



## **DSC Credit Committee Presentation**

19<sup>th</sup> November 2018

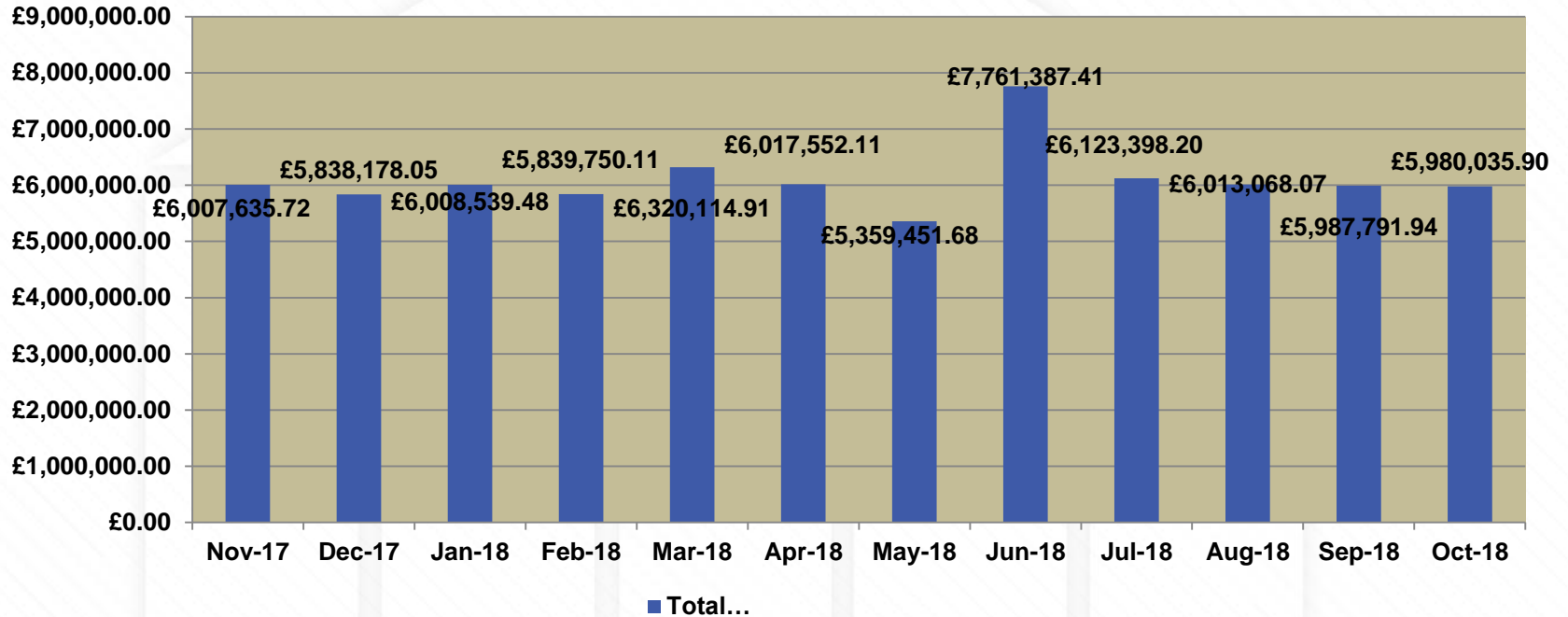
# Agenda

- **1. Introduction and Status Review**
  - 1.1. Apologies for absence**
  - 1.2. Note of Alternates**
  - 1.3. Review of Minutes (22 October 2018)**
  - 1.4. Review of Outstanding Actions**
- **2. Approve changes to the DSC Credit Rules / DSC Security**
- **3. CDSP Operational Report**
  - 3.1. CDSP cash collection update**
  - 3.2. CDSP security management update**
  - 3.3. Breach of a DSC Credit Limit, late or non-payment of CDSP Charges**
  - 3.4. Further Actions following failure notices**
- **4. Review of last 6 months**
- **5. Plan for next 6 months**
- **6. Update on Transform Us**
- **7. Any Other Business**
- **8. Diary Planning**



