

UNC DSC Contract Management Committee Minutes
Wednesday 20 June 2018
at Lansdowne Gate, 65 New Road, Solihull, B92 OED

Attendees			
Chris Shanley (Chair)	(CS)	Joint Office	Non-Voting
Helen Bennett (Secretary)	(HB)	Joint Office	Non-Voting
Shipper User Representatives			
Kirsty Dudley*	(KD)	E.ON	Voting (2 Votes) (2.2.9 applies)
Lorna Lewin*	(LL)	Orsted	Voting (2 Votes) - Alternate for Steve Mulinganie)
Transporter Representatives			
Hilary Chapman	(HCh)	SGN	DNO – Voting
Joanna Ferguson*	(JF)	Northern Gas Networks	DNO – Voting
Beverley Viney	(BV)	National Grid NTS	NTS – Voting (2 Votes) - Alternate for Phil Lucas
John Cooper*	(JC)	BUUK	Voting (2 Votes) - Alternate for Victoria Parker
CDSP Contract Management Representatives			
Dave Turpin	(DT)	Xoserve	Non-Voting
Emma Smith	(ES)	Xoserve	Non-Voting
Observers			
Emma Lyndon	(EL)	Xoserve	Non-Voting (item 8.2)
Lee Foster	(LF)	Xoserve	Non-Voting (item 8.2)
Lian Tooley	(LF)	CNG	Non-Voting
Martin Baker	(MB)	Xoserve	Non-Voting (item 8.1)
Michele Downes	(MD)	Xoserve	Non-Voting (item 4.2 and 4.3)
Nick Stace	(NS)	Xoserve	Non-Voting (item 8.1)
Sally Hardman	(SH)	SGN	Non-Voting
Shiv Singh	(SS)	Cadent	Non-Voting
Sian Baldwin	(SB)	Xoserve	Non-Voting (item 8.2)
Smitha Coughlan	(SC)	WWU	Non-Voting
Tahera Choudhury	(TC)	Xoserve	Non-Voting (item 8.4)
Apologies			
Victoria Parker	(VP)	ESP	Voting
Robert Cameron Higgs	(RCH)	Flow energy	Voting (2 votes)
Phil Lucas	(PL)	National Grid NTS	Voting

1. Introduction

1.1. Apologies for absence

See table above.

1.2. Alternates

Lorna Lewin for Steve Mulinganie

John Cooper for Victoria Parker

Beverley Viney for Phil Lucas

1.3. Confirm Coting rights

For those in attendance:

Representative	Classification	Vote Count
Shipper		
Kirsty Dudley	Shipper Class A	2 votes (2.2.9 applies)
Lorna Lewin	Shipper Class A	1 vote
Lorna Lewin (Alternate for Steve Mulinganie)	Shipper Class A	1 vote
Transporter		
Hilary Chapman	DNO	1 vote
Joanna Ferguson	DNO	1 vote
Beverley Viney	NTS	1 vote
Beverley Viney (Alternate for Phil Lucas)	NTS	1 vote
John Cooper	iGT	1 vote
John Cooper (Alternate for Victoria Parker)	iGT	1 vote

1.4. Approval of Minutes (16 May 2018)

The minutes from the previous meeting were approved.

2. Business Continuity Plan

This is as standard agenda item; no update was due to be provided at this month's meeting.

3. Contract Assurance Audit

This is as standard agenda item; no update was due to be provided at this month's meeting.

4. Monthly Contract Management Report (KPIs)

4.1. KPI reports

Emma Smith (EMs) gave an overview of the KPI summary report provided for the meeting. She highlighted that the report is showing one Priority 1 (P1) KPI failure that relates to Transfers of Ownership, the transfer took place but the related files failed to send. This meant that the 2-day SLA was missed.

She went on to show the UK Link Availability on Tab 3 which is showing 100% availability for the month of May 2018.

There is a Third Party and Additional Services invoiced amount table on Tab 4, ESm advised that spend to date is circa £50k.

The Pie Chart showing on Tab 5 shows the value of work done to date, £170k; potential additional spend £350k (not yet spent) and current budget remaining £527k.

The last tab shows a breakdown of what has been spent so far.

4.2. Issue Management Update

Michelle Downes (MD) joined the meeting to provide an update on the Issue Log and asked for feedback on the format.

She explained the layout of the log, highlighting the Resolution Status column. It is still being decided what issues to put on to the log, there are a number of issues being worked on within the Operations Team which are currently not included on here.

Beverley Viney (BV) mentioned there were major issues with Gemini this last weekend and that she would like to see them on this log. She suggested to include issues that have a big impact on customers.

Chris Shanley (CS) mentioned there is an outstanding action (0501) for Richard Cresswell to work with MD to get the Must Reads issues on to the log. It was confirmed this work is progressing.

