

**UNC DSC Contract Management Committee Minutes**  
**Wednesday 17 October 2018**  
**at Xoserve, Lansdowne Gate, 65 New Road, Solihull, B92 OED**

<b>Attendees</b>			
Chris Shanley (Chair)	(CS)	Joint Office	Non-Voting
Helen Bennett (Secretary)	(HB)	Joint Office	Non-Voting
<b>Shipper User Representatives</b>			
Mark Bellman*	(MB)	ScottishPower	Voting (2) – Alternate for Kirsty Dudley
Lorna Lewin*	(LL)	Orsted	Voting (1)
Steve Mulinganie*	(SM)	Gazprom Energy	Voting (2)
<b>Transporter Representatives</b>			
Beverley Viney	(BV)	National Grid NTS	Voting (2) – Alternate for Phil Lucas
Sally Hardman	(SH)	SGN	DNO – Voting (1)
Joanna Ferguson	(JF)	Northern Gas Networks	DNO – Voting (1)
<b>CDSP Contract Management Representatives</b>			
Steve Nunnington	(SN)	Xoserve	Non-Voting
Michele Downes	(MD)	Xoserve	Non-Voting
Michael Orsler	(MO)	Xoserve	Non-Voting
<b>Observers</b>			
Andy Miller	(AM)	Xoserve	Non-Voting
Bethan More	(BM)	Xoserve	Non-Voting
Chris Warner	(CW)	Cadent	Non-Voting
Dave Turpin	(DT)	Xoserve	Non-Voting
Emma Lyndon	(EL)	Xoserve	Non-Voting
Helen Chandler	(HC)	Northern Gas Networks	Non-Voting
Sian Jones	(SJ)	Xoserve	Non-Voting

<b>Apologies</b>			
Kirsty Dudley	(KD)	E.ON	Voting
Victoria Parker	(VP)	ESP	Voting

## 1. Introduction

### 1.1. Apologies for absence

See table above.

### 1.2. Alternates

Mark Bellman for Kirsty Dudley

Beverley Viney for Phil Lucas

### 1.3. Confirm Voting rights

For those in attendance:

Representative	Classification	Vote Count
<b>Shipper</b>		
Mark Bellman* (Alternate for Kirsty Dudley)	Shipper Class A	2 votes
Lorna Lewin*	Shipper Class B	1 vote
Steve Mulinganie	Shipper Class B	2 votes
<b>Transporter</b>		
Sally Hardman	DNO	1 vote
Joanna Ferguson	DNO	1 vote
Beverley Viney (Alternate for Phil Lucas)	NTS	2 votes

### 1.4. Approval of Minutes (19 September 2018)

Chris Shanley (CS) advised that some feedback has been received which will be covered under agenda item 9.

## 2. Business Continuity Plan

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

## 3. Contract Assurance Audit

This is a 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

Michael Orsler (MO) gave an overview of the KPI Summary Report provided for the meeting and explained there was one KPI failure reported that relates to 6 incidents linked to a single IX issue.

On the KPI tab of the KPI Report, it shows the comments, details and remedial actions taken to resolve the issue.

As a result of a Microsoft update patch on the IX, there was an issue with a small number of Shippers, which stopped the flow of multiple incoming and outgoing files. The volume of files affected is 209.

The KPI is being reported as missed whilst further analysis is carried out into the transactional information contained in the delayed files.

Xoserve worked with the customers impacted and the Incident Team to assess backlogs and potential workarounds and were engaged with their customers all the way through to the service being restored and files processed.

If there are any changes to this an updated report will be issued. MO confirmed that this issue was at server level and not router level.

### 4.2. Issue Management Update

Michele Downes (MD) talked through the presentation provided and reminded the committee of the Amendment Invoice Issue and what Xoserve are doing to resolve it (noted here for clarity):

#### Issue

Several functional defects and integration issues have been identified and are causing presentation issues and charge calculation issues within the AMS invoice. This has resulted in missing or incorrect information within the supporting data, which are excluded from the invoice until a fix is deployed.

Delays in issuing the amendment invoice supporting information and additional correction files has prevented customers from validating the charges issued.

## **Resolution**

A taskforce consisting of business process and technical experts are working together to fix the issues.