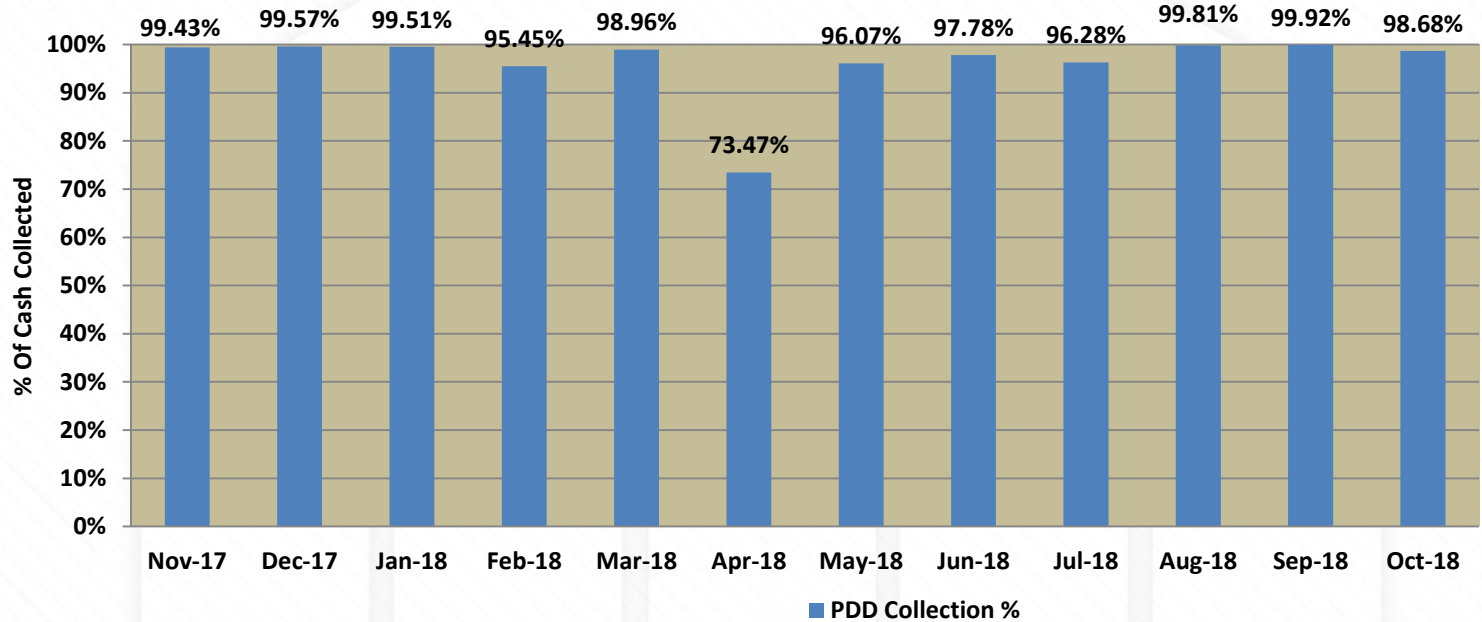
**DSC Credit Committee Operational Stats  
October 2018**