Kirsty Dudley (KD) suggested the issues could be grouped by topic and said that this will be trial and error to find a happy medium. A summary as well as the low-level detail would be useful, similar to the Change Register.

The discussion regarding what issues should be shown on this log brought out many suggestions which included|:

- To include Shipper issues and Transporter issues.
- To include the most important issues on this log, everything that Xoserve class as a high priority.
- Some members would like to see a document that shows the low priority issues too.
- Record all issues on the KPI report regardless of priority, and only bring the high and medium issues to this meeting. (excluding commercially sensitive issues or localised issues relating to one User).
- The additions of more dates (including closure target) will help to show what is being delivered and resolved.

MD confirmed that for next month, she will include everything on this log and she will look at the Change Register for ideas on the format.

4.3. KVI Framework Update

MD provided an update on the revised change management questions which are shown in red on the Change Management slide of the Key Value Indicators (KVIs) Version 1.1 presentation provided. She advised that Version 2.0 is now published.

MD then showed the KVI Dashboard which has been produced.

The members provided good feedback and suggested some minor amendments and inclusions:

- Show RAG for individual status

The Issue Resolution Dashboard again received good feedback with a suggestion that there is more information regarding feedback by customer class.

Joanne Ferguson (JF) provided some feedback and said that response rates have generally improved, responses are coming back quickly and the feedback forms are being completed.

The approval for the dashboard was deferred, pending amendments noted above, until next month.

4.4. Summary position of aggregate UIG flows

Dave Turpin (DT) provided an update on UIG Resolution highlighting that there is one outstanding key message from last week.

Showing the DM Financial Adjustments Progress he explained that some of the adjustments will be able to happen because the sites are now correctly configured.

The next slide relates to Exposure MPRNs – AQ & Class and shows where the exposure sits today vs historic and that some movement is now seen from class 1 in to class 2 and 4.

Lastly, DT explained the Latest UIG Volatility chart and highlighted:

- *Gas Day 2nd May 2018 - The majority of DM Measurements for this gas day were not present in the Gemini system, in time for the first run of Allocation. This resulted in erroneously high Unidentified Gas values across all LDZs. This issue was investigated and resolved in time for the second run of Allocation.*
- *Gas Day 6th May 2018 – NDM Allocation failed to calculate for this gas day on the first run of Allocation, affecting all LDZs. This resulted in erroneously high Unidentified Gas values (c70%) across all LDZs. This issue was investigated and resolved in time for the second run of Allocation.*

He added that Xoserve are taking onboard feedback and are working with the internal IS Ops teams to prevent reoccurrence of any of the issues.

In summary, he explained that there is lots of volatility but no particular cause. He informed the committee that the CDSP have requested funding for the initial set up of a team to investigate the causes of UIG and to provide recommendations to the industry. (See XRN4695 – Investigating Causes and Contributors to Levels and Volatility of Unidentified Gas). This Change Proposal would support Modification 0658, which has the same proposal.

The same key messages will be provided at the next National Grid Gas Ops forum on 28 June in Warwick.

4.5. Information Security Arrangements including Dashboard Update

ESm provided a dashboard update on the Information Security Arrangements up to and including May 2018 which shows the number of incidents reported from June 2017 to May 2018 and the monthly trend by root cause.

She advised that two incidents had been reported in May, both had low severity status and both are now closed.

5. Financial Information

5.1. Cost Allocation Model and Methodology

This is a standard agenda item; no update was due to be provided at this month's meeting.

5.2. CDSP Budget

This is a standard agenda item; no update was due to be provided at this month's meeting.

5.3. Annual Charging Statement

This is a standard agenda item; no update was due to be provided at this month's meeting.

5.4. Invoicing

Invoicing values were included in the KPI reporting and no specific update was provided. An update will be provided July 2018.

6. Review of Outstanding Action(s)

0402: E.ON (KD) to work with Xoserve (MO/ER) and the SPAA representatives on the framework for the SPAA, to agree what information would be released to Siemens and any changes required to the SPAA schedules going forward.

Update: KD provided an update. She has raised SPAA change SCP 436 - Clarificatory Updates to Schedule 25 regarding unallocated payment process, it has a 30-working day impact assessment. Recommends to carry forward to the August agenda. **Carried Forward.**

0501: Xoserve (RC) to provide a monthly report to summarise must-read performance and MD to consider including this in the high-level issues KPI reporting.

Update: Discussed earlier in agenda item 4.2. **Carried Forward.**

0502: All DSC Contract members to review the spreadsheet of issues and their RAG status.

Update: Discussed earlier in agenda item 4.2. This has now being extended out to include all low issues. **Closed.**

0503: Xoserve (MD) to provide an update at the June meeting on the proposed/revised change management questions.