Resources have been increased for both the technical team and the business. The team will focus on defect resolution, resolving exclusions and releasing reconciliation charges.

Defect and exclusion resolution plans have been produced and will be tracked, these will be published.

From October a monthly update on progress will be provided to Contract Management Committee (CoMC) and Change Management Committee (ChMC).

MD went on to explain there are four focus areas (workstreams) that are being concentrated on, these are:

1. Business as Usual (BAU)
2. Technical design Review and Root Cause Analysis (RCA)
3. Defect Resolution
4. Customer Engagement and support

Talking through the dashboard, MD provided the Committee with an overview of progress from the last month and what the priorities are for the next month, adding that the overall project RAG status is currently red.

Steve Mulliganie (SM) joined the call and asked if there is a timeline for the resolution of this issue. MD will discuss with SM offline.

For further detail, please see the published presentation: [www.gasgovernance.co.uk/dsc-Contract/171018](http://www.gasgovernance.co.uk/dsc-Contract/171018)

MD went on to provide an Issue Management Update using the Customer Issue Register provided for the meeting. She explained that the two P2 incidents raised on 09 October are still open and that Xoserve are working with the vendor to understand what has caused those problems, once understood, Xoserve will communicate the action plan to resolve the issues.

On the AQ Open Issues tab, MD explained that there is ongoing work internally with the Amendment Team as several of the issues affect the amendment invoice. MD advised that, for everything categorised either High or Medium, these will be fixed by 1 December and the AQ will be recalculated. Customers will be notified of the corrected AQs.

When asked, MD clarified it is the impact of error that is being prioritised, rather than the size of the incorrect AQ. She also confirmed she will add on the priority and the reason why it is HML.

## **4.3. KVI Performance**

### **4.3.1. September KVI Performance**

MD talked the Committee through an onscreen report of the Xoserve Key Value Indicators (KVIs) and advised that the Issue Resolution for September is reporting lower than normal at 81.5%. It is thought that this is due to the implementation of Rant and Rave, the Xoserve new feedback tool:

Rant & Rave offers real-time customer feedback without the drag of long surveys. Customers will simply be asked to rate their experience and explain their rating in a few words, like what you would write on Twitter or Facebook.

For more detail on Rant and Rave, please see the information on Xoserve website here: [www.xoserve.com/index.php/are-you-ranting-or-raving-about-us/](http://www.xoserve.com/index.php/are-you-ranting-or-raving-about-us/)

MD advised she will add the ICS Customer Satisfaction survey result in the Relationship Management section.

### 4.3.2. 6 monthly review of KVIs

MD took the Committee through a review of the latest version of the Key Value Indicators (KVIs) highlighting the amendments:

- Of the 7 Key Value Indicators, two of them have been re-named as follows:
  - Issue Resolution is now Customer Service
  - Data Services is now Issue Management
- The measure for Relationship Management now includes 'starting to trust'.
- Some additions have been made to Desired Outcome; Scope and Xoserve's Commitment for Issue Management.
- The Committee requested that wording in overstrike in the Financial Reporting slide is reinstated.

## 4.4. UIG Updates

### 4.4.1. UIG Taskforce Contacts

#### UIG Taskforce

A brief overview of the UIG Taskforce Funding was given. Please see the material provided for detail.

## 4.5. Information Security Arrangements including Dashboard Update

It was confirmed that at present there is no update for this agenda item but SN said that the Security Team will attend the next meeting to provide an update.

## 5. Financial Information

### 5.1. Cost Allocation Model and Methodology

Nick Stace (NS) joined the meeting and gave an onscreen explanation of the Q1 & Q2 forecasts. For further detail, please see the published presentation: [www.gasgovernance.co.uk/dsc-Contract/171018](http://www.gasgovernance.co.uk/dsc-Contract/171018).

### 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 (covered under section 4.1)

Invoicing values were included in the KPI reporting, see item 4.1 above.

## 6. CSS Update

No minutes were taken due to the confidential nature of this item.

Emma Lyndon (EL) provided an overview and status of the Ofgem Switching Programme and answered brief questions regarding the governance aspects of the programme itself.

## 7. 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:** See agenda item 10.5. **Closed.**

**0801:** Xoserve (EB) to consider the timing of the review for 2019 Quarter 3 and to provide an update from the November 2018 review in the form of a Lessons Learnt document.