## Monthly Breakdown of Invoices Due



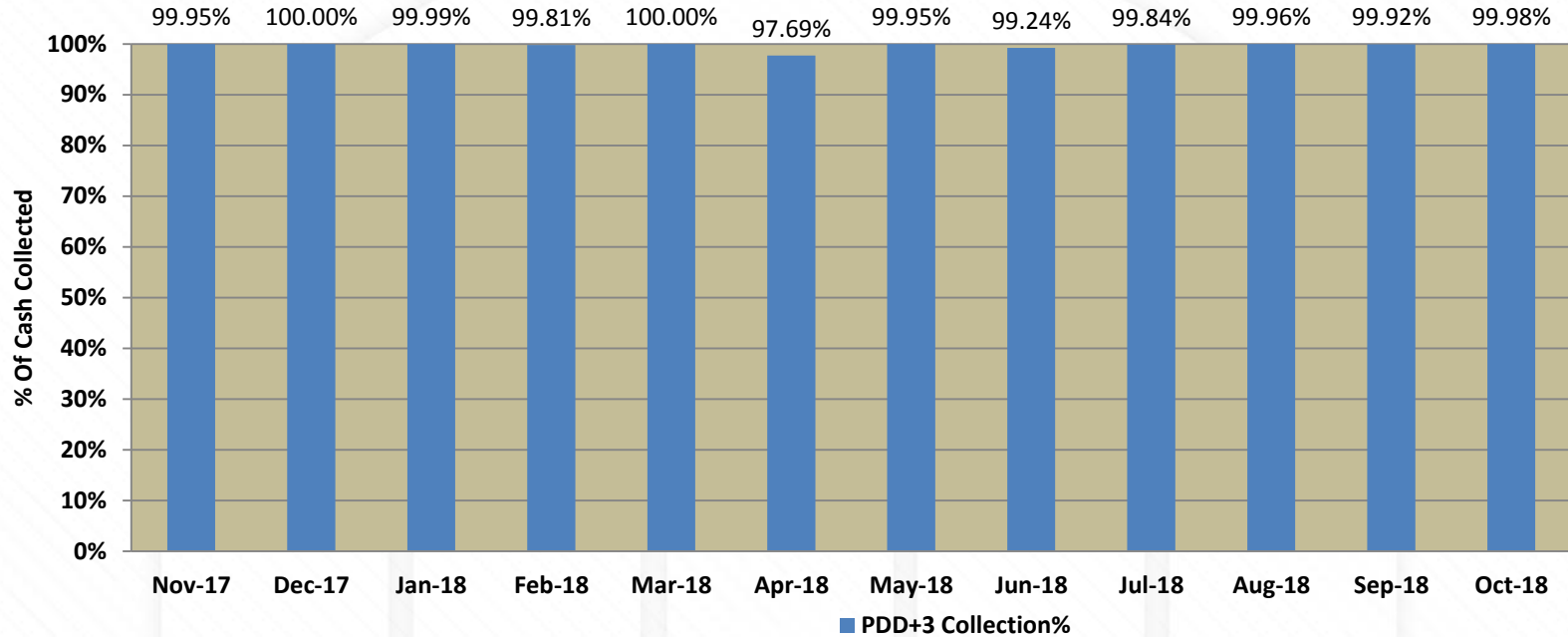
The above graph is a monthly breakdown of the monthly figures that were due for collection in a month.

