

UNC DSC Contract Management Committee Minutes

Wednesday 19 December 2018

at Xoserve, 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			
Mark Bellman*	(MB)	ScottishPower	Voting (2) – Alternate for Kirsty Dudley
Oorlagh Chapman*	(OC)	Centrica	Voting (1)
Steve Mulinganie*	(SM)	Gazprom Energy	Voting (3) – Alternate for Lorna Lewin
Transporter Representatives			
Helen Chandler	(HC)	Northern Gas Networks	DNO – Voting (1)
Sally Hardman	(SH)	SGN	DNO – Voting (1)
Phil Lucas	(PL)	National Grid	NTS – Voting (1)
Richard Loukes	(RL)	National Grid	NTS – Voting (1)
John Cooper*	(JC)	IGT	IGT - Voting (1)
Victoria Parker*	(VP)	IGT	IGT - Voting (1)
CDSP Contract Management Representatives			
Michael Orsler	(MO)	Xoserve	Non-Voting
Observers			
Alex Stuart	(AS)	Xoserve	Non-Voting
Andy Miller	(AM)	Xoserve	Non-Voting
Chris Warner	(CW)	Cadent	Non-Voting
Dave Turpin	(DT)	Xoserve	Non-Voting
David Stowe	(DS)	Xoserve	Non-Voting
Emma Lyndon	(EL)	Xoserve	Non-Voting
Emma Smith	(ES)	Xoserve	Non-Voting
Eve Bradley	(EB)	Xoserve	Non-Voting
Leanne Jackson	(LJ)	Xoserve	Non-Voting
Richard Johnson	(RJ)	Xoserve	Non-Voting
Shiv Singh	(SS)	Cadent	Non-Voting

Apologies			
Kirsty Dudley	(KD)	E.ON	Voting
Lorna Lewin	(LL)	Orsted	Voting
Smitha Coughlan	(SC)	W&WU)	Non-Voting

1. Introduction

1.1. Apologies for absence

See table above.

1.2. Alternates

Mark Bellman for Kirsty Dudley

Steve Mulinghanie for Lorna Lewin

1.3. Confirm Voting rights

For those in attendance:

Representative	Classification	Vote Count
Shipper		
Mark Bellman (Alternate for Kirsty Dudley)	Shipper Class A	2 votes
Oorlagh Chapman	Shipper Class A	1 vote
Steve Mulinghanie (Alternate for Lorna Lewin)	Shipper Class B	3 votes
Transporter		
Sally Hardman	DNO	1 vote
Helen Chandler	DNO	1 vote
Phil Lucas	NTS	1 vote
Richard Loukes	NTS	1 vote
John Cooper	IGT	1 vote
Victoria Parker	IGT	1 vote

1.4. Approval of Minutes (19 November 2018)

The minutes from the last meeting were approved.

2. Business Continuity Plan

David Stowe (DS) introduced the paper provided.

The paper provided an update to outstanding Action 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*, plus an update on the independent internal assessment; a BIA progress and future activities.

The next update will be provided in February 2019.

Post meeting update: *The paper discussed at the meeting has been circulated to Contract Managers.*

3. Contract Assurance Audit

This is a standard agenda item; no update was due to be provided at this month's meeting. Next update will be given in January 2019.

4. Monthly Contract Management Report (KPIs)

4.1. KPI reports

MO talked through the summary provided and advised there has been one KPI1 failure and one KPI3 failure, both were localised KPI's.

KPI3 - Notification of the non-payment by a User of an Energy Balancing Invoice

An emergency EBCC meeting was convened on 15 November 2018 and the customer agreed to pay. The invoice is now settled in full.

KPI1 - Provision of standing data and opening meter reading information for the IGT System and IGT System Supply Meter Point

There has been an issue with the AES file generation since Release 3 Go Live on 03 November. This issue was caused due to an incorrect field in the AMT service catalogue provided from the AMT vendor and caused a failure in generating the files. This issue was raised on 15th November.