**Update:** MO requested this action was carried forward. **Carried forward**

**0803:** Xoserve (MD) to produce a Communications Strategy for notification of incidents with timelines for resolution, with an indication of importance and the potential customer impact.

**Update:** MD requested this action was carried forward. **Carried forward**

**0804:** Xoserve (MO/PBi) to set out what occurred in relation to the patch and why, and to produce a proposal/process for future incidents.

**Update:** MO advised an update has been provided in email released this morning and requested this action is carried forward to enable him to clarify questions being raised at the next meeting.

**Carried forward**

**Action 0901:** Xoserve (MO) to provide information regarding the Class 3 movement into Class 4 and the reasons for this.

**Update:** MO confirmed that he was not able to share any further details. **Closed**

**Action 0902:** Xoserve (MO) to produce the Lessons Learnt document regarding the IX and report back findings in relation to the IX issue.

**Update:** Provided. **Closed**

**Action 0903:** Xoserve (MO) to produce a summary document of the status of the system issues and resolution progress.

**Update:** This was covered under agenda item 4.2. **Closed**

**Action 0904:** Xoserve (AM) to produce a summary document of the boiler plate terms used in the Disclosure of Information contracts.

**Update:** AM highlighted that Suppliers have access to the data enquiries service. Confidentiality Agreement; rather than having 3 separate contracts this will be covered via a framework agreement. **Closed**

**Action 0905:** Xoserve (AM) to work with the MEUs to produce a document regarding the proposal to have a data report, in a request report format.

**Update:** This has been completed and will be reviewed in November. **Closed**

## 8. Key Committee Updates

### 8.1. DSC Change Management Committee

In providing an update from the DSC Change Management Committee held on 10 October 2018 ESm advised that 7 new change proposals were raised and approved, 5 change proposals had their Solution and Delivery options approved.

She then gave a Release update, as detailed below:

#### Release 2

- Post Implementation Support period has been extended to 02 November 2018, however it is expected to close down sooner.

#### Release 3

- Delivery split into the 2 delivery tracks
- Track 1 – 13 changes
- Track 2 – Cadent Billing change
- Both tracks are on plan and therefore shown GREEN (for delivery)
- Market trials have commenced

#### Future release June 2019

- Further discussion around scope of June 2019 release, expect to approve the scope at the at the next Change Management Committee.

ESm also highlighted that updates had been provided on the CSS consequential change project and XRN4695 UIG Taskforce.

## 8.2. PAC/PAFA

ESm provided an update from the Performance Assurance Committee (PAC) meeting that was held on 26 September 2018, and the key meeting points discussed are as detailed below:

- Three draft risks related to correction factors are under consideration by the PAC and will be added to the risk register once approved.
- Read performance concerns across all classes have been highlighted to Ofgem – Jon Dixon is to work with Xoserve to further understand the issues and consider next steps
- Data is now being received for all PARR reports. Performance dashboards are available for all 10 PARR reports. These help to identify poor performance anonymously, allowing you to track your organisation (for access please contact [pafa@gemserv.com](mailto:pafa@gemserv.com))
- PAC are now beginning to focus their activities on the areas of highest industry risk including:
  - Those determined by the risk register
  - Meter read submission (especially on Class 2 and Class 3 SMPs and WAR band allocation)
  - Identification of new risks i.e. Correction Factors
- Development work has begun on a performance assurance framework, including an incentive regime to support action on mitigating against risks and poor performance
- PAFA and CDSP are working together on industry wide communications to highlight performance concerns
- All document relating to the PAC, PAFA and the Risk Register, and PAC meeting minutes and agendas can be found at [www.gasgovernance.co.uk/PAC](http://www.gasgovernance.co.uk/PAC)

## 9. Disclosure of Information

Andy Miller (AM) joined the meeting.

CS advised the committee that some comments have been received on the minutes produced from last month's meeting. (Agenda item 1.4)

CS showed onscreen a change marked version of the minutes and asked if members are happy with the suggested changes. The amended minutes are published. There followed a discussion with regards to the changes as to whether the Committee were under the impression if the Request Report was agreed in principle as suggested in the original minutes, or, approved as suggested in the amendment received.