## Monthly Breakdown of Cash Collected At Payment Due Date



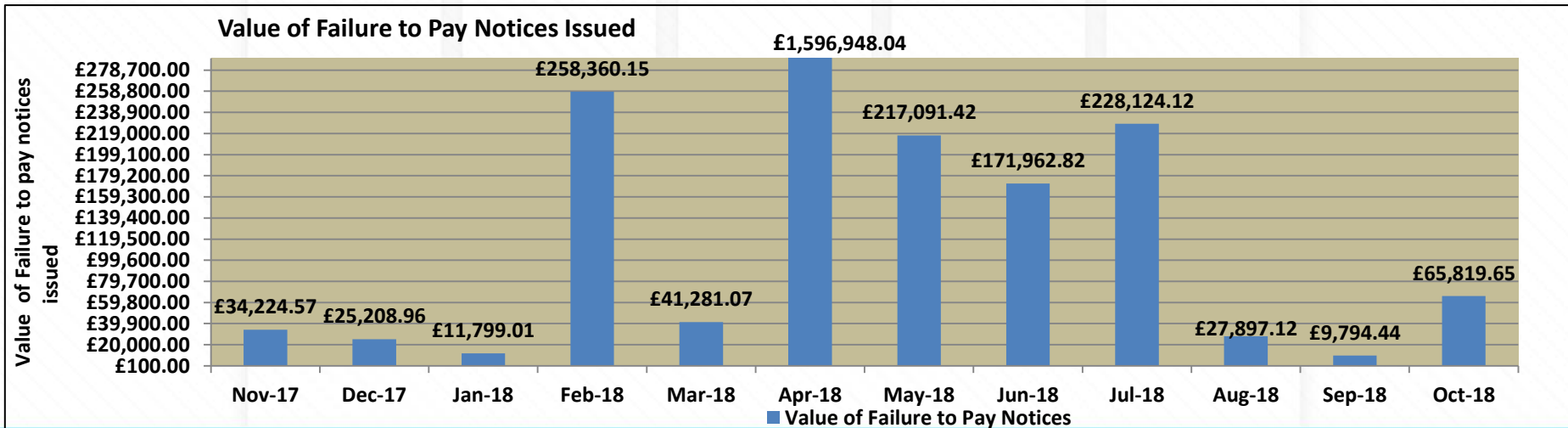
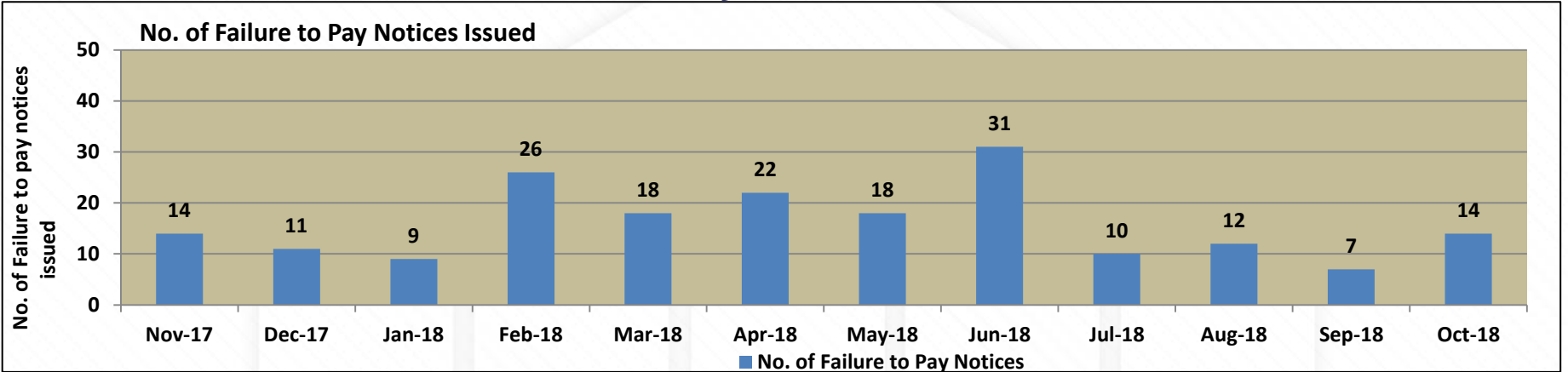
The above graph is a monthly breakdown of the monthly figures that were collected on payment due date.

## Monthly Breakdown of Cash Collected At Payment Due Date + 3



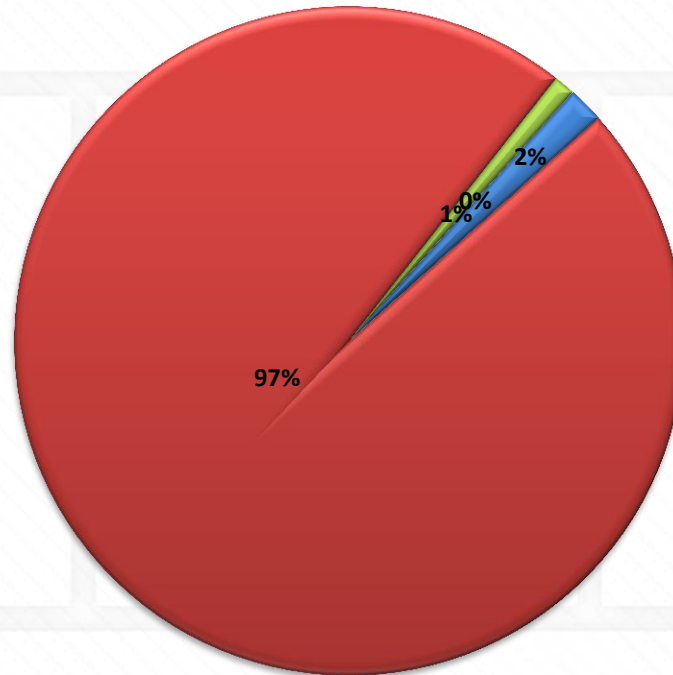
The above graph is a monthly breakdown of the monthly figures that were collected on payment due date + 3 days.