Update: MD highlighted that she had asked for input from this group in May and wasn't intending to provide sight of the final questions. The Committee agreed that they did not need to see the final questions. **Closed**

0504: Joint Office to remove agenda item 3.0 information security arrangements as this is now part of agenda item 5.5 information security arrangements- dashboard update.

Update: Completed. **Closed**

0505: Xoserve (ES) to confirm the potential additional spend (£350K) and Budget remaining pots and to provide a commentary section on the slide to detail the spend for tracking purposes.

Update: Clarified in KPI reporting agenda item 4.1. **Closed**

0506: Joint Office to check that the website accurately reflects the current membership. In addition, CS to review the rules and flag areas where there are membership gaps in relation to all DSC committees and highlight these as part of the 2018/19 election process.

Update: CS confirmed the Joint Office website is consistent in how we record members and that voting arrangements are confirmed at each meeting.

The current vacancies are:

Shipper class A - this vacancy is not being pursued as there is a short window now until next years elections commence. KD continues to have 2 votes as a result. The deadline of 01 July 2018 was confirmed as the date that no more mid-year nominations can be processed as the communications regarding the 2018/19 process begins from 21 July 2018.

Shipper Class C – the Joint Office have had an enquiry for the vacancy, Joint Office will be writing out to other Shippers in Class C to advise. If there are no objections then the person nominated would be put in place from next month's meeting.

A concern was also raised that Robert Cameron-Higgs has not been in attendance for 2 consecutive months.

New Action 0601: DT to contact Flow Energy to confirm if RCH is still in employment.**0506: Closed.**

JF commented that she is concerned about the number of vacancies given that a lot of work went in to FGO to get the right representation but she appreciates the work Joint Office are doing to improve representation.

DT mentioned that he had had feedback at the recent Customer Day that shippers struggle to resource the committees and how to stay engaged in CDSP matters.

7. Key Committee Updates**7.1. DSC Change Management Committee**

ESm provided an update from the DSC Change Management Committee held on 13 June 2018 advising that 12 new change proposals, 1 EQR and 1 CCR were approved.

She then gave a Release update explaining that Release 2 is on track for delivery and that Release 3 is currently tracking to plan but has a current overall RAG status of amber. This is because:

- Track 1 (13 Changes) – Detailed Design Complete. Build commenced, on track to complete as per plan

Track 2 (XRN4454 – Cadent/NGT Separation) – Reporting and File Format confirmation for both Cadent and NG finalised 4/6/18. Extensions were given to allow for full review. Potential risk that the agreement carries some level of assumed requirements. A full assessment of the requirements and design, build components being completed but build plan is now impacted by extended delay.

7.2. PAC/PAFA

ESm provided an update from the Performance Assurance Committee (PAC) meeting held on 12 June 2018 by summarising the key points and advised that the TOR was approved at the UNCC committee.

7.3. General Data Protection Regulation (GDPR)

ESm provided an update from the GDPR Steering Meeting held in June 2018 by showing that the Business Readiness status for Xoserve and the Industry are tracking green.

8. Any Other Business**8.1. 2019 Business Plan Approach**

Martin Baker (MB) and Nick Stace (NS) joined the meeting to give the committee members a first look at the approach that will be taken for the 2019 Business Plan.

MB took the committee members through the 2019 Business Plan Principles and Approach document and advised that Xoserve are looking to launch a consultation for 2019. The document was published a week ago. The purpose of the consultation is to get views on the proposed approach for developing the plan.

A summary of responses will be brought back to the July DSC Contract Management Committee meeting.

CS offered for the Joint Office to assist in publicising the Xoserve meetings if needed. Once this consultation exercise is complete, the timetable will be publicised.

Nick Stacey (NS) BP manager for Xoserve then took the committee members through the suggestions for the BP19 Customer Class Packs, which included an overview of the Totex Waterfall.

8.2. CSS Update

Limited minutes were taken due to the confidential nature of this item.

For guidance, CS provided clarification of the voting required and referred to section 4.2.6 of the Contract Management Arrangements:

4.2.6 No decisions of the Committee are to be taken (as contemplated by GT Section D4.3.1 (a)) by the vote of Committee Representatives of a particular Customer group only.

CS suggested that although this is a 100% Shipper funded change to the budget, the full committee vote is required by the rules. After some discussion, it was agreed that members would have the opportunity to abstain.

LF proposed that a sub-committee be set up to consider CSS matters going forward given the confidentiality of the topic and that a firm proposal would be made ahead of the next meeting. CS suggested that this should be limited to Shipper representatives (and possibly observers) and it would be useful to understand dates for the sub-committee meetings. It is unlikely these meeting will be administered by the Joint Office.

