

Issue Log CoMC 20-06-18

Issue Id.	Date Raised	Customer Sector Affected	Issue Title	Issue Description and Materiality	Industry / Customer Impact (Financial & Process)	Xoserve Priority	Resolution Action Plan (Summary)	Resolution Status
1001	01.06.2017	Shippers	Levels & volatility of Unidentified Gas (UIG)	Levels & volatility with UIG between D-5 of the gas day to GFD+5 and beyond D+5 close-out in extended reconciliation periods which create the need for Shippers to account for UIG until eventually reconciled.	The ongoing level, volatility and unpredictability of UIG is causing considerable commercial difficulty to Shippers across both domestic and non-domestic sectors	3. High	Await approval of Modification 0658 / UIG Change Proposal (4695). EQR approved at June ChMC.	No Date Recorded
1002	18/07/2017	Shippers	Amendment Invoice supporting information (AML & ASP files)	A number of functional defects and integration issues are causing presentation and charge calculation issues within the AMS invoice.	Presentation issues where data is missing or incorrect within the ASP / AML supporting data files which a workaround is in place but is causing customers issues when trying to match the data. The charge calculation issues are excluded from the invoice until a fix is deployed.	3. High	<ol style="list-style-type: none"> 1. Resolve the defects 2. Correct data contained in the file 3. Correct presentation of the invoice 4. Reduce the time taken to issue supporting information to customers 5. Carry out Design and RCA. 	Overdue
1003	20/03/2018	Shippers	Incorrect functionality of a Meter Read validation routine affecting circa 3,000 meter reads	<p>An issue was identified in March following a number of exceptions raised from UK Link. A validation routine in UK Link was creating exceptions in certain scenarios when processing the meter read. It was found that the validation job was incorrect. On the 9th March 2018 the validation was stopped.</p> <p>Analysis has identified that 3,652 MPRNs have been affected.</p>	Reads accepted and displayed correctly on UKLink & Data Enquiry however AQ & Reconciliation calculated on the amended read or read date.	2. Medium	<ol style="list-style-type: none"> 1. Apply fix to all MPRNs. A data fix was deployed weekend of 5th/6th May 2. Correct energy of those MPRNs affected for the May Amendment invoice issued in June. 3. Carry out analysis on affects on the MPRNs by 15th June. 4. Notify Shippers of the MPRNs (completed on 11th May), impacts & what has been done to correct by 20th June 	At Risk
1005	03/05/2018	Shippers	Issues with the Allocation process in Gemini affecting UIG	<p>Issue encountered with the first run of Energy Allocation for Gas Day 2nd & 6th May 2018. NDM Allocation failed to calculate for this gas day, for all LDZs, This was corrected within the day.</p> <p>Further issued experienced on 5th & 6th June due to incorrect file loaded for 5th June, delay with processing the file caused issues with allocation run on the 6th June. This was corrected within the day.</p>	High Unidentified Gas values across all LDZs.	3. High	<ol style="list-style-type: none"> 1. RCA 2. Daily monitoring until the cause is known 3. Datafix to be deployed end of June for issues relating to May allocation run. 4. Review validations for data contained within files 	On Track
1006	17/05/2018	Shippers	Gas Nominations batch job failure affecting UIG	<p>Unidentified Gas nominations batch job failure within Gemini at approximately 11:00 on 17/05/18. Issue repeated on 21st May.</p> <p>Separate issue affecting UIG for Gas Nominations on 8th June due to incorrect demand forecast received.</p>	All shippers with active Unidentified Gas meters in Gemini would have had a blank value within the Gemini demand screen for the next gas day nominations. Between 11:00 and 14:20 no forecasting figures shown	3. High	<ol style="list-style-type: none"> 1. RCA 2. Daily monitoring until the cause is known 3. Datafix to be deployed end of June 	On Track

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1007	01/04/2018	Shippers	Energy for Class 2 sites incorrect in Gemini where a read replacement is received or a consumption adjustment within GFD+5.	Energy mismatch in Gemini where a read is replaced with a read or a consumption adjustment for Class 2 sites as the energy calculated is not being sent to Gemini correctly.	Impacts to invoicing: Energy Balancing, UIG, Commodity invoice, Impacts UIG - inaccurate values until adjustments are carried out.	3. High	<ol style="list-style-type: none"> 1. Carry out RCA. Complete 2. Raise defect. Complete CR raised 24/05/2018 4671. 3. Daily monitoring & adjustments. 4. Deploy fix end of June 2018. 	At Risk