# Failure to Pay Notices Issued



# Exposure

DSC / UUA / Third Party Customers



■ Secured - Exposure underwritten by a third party ie. LOC/PCG

■ Unsecured - Supported by a Published Credit Rating

■ Unsecured - Exposure less than £150, not supported by a Published Credit Rating

■ Unsecured - Payments Upfront





## **6 Month Operational Review**

April 2018 – October 2018

# 6 Month Operational Review

- Cash Collection figures have remained consistent over the last 6 months.
- We continue to escalate all late payments above £5 to the DSC Credit Committee if they have been overdue for more than 3 days.
- Worked with the committee in respect of customers whose Published Rating has been reduced.

Following agreement with the committee we have:

- Simplified the accrual process
- Used the Maximum Unsecured Credit Limit provided by a Published Rating Agency rather than anticipated Maximum Indebtedness
- Increased the monthly allowable exposure from £150 to £500 for customers without a Published Rating
- Agreed to streamline cash collection processes
- Xoserve have implemented a new SAP system with no issues to customers
- 2 New members have joined the Credit Risk Team
- The Credit Risk Team have supported 2 Customer Discovery Days.



## **Focus for next 6 months**

October 2018 – April 2019

# Focus for next 6 months - Team

- Team re-organisation – Due to OLS 3 members of the Credit Risk team will be leaving by the end of March 2019
- Mark Cockayne will be passing over responsibility to Palminder Sandhu to Manage the Credit Risk Team over the next few months.
- Brendan Gill joins the Credit Risk team from today to replace Loraine O'Shaughnessy and Sandra Dworkin who will be leaving at the end of March 2019.
- A full review of the Credit Risk Team is under review to look at process improvements, and where synergies of roles can be merged.
- CICM Training across the team will continue
- Continue to Support Customer Discovery days

# Credit & Risk Management Team – November 18

Energy Settlements  
and Credit  
Manager  
**Mark Cockayne**

Credit Risk Lead  
**Loraine O'Shaughnessy**

Credit Risk Lead  
**Sandra Dworkin**

Neutrality Finance  
Neutrality Accountant  
**Rehana Begum**

EB Security & Cash  
Call Process  
Credit Risk  
Co-ordinator  
**Sharon McBride**

EB Credit Controller  
& Security Process  
Credit Risk  
Co-Ordinator  
**Therese Siene**

