducing reliance on manual data requests. • Supports shippers & GTs in understanding portfolio trends & data quality issues. • Enables PAFA to access data required for performance assurance. • Visibility of settlement related datasets. 	DDP Portal

Table A2.1: Digital Data Access Services

Digital Data Access Services	Stakeholders	Stakeholder needs	Benefits	Access method
Bespoke Data Extracts	<ul style="list-style-type: none"> Shippers Suppliers Transporters (NGT, GDNs, IGTs) Regulatory bodies 3rd party users Smart DCC Public 	Provision of custom data extracts for authorised parties via the DSC request process, governed by the DPM.	<ul style="list-style-type: none"> Access to datasets not available through standard reports or DDP. Supports regulatory, analytical & operational use cases across multiple stakeholder groups. Governed, auditable route for data sharing. Reduces the need for repeated one-off development work. Supports innovation & research through controlled data access. 	DSC Data Request Process
Gas Enquiry Service (GES) – a Service Xoserve provides on behalf of RECCo	<ul style="list-style-type: none"> RECCo 	Provision of gas meter point data to support the current Gas Enquiry Service and any future RECCo-led joint enquiry service. Xoserve will continue to provide the underlying gas data required.	<ul style="list-style-type: none"> Provides authorised parties with access to meter point information for switching, customer service & operational processes. Supports PCW – Price Comparison Website, TPI – Third Party Intermediary in providing comparison and switching services. Consistent, governed access to gas meter point data. Reduces erroneous transfers by improving address-to-MPRN matching. 	<ul style="list-style-type: none"> GES Portal API
Public Datasets	<ul style="list-style-type: none"> Shippers Suppliers Transporters (NGT, GDNs, IGTs) Regulatory bodies 3rd party users Public 	Publication of selected datasets such as UIG, AQ methodology & transparency data on Xoserve.com.	<ul style="list-style-type: none"> Supports transparency & public interest outcomes. Enables researchers, innovators & the public to access non-sensitive datasets. Visibility of key methodologies such as AQ and UIG. Reduces ad-hoc enquiries by making information publicly available. 	Xoserve.com

Table A2.1: Digital Data Access Services

Digital Data Access Services	Stakeholders	Stakeholder needs	Benefits	Access method
Data Access Service - to be developed	<ul style="list-style-type: none"> Shippers GDNs Regulatory bodies 3rd party users 	Future capability combining a curated Industry Data Repository with a Flexible API to provide secure, role-based access to gas market data.	<ul style="list-style-type: none"> Scalable, flexible alternative to bespoke extracts. Supports role-based access aligned with DPM/DAM. Enables new use cases without repeated development effort. Transparency & governance through a controlled data foundation. Supports future open data models in a proportionate way. 	<ul style="list-style-type: none"> API
Contact Management Service (CMS)	<ul style="list-style-type: none"> Shippers Transporters (GDNs, IGTs) 	Provides a structured route for shippers, GTs & service providers to submit operational queries, request support & track progress.	<ul style="list-style-type: none"> Single, consistent mechanism for raising & managing contacts. Ensures that customer interactions are logged, auditable and routed to the correct operational teams ensuring timely resolution. Reduces reliance on email-based processes. 	Xoserve Services Portal
Xoserve Services Portal	<ul style="list-style-type: none"> Shippers Transporters (NGT, GDNs, IGTs) 	Provides a unified, secure gateway for market participants to access our digital services without needing separate credentials or entry points.	<ul style="list-style-type: none"> Single sign-on access to multiple Xoserve services. Consistent user experience across tools. Improved security through centralised authentication. Reduces fragmentation of access routes. 	Xoserve Services Portal

Table A2.2: Industry Data Exchange Services

Industry Data Exchange Services	Stakeholders	Stakeholder needs	Benefits	Access method
Cloud Information Exchange (CIX) File Transfer	<ul style="list-style-type: none"> Shippers Suppliers Transporters (NGT, GDNs, IGTs) 3rd party users 	Secure file exchange mechanism used for industry data transfers, mandated by the UK Link Manual.	<ul style="list-style-type: none"> Secure, industry-standard mechanism for file transfer across market participants. Consistent and reliable delivery of industry data flows. Reduced dependency on legacy physical infrastructure. Interoperability across shippers, GTs, and service providers. 	IX
Industry Data Flows	<ul style="list-style-type: none"> Shippers Transporters (NGT, GDNs, IGTs) 3rd party users 	File flows that support industry processes such as confirmations, updates, reads, invoicing & reconciliation.	<ul style="list-style-type: none"> Enables core industry processes including SPA, reconciliation, AQ, and metering updates. Governed, standardised mechanism for data exchange across the gas market. Traceability and auditability of industry transactions. 	UK Link Flows
Gemini Access	<ul style="list-style-type: none"> Shippers Transporters (NGT, GDNs) 3rd party users 	Access to the Gemini system for capacity booking and nominations - we manage the system on behalf of NGT.	<ul style="list-style-type: none"> Supports capacity booking and nomination processes essential for system balancing. Single platform for shippers and transporters to manage capacity rights. Compliance with gas transmission regulatory requirements. 	Gemini
Project Trident Evolve Integration	<ul style="list-style-type: none"> Shippers Transporters (NGT, GDNs, IGTs) Regulatory bodies 3rd party users 	Future API / message-based industry data exchange capability aligned with Project Trident.	<ul style="list-style-type: none"> Supports modern, API-based integration patterns to replace legacy file flows. More flexible, scalable, and modular data exchange. Improves interoperability across systems & reduces reliance on batch processing. Foundation for future digitalisation and code reform. 	API