JF said that she is more comfortable with the view of agreeing the Request Report in principle and this was supported by other members of the Committee. It was agreed that the amendments to the minutes would be accepted apart from the part relating to approval of the Request Report.

AM confirmed the agenda item in question was submitted for approval, as such, because there is a misunderstanding, this will now mean that the agenda items for today will need to be moved to the November meeting.

When asked, AM confirmed that Modification 0649S – Update to UNC to formalise the Data Permissions Matrix transfers responsibility, as defined in code, from the UNC Modification Panel to this committee.

### 9.1. Operational Guidelines Document Data Permission

SM asked if an adhoc meeting can be done for approval of these documents to save delaying until the next contract meeting and AM clarified that this was not essential as Modification Proposal ESPP115 – Independent Gas Transporter (IGT) Obligations in respect of Data provision to Large Gas Transporters Supply Point Classification is due to be implemented shortly before the next DSC Contract meeting.

Sally Hardman reiterated that until the modifications are approved the Committee do not have any authority to vote on anything.

AM clarified that the document had existed within Xoserve for sometime and it has been updated in the expectation that Modification 0649S is implemented.

AM took the committee through a brief walkthrough of the document providing clarification on minor points, when asked, including:

- Information Disclosure Officer – will initially assess requests received according to the decision's trees included in the documents and this will be Steve Nunnington
- Some data requests will require development and will be tabled as such to allow time to be allocated.

AM also provided an overview of the responses to Modification 0649S and said in relation to comments made by John Cooper, he could make a change to the Service Description Table to point to the Information Disclosure Officer and Operational Guidelines Document, in order to address his concerns about how the process would work.

## **9.2. CoMC Consent for Disclosure of Information – Supplier**

Approval deferred to November 2018 DSC Contract Management Committee meeting.

## **9.3. CoMC Consent for Disclosure of Information – MAM**

Approval deferred to November 2018 DSC Contract Management Committee meeting.

## **9.4. CoMC Consent for Disclosure of Information – MEU**

Approval deferred to November 2018 DSC Contract Management Committee meeting.

## **10. Any Other Business**

### **10.1. Business Plan 2019 (BP19) Update**

Sian Jones (SJ) and Dave Turpin (DT) joined the meeting to provide an update to the Business Plan 2019.

DT explained that the Business Plan 2019 has been distributed to the Industry. When asked, attendees confirmed they have had a chance to review it and where necessary they have put questions forward to DT and his team.

DT advised that the purpose of this meeting is to provide an opportunity for feedback. CW confirmed that he has all the information needed, and whereas he has some concerns he does have a good level of information. CW indicated that his biggest concern was with regards to the amount of governance spend required and clarity on this ahead of RIIO2. JF suggested that shareholder level changes were a step too far and this would impact on GT allowances. SJ confirmed that the first step would be to undertake a survey on the governance options and work with parties to understand their preferences. SJ clarified that if there was no appetite for change then this was fine.

MB suggested performance assurance improvements could be referred to more in the plan and a discussion was had on the need to get data to educate poor performers. SJ said that easy access to data to perform analysis was important and saw three levels; self-service, customer analytics and standard reports. MB also recommended that Xoserve, as custodian of the data, could take on a more policing role that the PAFA may not be able to do.

DT summarised the discussion and outcome from the earlier DSC Change Management Committee:

1. CDSP will look at revising terminology to reflect existing terms
2. Members agreed the value for the Change Budget seems about right (Xoserve to verify based on latest information)

3. The suggestion is to collect revenue from the relevant constituents where identified in each change
4. Reduce the placeholder for future years to £3million.

SJ provided confidence by advising that throughout the BP19 consultation period, there will be an ongoing review with Shippers and GTs, then Xoserve will be able to take stock and assess if the right allocation of costs has been made.

DT advised that the next DSC Contract Management Committee will be provided with a view of the consultation responses and a re-draft of the plan based on responses.

For further information, please see the published presentation provided for the meeting: [www.gasgovernance.co.uk/index.php/dsc-Contract/171018](http://www.gasgovernance.co.uk/index.php/dsc-Contract/171018).

This concluded the update on the Business Plan 2019.

## 10.2. M Number Web Portal IX Project Update

Beth More (BM) joined the meeting to provide the committee with an update with regards to Find My Supplier.