EB Credit & Risk  
Business Process  
Administrator  
**Liz Bennett**

CDSP  
Credit & Risk  
Co-Ordinator  
**Monali Kale**

CDSP  
Credit & Risk  
Co-ordinator  
**Sue Nunnington/  
Nichola Dowding**

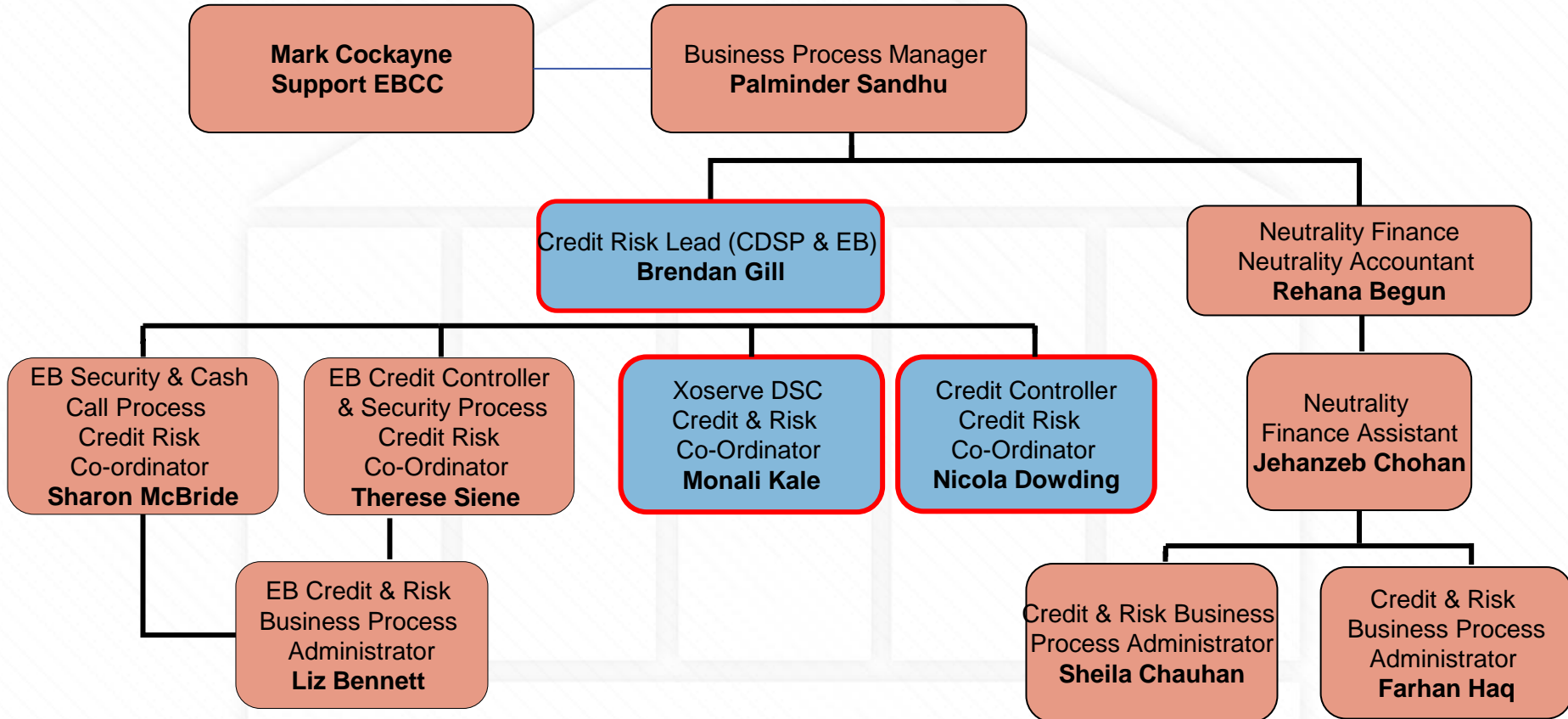
CDSP  
Credit & Risk  
Business Process  
Administrator  
**Vacancy**

A/R  
Credit Risk  
Co-Ordinator  
**TBC**

Neutrality Finance  
Assistant  
Accountant  
**Sheila Chauhan**

Credit & Risk  
Business Process  
Administrator  
**Farhan Haq**

# Credit & Risk Management Team – April 19



# Focus for next 6 months - Operational

- Embed the new SAP system, looking at process improvements
- Streamline cash collection processes
- Review of DSC Credit Policy
- Update of DSC Credit Rules
- DSC Credit Committee Operational Statistics – Review and update reporting mechanism
- Continue to embed Xoserve's Strategy House

We believe in  
radically simplifying the  
Energy Market through maintaining  
and leveraging industry assets for the benefit of all

Customer  
Centric

Data  
Driven

Change  
Leading

Operationally  
Excellent

People  
Powered

xserve

Responsible Business

*Assurance, commercial, suppliers, social and safety*



# xserve

**A.O.B**



## Diary Planning