



Xoserve Strategic Scorecard

Reporting July 2026



X Xoserve Strategic Scorecard 2026/27

Outcome	Measure	Target	Progress	Summary	Update Source
Service Performance	Service Level performance	90% of operational DSC KPMs Pls delivered at or above service level target	89.13% (May 26) 89.13% (April 26) 89.13% (YTD)	4 KPM and 1 PI failure reported in April and May.	Correla via <u>CoMC</u>
Customer sentiment	Customer Survey (DSC)	Achieve 90% per quarter through Customer Survey	Q1 26/27: 95.48% Q4 25/26: 84.20 (ICS) Q3 25/26: 87.80%	Acknowledgment by Customers of positive engagement over the last 6 months with an increase in trust and confidence in Xoserve	<u>CoMC</u>
Business Plan	Acceptance by Customers	100% of customer engagement milestones hit for BP26 process	On Track	The Draft Statement of Planning Principles (SPP) was published 30 June, and a webinar held 10 July	<u>BP Portal</u>
	Engagement milestones met	Achieve 90% BPIR compliance confirmed by independent assessment in development cycle for BP27.	Not available	Assurance activity due to start September 26	<u>Xos website</u> <u>CoMC</u>
Service Assurance	Deliver Service Enhancement Programme*	Deliver solutions to existing customer pain points (that aren't in scope of Project Trident), resolutions to PAC audit findings, and enhanced assurance to improve the delivery of change and data quality*	On Track	1/3 of PAC audit pain points now resolved - SEWG now into 3rd iteration and is delivering solution options to Near Term Improvements - the KPM/PI progress updates will continue to be provided by Angela Clarke in CoMC	<u>CoMC</u> / <u>PAC</u>

*As the Enhanced Assurance Programme has been combined with the Service Enhancement Investment, the Measure and Target have been updated

The scorecard can be accessed on the Xoserve website at [Vision and strategy](#)

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Finance	Financial Performance	Operate within Business Plan Budget (excluding exceptional items)	On Track	We're showing a small surplus of £77k as at end of Q1, in line with Budget expectations.	<u>CoMC</u>
	Efficiency Review Implementation	Demonstrate continued YOY real terms S&O reductions in cost per meter point (like for like) in budget	Not available	Next Efficiency Review will be via BP27 Planning	<u>BP Portal</u> <u>CoMC</u>
Strategy	Code Management	Support Ofgem Code Management Reform	On Track	- Xoserve invited to progress through to the next phase of the Gas Network Code Manager application on an uncompetitive basis. - Currently working through the Licensing Assessment Form with our partners Encodar and Talan - Continuing to support major decarbonisation initiatives (including H100 and RTSM), assessing system, settlement, data and operational impacts of new gases and future market arrangements. - Actively engaged with industry bodies and stakeholders, using newsletters, briefings and direct engagement to strengthen collaboration and raise visibility of Xoserve's role in enabling decarbonisation - Published Xoserve's Draft Digitalisation Strategy 30 Jun, and now seeking feedback from our Customers and Stakeholders during the consultation period	<u>CoMC</u> GT's [Monthly] Other Customers [Quarterly] <u>Managing Different Gases</u>
	Decarbonisation	Demonstrate contribution to industry projects including Net Zero and Decarbonisation including providing a platform to facilitate development in biomethane and hydrogen blending projects			<u>Knowledge Centre</u>
	Service Development	Steer development for current and future technologies			
Trident	Run Trident Programme	Xoserve adherence to BP25 budget and BP26 budget	On track	- Procurement Assurance Reporting from the Independent Assurance Partner launched to Customers - RFP for Procurement 1: Transformation Partner has progressed through the Collaborative Solutioning Phase - Customer Advisor Engagement Review and Survey launched to Customers	<u>Business Plan</u> <u>Xos website</u>

X Service Performance

Year	Quarter	Period	Qtrly Average	Year to Date
2027	Q1	Apr - Jun	89.13%	89.13%

