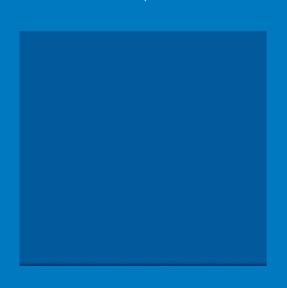
Demand Attribution Update







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Demand Attribution Update

- The last quarter has continued to see occasional demand attribution failures
 - generally linked to data entry issues by DNs/Shippers
- The DN's and NG introduced a process change in early September to minimise failure risk,
 - resulted in no further DN incidents of this type reported for four consecutive weeks but did have 1 data centred issue
 - These errors are historically more prevalent in summer anyway
- There were also 3 system issues for the period, 2 as direct system failures and one a process issue following a fix for a data issue.
 - As with all faults we continue to investigate to identify the root cause and embed lessons learnt.
- NG will continue to collaborate with the DN's and Xoserve to mitigate failures of this kind in the future.
 - Reviewing tactical and long term design options

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Demand Attribution Failures 2013

