

Issue Register CoMC 23-07-18

Issue Id.	Date Raised	Customer Sector Affected	Issue Title	Issue Description and Materiality	Industry / Customer Impact (financial & process)	Xoserve Priority	Resolution Action Plan	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	High	1. Submit BER to ChMC for approval 2. Subject to approval, mobilise team - UIG Task Force 3. Produce plan 4. Issue Customer dashboards 5. Comms plan	On Track
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.	High	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.	On Track
1003	20/03/2018	Shippers	Incorrect functionality of a Meter Read validation routine affecting circa 3,000 meter reads	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.  Analysis has identified that 3,652 MPRNs have been affected.	Reads accepted and displayed correctly on UKLink & Data Enquiry however AQ & Reconciliation calculated on the amended read or read date.	Medium	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 July	At Risk
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.	High	1. Carry out RCA. Complete 2. Raise defect. Complete CR raised 24/05/2018 4671. 3. Daily monitoring & adjustments. 4. Deploy fix	At Risk

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1008	15/05/2018	Shippers	Incorrect AQ/SOQ values issued in transfer of ownership files	At D-2 the TRF (transfer of ownership file) is issued to the Shipper and provides the values that will be effective on the transfer effective date, including AQ and SOQ values. Due to a code change for a defect deployed on September 27th 2017, incorrect Rolling SOQ data has been sent for all Class 3 and 4 sites transferring ownership, equating to 1.75 million Meter Points with incorrect SMP rolling SOQ values. The rolling SOQ being issued is the value as at EUC effective date (either 1st October or 1st of the month if a rolling AQ change has taken place).The transportation rates sent in the same file are correct.	Incorrect AQ & SOQ values issued to incoming Shipper. Transportation charges provided on the files are correct.	High	1. Defect raised (969). Carry out RCA. Complete 2. Deploy fix. Complete 3. Notify Shippers of MPRNs affected & the correct values that should have been issued by 20th July.	At Risk
1009	12/02/2018	Shippers	Missing Read files where the meter exchange takes place on same date as transfer date	Transfer read files are not issued to the Shipper where there has been a meter exchange on the same day as a shipper transfer	Opening read & closing read not issued to the outgoing & incoming Shipper	Medium	Discussion with Donna Johnson, Emma Smith, Lee Jackson and John Harris. Agreement to raise at DSG and present a workaround until the defect is fixed	On Track
1010	04/06/2018	Shippers	Workflow did not complete in SAP potentially resulting in incorrect data held in UKLink & Gemini	Workflow did not complete for 4,000 meter points resulting in potential incorrect data being held in UKLink & SAP affecting gas nominations, allocations, DEs & invoicing. May also impact read estimation & read processing.	Where there has been an update (to Class, Shipper, MRF etc) accepted the workflow processes has not completed. This means there will be incorrect values held in UKLink & Gemini. Gas nominations & allocations potentially incorrect affecting UIG. DEs displaying incorrect values and if not corrected would affect any data issued externally on files & invoicing	3. High	1. Identify cause 2. Re-start workflow & monitor until completion 3. If updates not completed by deadline date for each update, notify relevant customers & impacts	Complete
1011	05/06/2018	Shippers	AQs calculated incorrectly following a meter exchange where AMR is installed on a Class 4 meter point	For Class 4 meter points where an asset update received and AMR is installed, the site visit read relating to the Meter Exchange is calculating the volume back to the previous AMR installation, which is correct however, this volume is being included within the AQ calculations and therefore using a duplicated volume for this period of time and resulting in an inflated AQ.	Inflated AQs used for gas allocation, this will have an impact on UIG.	Medium	1. Raise Defect. Complete CR raised: XRN 4578, XO3637 2. Deploy fix. Planned 22/06/18 3. Notify Shippers of MPRNs affected & the correct values that should have been issued by 30th July.	At Risk

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1012	01/03/2018	DN's	The number of Must Reads has increased significantly	- DNs raised the issue that the value on the invoices that we produce on their behalf to the Shippers has reduced since Nexus. At the same time, the invoices from the MRAs for procuring reads on their behalf has not reduced. - Analysis identified that the technical elements of the process are working correctly. However, there are reasons for the reduced value of the invoice (not all reasons affect all DNs)	Must Read revenue for DNs	Medium	1. Analysis 2. Reporting to DNs 3. Focus on team to reduce queries outstanding & clear Must Reads 4. Discussions with MRA	On Track
1013	21/06/2018	All	Data issues affecting AQ calculations	External queries have been raised regarding the AQ values calculated in May. This has resulted in the identification of potentially 14 data issues which may have affected the May and June AQ calculation. The analysis has identified that the issues appear to be related to specific scenarios associated with the energy used in the AQ calculation	Incorrect allocations which will only correct when a read is loaded and energy is reconciled however it will take upto 12 months for the AQ to correct. This will also affect UIG as the allocations for NDM meter points are based on the AQ.	High	1. Profiling to identify no. of meter points affected and the impacts on the AQ 2. Map each issue to the scenarios identified that have caused issues in the AQ calculation 3. Identify any defects resulting in held Reconciliations that have also affected AQ 4. Resolution options 5. Adjustments	At Risk
1014	28/06/2018	Shippers	Read issued in the Transfer of Ownership files (TRF)	At transfer of ownership the TRF file is issued on D-2 of the Confirmation effective date confirming the effective date of the Confirmation. The MRI file is also issued which contains asset information. The 'Last Actual Read' recorded on UKLink is submitted in both the TRF file (S15) and the MRI file however the read in the MRI is not the correct read. Defect 1022 raised. This has been since 01/06/2017.	Shippers use the read submitted in the transfer of ownership files to validate the next read received.	Medium	1. Understand issue & resolve 2. Advise Shippers	On Track
1015	04/07/2018	all	Data Enquiry Service is at D-2	There has been a delay in completing the daily data load for the Data Enquiry Service (DES). As a result the system is displaying data for 2nd July 2018 but data for 3rd July 2018 is not visible.  The data for 3rd July 2018 is currently being loaded which means users may be experiencing slow performance on some of the screens	Customers only able to view data at D-2 on DES	Medium	1. RCA 2. Run batch process to update data 3. Advise customers	Complete
1016	12/07/2018	All	Technical issue with Data Search telephone service	technical issue with our Data Search telephone service, 0121 713 4901 and Contact Management Helpline, 0121 713 4903	Unable to contact Xoserve for enquiries	Medium	P2 Incident Management process	Complete
1017	12/07/2018	Shippers	DPS file sequencing	DPS files issued to Shippers have not followed the sequence of the last release (e.g. .PN002332.DPS' to .PN002354.DPS' )	Loading of files	Medium	1. Understand issue & resolve 2. Advise Shippers	Complete

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1018	13/07/2018	All	Performance issues relating to high volume of files received	Following Release 2, the number of update files (CNC) has increased causing issues with processing the files within SLA & updating relevant tables & systems (DES/BW) on the effective date.	Data updates to UKLink may be rejected if not processed within SLA (effective date).	High	<ol style="list-style-type: none"> <li>1. Monitoring of files</li> <li>2. Discuss with DSG</li> <li>3. Issue comms to industry requesting support</li> <li>4. Identify any future reasons for high volume of file submission</li> <li>5. Resolution plan</li> </ol>	At Risk
1019	20/07/2018	Shippers	DM Reports	DM reports issued to Shippers were incorrect for 30/06/2018 to 06/07/2018	TBC	Medium	<ol style="list-style-type: none"> <li>1. Identify reason for incorrect values being issued</li> <li>2. Re-run reports &amp; re-issue</li> </ol>	No Date Recorded