Joanna Ferguson (JF) advised that she would like to see some data going forward on how the telephone number service is being used vs how many users use the website.

BM confirmed Xoserve can track who is regularly using the site; their location; how often they are using it; weekly and daily.

There is a concern regarding controls around usage of the website. There followed a discussion regarding the over-usage of the website, where it was confirmed that Xoserve are monitoring the website to see if it is being abused.

Committee members requested a report back at the next meeting.

**New Action 1001: Xoserve to report to DSC Contract Management with an update and provide a recap of the controls that are in place for the M Number Services (telephone and web) at next month's meeting.**

## 10.3. IX Project Update

MO advised this project is progressing well. He explained that the project team are looking at having the majority of users updated by the end of February 2019.

## 10.4. Proposal for the DSC Credit Management Committee to be encompassed within the DSC Contract Management Committee

CS advised the committee members that a concern was raised at the last DSC Credit Committee about low shipper representation.

Proposal:

- It is proposed by the DSC Credit Committee that from November 2018 it should be combined with DSC Contract Management Committee business
- Joint Office view on how this could work:
  - Credit Policy – the “Committee” is the Contract Management Committee or any sub-committee established.
  - Contract Management Committee would be the Credit Committee for the monthly meetings and vote on any matters raised for approval.
  - Covered at the start of the monthly Contract Management Committee meeting (with its own agenda (same as now)) to allow Credit Committee (Contract Management sub-committee) members to easily attend and provide input.



- Credit Committee (Contract Management sub-committee) would continue to operate (outside of the monthly meeting) and therefore they would be available to assist in any escalated credit/security issues but extraordinary Contract Management Committee meetings could be arranged if required

When asked, CS confirmed the DSC Credit Committee was established from the DSC Contract Committee.

Some members agreed that the DSC Credit Committee could be considered under the DSC Contract Committee. It was suggested that DSC Credit Committee business could be held at the beginning of each DSC Contract Committee.

**New Action 1002: CDSP (SDw) to investigate if the credit policy rules support the DSC Contract Management Committee absorbing the monthly credit meeting but the sub-committee staying in place for adhoc issues or whether changes will be required.**

**New Action 1003: all Shippers to promote further DSC Credit Committee membership.**

**New Action 1004: MO to request Xoserve Account Managers write out to their customers to encourage membership of the DSC Credit Committee.**

#### 10.5. SPAA Schedule 25

Ellie Rogers (ER) joined the meeting and talked through the proposal. She advised that if the Committee provided approval at today's meeting, she would be looking for adhoc provision of data in December 2018 or January 2019.

Shipper Members voted and unanimously approved the SPAA Schedule 25 – Management of Prepayment Activities – CDSP reporting to the SPAA Secretariat.

GT members were happy to abstain on this vote.

<b>Voting Outcome:</b>	Approval of the Consent for Disclosure of Information – Supplier	
<b>Shipper Representative</b>	<b>Voting Count</b>	<b>For/Against</b>
Mark Bellman (2 votes) Alternate for Kirsty Dudley	2	For
Lorna Lewin	1	For
Steve Mullinganie	2	For
<b>Total</b>	<b>5</b>	<b>For</b>
<b>Result</b>	Members voted unanimously to approve SPAA Schedule 25 – Management of Prepayment Activities – CDSP reporting to the SPAA Secretariat	

## 10.6. DSC Specific Services invoice issue change for Christmas period

SDw explained that for the November DSC Specific Services Invoice, Third Party Data Enquiry Invoices and Third Party M No Invoices are due to be issued on 24 December. Xoserve are suggesting a change to aide customers over the Christmas period by issuing on the Thursday 20 December but still keeping the existing payment due date, this has been agreed by the DSC Credit Committee with a suggestion that it is also approved and given visibility at the next DSC Contract Committee. The DSC Contract Committee supported the proposal.

## 10.7. CDSP Cash Collection Processes

SDw explained Xoserve issue an email to customers after every invoice issued to check receipt of the invoice and to help manage queries. The Xoserve Credit Team are proposing to send an email at month end stating all open items and their value and payment due dates, checking they have received the invoice and requesting a remittance. This fits well with Xoserve current schedules and will ensure all open items are encapsulated in one timely email. Xoserve have had a number of customers state they are frustrated with the number of emails that are sent as part of Xoserve's proactive cash collection process. This process improvement was presented at the DSC Credit Committee where the process change was welcomed. It was recommended that this also be presented at the DSC Contract Committee to ensure visibility.