Table A2.3: Metering & Asset Services

Metering & Asset Services	Stakeholders	Stakeholder needs	Benefits	Access method
Metering & Asset Data	<ul style="list-style-type: none"> • Shippers • Suppliers • Transporters (GDNs, IGTs) • 3rd party users 	Provision of asset lifecycle information & meter reads.	<ul style="list-style-type: none"> • Supports settlement accuracy by ensuring meter & asset data is up to date. • Enables shippers and GTs to manage portfolio data & asset lifecycle events. • Single, governed source of metering information across the gas market. 	<ul style="list-style-type: none"> • UK Link flows • DDP
New Connections Support	<ul style="list-style-type: none"> • Shippers • Transporters (GDNs, IGTs) • 3rd party users 	Management of asset creation & updates for new gas connections, including flows from MAMs.	<ul style="list-style-type: none"> • Supports timely onboarding of new supply points into industry processes. • Accurate asset creation and alignment with GT / IGT network data. • Governed route for MAMs to submit asset updates. 	UK Link flows

Table A2.4: Assurance & Performance Services

Assurance & Performance Services	Stakeholders	Stakeholder needs	Benefits	Access method
Performance Assurance Report Register (PARR) & Performance Assurance Support	<ul style="list-style-type: none"> • Shippers • Transporters (GDNs, IGTs) • PAFA • Ofgem 	Provision of PARR to PAC, PAFA, Ofgem & market participants, supporting oversight of industry performance & compliance.	<ul style="list-style-type: none"> • Supports PAC and PAFA in monitoring market performance & identifying areas of concern. • Shipper & GT visibility of performance metrics relevant to settlement & data quality. • Enables Ofgem to assess market performance using consistent, governed reporting. 	DDP
Change Documentation	<ul style="list-style-type: none"> • Shippers • Suppliers • Transporters (NGT, GDNs, IGTs) • Regulatory bodies • 3rd party users • Smart DCC • Public 	Publication of change packs, file format specifications & technical documentation to support industry change processes.	<ul style="list-style-type: none"> • Single source of truth for technical specifications & change documentation. • Supports shippers, GTs & service providers in implementing system & process changes. • Improves transparency of change impacts & technical requirements. 	<ul style="list-style-type: none"> • Xoserve.com • MS SharePoint

Table A2.5: Public & Other Access Services

Public & Other Access Services	Stakeholders	Stakeholder needs	Benefits	Access method
Xoserve website	<ul style="list-style-type: none"> • Shippers • Suppliers • Transporters (NGT, GDNs, IGTs) • Regulatory bodies • 3rd party users • Smart DCC • Public 	Provision of public information, documentation, datasets (where permitted), & contact routes via Xoserve.com.	<ul style="list-style-type: none"> • Provides a publicly accessible route to information, documentation and datasets. • Supports transparency by publishing methodologies & selected datasets. • Enables stakeholders without system access to obtain information. 	Xoserve.com
Email enquiries	<ul style="list-style-type: none"> • Shippers • Suppliers • Transporters (NGT, GDNs, IGTs) • Regulatory bodies • 3rd party users • Smart DCC • Public 	Provision of email-based contact routes for stakeholders to raise queries, request information, or seek support.	<ul style="list-style-type: none"> • Provides an accessible communication route for stakeholders without digital platform access. • Enables tailored responses to complex or non-standard queries. • Supports public & third-party users who cannot access UK Link or DDP. 	Email

Table A2.5: Public & Other Access Services

Public & Other Access Services	Stakeholders	Stakeholder needs	Benefits	Access method
Service Desk	<ul style="list-style-type: none"> • Shippers • Suppliers • Transporters (NGT, GDNs, IGTs) • Regulatory bodies • 3rd party users • Smart DCC • Public 	Provision of incident & request management.	<ul style="list-style-type: none"> • Provides a governed route for raising incidents & service requests. • Supports tracking & auditability of issue resolution. • Enables structured triage & prioritisation of operational issues. 	Xoserve.com
Phone service	<ul style="list-style-type: none"> • Shippers • Suppliers • Transporters (NGT, GDNs, IGTs) • Regulatory bodies • 3rd party users • Smart DCC • Public 	Provision of non-digital access via telephone for stakeholders who cannot use digital channels.	<ul style="list-style-type: none"> • Supports digitally excluded users by providing an alternative access route. • Enables real-time clarification of queries that may be difficult to resolve via email. • Provides a fallback channel during system outages or access issues. 	Phone
Findmysupplier	<ul style="list-style-type: none"> • Domestic end consumers of gas 	Confirmation of current Gas Supplier and Gas Transporter	<ul style="list-style-type: none"> • GT licence obligation 	Website

Appendix 3: Compliance statement

Our Digitalisation Strategy supports us in meeting our responsibilities within the legal framework set out in the Gas Act 1986 and the Energy Act 2023. As CDSP under the Uniform Network Code (UNC), we are required to deliver the critical data and digital services underpinning gas settlement, supply point administration, and other core industry processes, as defined by the Data Services Contract (DSC) to enable gas transporters and suppliers to meet their licence obligations.

Our Digitalisation Strategy also ensures that we continue to comply with cross-cutting laws such as General Data Protection Regulation (GDPR) and the Data Protection Act 2018, and adhere to standards for data security, resilience and service quality as set out by ISO 27001 (Information Security Management) and ISO 9001 (Quality Management) so that our services remain robust, secure and fit for purpose.

These controls will be embedded into future digital products and data access pathways so that increased transparency and accessibility are delivered without compromising security, privacy or market confidence.