Agreed amendments to the document are as follows:

- Update 1.1 in terms of 100% shipper funding
- Removal of section 1.4

KD requested for CSS to be a standard agenda item going forward and this suggestion was agreed. The Committee members considered approving the CSS paper, and approved it as follows:

CSS Update		
Voting Outcome:	Approval for paper, subject to amendments to section 1.1 and 1.4 as mentioned above. This vote was for the funding changes and submission of the pre-qualification questionnaire (PQQ) response.	
Shipper Representative	Voting Count	For/Against
Kirsty Dudley	2 votes	Approve
Lorna Lewin	1 vote	Approve
Lorna Lewin (Alternate for Steve Mulinganie)	1 vote	Approve
Total	4	4 Approve
Transporter Representative	Voting Count	For/Against
Hilary Chapman	1 vote	Abstain
Joanna Ferguson	1 vote	Abstain
Beverley Viney	1 vote	Abstain
Beverley Viney (Alternate for Phil Lucas)	1 vote	Abstain
John Cooper	1 vote	Abstain
John Cooper (Alternate for Victoria Parker)	1 vote	Abstain
Total	6	6 Abstain

8.3. XRN4667 DSC Service Description Table Cosmetic Changes to Service Lines

ESm explained the change proposal is for cosmetic changes to service lines and asked the committee members to vote to approve the Change Proposal.

The Committee members considered approving the Change Proposal request, and approved moving to the next stage:

XRN4667 DSC Service Description Table Cosmetic Changes to Service Lines		
Approval of the Change Proposal		
Voting Outcome:		
Shipper Representative	Voting Count	For/Against
Kirsty Dudley	2	For
Lorna Lewin	2	For
Lorna Lewin (Alternate for Steve Mulinganie)	1 vote	Approve
Total	4	4
Transporter Representative	Voting Count	For/Against
Hilary Chapman	1	For
Joanna Ferguson	1	For
Beverley Viney	1 vote	For
Beverley Viney (Alternate for Phil Lucas)	1 vote	For
John Cooper	1 vote	For
John Cooper (Alternate for Victoria Parker)	1 vote	For
Total	6	6

8.4. Customer Training Plan

Tahera Chaudry (TC) – Training and Customer Service lead – joined the meeting to provide an update on the Customer Training Plan.

She advised that on the Customer Day there was a session run on training/education needs of customers and a whole host of training needs were identified.

TC introduced the committee members to the External Customer Training Plan and highlighted the detail and timescale of each training requirement.

9. Diary Planning

Further details of planned meetings are available at: <https://www.gasgovernance.co.uk/events-calendar/month>

Meetings will take place as follows:

1. In July there are two UNC Panel meetings, the first one falls on 18 July. Therefore, it is intended that this meeting moves to Monday 23 July.
Committee members agreed but felt that committee members should have been consulted prior to the change of Panel date.
2. On future invitations Joint Office will be specifically asking for availability for July, August because of the summer holiday season.

Time / Date	Venue	Workgroup Programme
11:00, Monday 23 July 2018	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.

11:00, Wednesday 15 August 2018	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
11:00, Wednesday 19 September 2018	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.

Action Table (as at 20 June 2018)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0401	18/04/18	5.1	MO to include details of the recent invoicing failures within the KPI report.	Xoserve (MO)	Closed
0402	18/04/18	9.1	E.ON (KD) to work with Xoserve (MO/ER) and the SPAA representatives on the framework for the SPAA, to agree what information would be released to Siemens and any changes required to the SPAA schedules going forward.	E.ON (KD) & Xoserve (MO/ER)	Carried Forward
0501	16/05/18	5.2	Xoserve (RC) to provide a monthly report to summarise must-read performance and MD to consider including this in the high-level issues KPI reporting.	Xoserve (RC)	Carried Forward
0502	16/05/18	5.2	All DSC Contract members to review the spreadsheet of issues and their RAG status.	ALL committee members	Closed
0503	16/05/18	5.3	Xoserve (MD) to provide an update at the June meeting on the proposed/revised change management questions.	Xoserve (MD)	Closed
0504	16/05/18	5.5	Joint Office to remove agenda item 3.0 information security arrangements as this is now part of agenda item 5.5 information security arrangements-dashboard update.	Joint Office	Closed
0505	16/05/18	6.2	Xoserve (ES) to confirm the potential additional spend (£350K) and Budget remaining pots and to provide a commentary section on the slide to detail the spend for tracking purposes.	Xoserve (ES)	Closed
0506	16/05/18	9.5	Joint Office to check that the website accurately reflects the current membership. In addition, CS to review the rules and flag areas where there are membership gaps in relation to all DSC committees and highlight these as part of the 2018/19 election process.	Joint Office	Closed

0601	20/06/18	6.0	With regards to DSC Contract management Committee representation, DT to contact Flow Energy to confirm if RCH is still in employment.	Xoserve (DT)	Pending
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