SM asked for a checkpoint from time to time for any issues. SDw explained that cash collection is monitored monthly and discussed at Credit committee and they are informed of any late payments. The DSC Contract Committee supported the proposal.

## 10.8. XRN4769 Updates to Service Description Table

Committee members were advised that this change proposal was approved at DSC Change Committee and minor amendments have been applied. The Committee members were asked to approve the change proposal.

<b>Voting Outcome:</b>	Approval of XRN4769	
<b>Shipper Representative</b>	<b>Voting Count</b>	<b>For/Against</b>
Mark Bellman (2 votes) Alternate for Kirsty Dudley	2	For
Lorna Lewin	1	For
Steve Mullinganie	2	For
<b>Transporter Representative</b>	<b>Voting Count</b>	<b>For/Against</b>
Sally Hardman	1	1
Joanna Ferguson	1	1
Beverley Viney (2 votes) Alternate for Phil Lucas)	2	2
<b>Total</b>	<b>9</b>	<b>For</b>
<b>Result</b>	Members voted unanimously to approve XRN4769	

## 11. Diary Planning

Further details of planned meetings are available at: <https://www.gasgovernance.co.uk/events-calendar/month>  
Meetings will take place as follows:

<b>Time / Date</b>	<b>Venue</b>	<b>Workgroup Programme</b>
11.00 Wednesday 14 November 2018	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.

11.00 Wednesday 19 December 2018	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
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**Action Table (as at 17 October 2018)**

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
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 to November 18
0801	15/08/18	2	Xoserve (EB) to consider the timing of the review for 2019 Quarter 3 and to provide an update from the November 2018 review in the form of a Lessons Learnt document.	Xoserve (EB)	Carried Forward
0803	15/08/18	4.2	Xoserve (MD) to produce a Communications Strategy for notification of incidents with timelines for resolution, with an indication of importance and the potential customer impact.	Xoserve (MD)	Carried Forward
0804	15/08/18	4.5	Xoserve (MO/PBi) to set out what occurred in relation to the IX patch and why, and to produce a proposal/process for future incidents.	Xoserve (MO/PBi)	Carried forward
0901	19/09/18	4.1	Xoserve (MO) to provide information regarding the Class 3 movement into Class 4 and the reasons for this.  Xo not in a position to provide the information.  This has already been made clear.	Xoserve (MO)	Closed
0902	19/09/18	4.1	Xoserve (MO) to produce the Lessons Learnt document regarding the IX and report back findings in relation to the IX issue.  Mo – clarification on the action was sought.  JF confirmed this was covered earlier in the meeting	Xoserve (MO)	Closed
0903	19/09/18	4.2	Xoserve (MO) to produce a summary document of the status of the system issues and resolution progress.	Xoserve (MO)	Closed
0904	19/09/18	9.2	Xoserve (AM) to produce a summary document of the boiler plate terms used in the Disclosure of Information contracts.	Xoserve (AM)	Closed
0905	19/09/18	9.2	Xoserve (AM) to work with the MEUs to produce a document regarding the proposal to have a data report, in a request report format.	Xoserve (AM)	Closed

<b>1001</b>	17/10/18	10.2	Xoserve to report to DSC Contract Management with an update and provide a recap of the controls that are in place for the M Number Services (telephone and web) at next month's meeting	Xoserve (BM/MO)	<b>Pending</b>
<b>1002</b>	17/10/18	10.4	CDSP to investigate if the credit policy rules support the DSC Contract Management Committee absorbing the monthly credit meeting but the sub-committee staying in place for adhoc issues or whether changes will be required.	CDSP (SDw)	<b>Pending</b>
<b>1003</b>	17/10/18	10.4	Shippers to promote further DSC Credit Committee membership.	ALL	<b>Pending</b>
<b>1004</b>	17/10/18	10.4	MO to request Xoserve Account Managers write out to their customers to encourage membership of the DSC Credit Committee.	CDSP (MO)	<b>Pending</b>