To rectify this the field was corrected on 16 November 2018 and the backlog of files was generated and issued to Shippers over the weekend of 17 and 18 November.

In relation to the highlights and other matters section of the report, MO advised there would be a more comprehensive discussion next month on several matters that were recently initiated.

SM expressed his disappointment that there are no highlights or other matters in the report, such as the appointment of the new Xoserve Chairman.

MO advised he will revisit the types of messages that should be fed in to this report and ensure key contributors are aware of this aspect of the report.

4.2. Issue Management Update

ESm introduced the Customer Issue Register and explained that most of the listed open issues are on track for a resolution but there are two issues with an at-risk status, these are:

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.

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

There are 3 Primary Focus areas.

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

Domestic M Number Helpline Incorrect Data

Since March the Domestic M Number Helpline service has not been providing accurate data in all cases.

The latest Xoserve update is a solution was developed and the work to load the delta files will now commence in November and is due to be completed by 12 December.

Steve Mulinganie (SM) asked, in relation to the format of the report, can Xoserve provide more detail behind the risks in the latest update section. ESm will this feedback to the team that produces the report.

Open AQ issues:

ESm provided an update to XRN4740: NDM Sample Data – Modification 0654 and highlighted that if Xoserve can complete full testing earlier they will do so, and the issue will be resolved ahead of schedule as a result.

SM said that it is not clear what the implementation/ dates are for the issues, therefore, it is not easy to identify when an issue is scheduled to be resolved. ESm will also feedback this back to the team and request an extra column is added to show implementation/resolution target dates.

4.3. KVI Performance

4.3.1. November KVI Performance

MO talked through the monthly view of KVI performance highlighting that the Issue Resolution KVI and Service Delivery KVI have improved on a month by month basis.

It was commented that the Change Management KVI percentage is reporting very low (67.8%). ESm confirmed that Xoserve have received a lot of feedback regarding the Change Management KVI, this feedback is being followed up to see where Xoserve can improve. The next survey is due in January 2019.

Members highlighted that they would like to see some sort of explanation as to why Change Management is reporting lower.

CS verified that some narrative to support all the key figures that are being presented is required, even if the report became 2 pages.

4.4. UIG Updates

Alex Stuart (AS) and Leanne Jackson (LJ) joined the meeting to provide an update.

LJ explained, at last DSC Change Management Committee it was agreed that the 28 January 2019 will be the opportunity for Xoserve to provide an update on all UIG Taskforce recommendations and this will be presented under the UIG Workgroup banner. It is intended that the venue for this meeting will be Solihull.

Post meeting update: *The agenda and invitation for the UIG Taskforce Update on 28 January 2019 has now been published and invitation issued. The agenda can be viewed here:*
www.gasgovernance.co.uk/UIG/280119.

Covering the presentation provided, LJ talked the Committee through the “Where we are” slide and explained that the UIG Taskforce have analysed 28 lines of investigation. There are 13 Findings and Recommendations which are UIG contributors, 9 Findings which are either none or minimal UIG contributors and the rest are still to be finalised. These will be published on Xoserve website here: www.xoserve.com/index.php/unidentified-gas-uig/.

LJ confirmed that the completed lines of investigation are being drip fed onto their website, as one is completed it is being published, all will be online and published ahead of the UIG Taskforce Update on 28 January 2019.

MB said that, it is important for the Industry to see if Xoserve have met their objective by the end of December 2018 which is to see UIG reduced to below 4%.

LJ went on to confirm the date for the AUGE meeting with the UIG Taskforce is 18 January 2019. The AUGE meeting planned on 11 January 2019 is for the draft AUGE report, whereas the 18 January is to share knowledge. SM expressed the view that he would have thought the meeting would have gone ahead by now, just in case the discussions had a bearing on the 11 January AUGE meeting. LJ confirmed that AUGE are engaged and are keeping themselves informed of the UIG Taskforce findings.

New Action 1201: LJ to provide an update following 18 January AUGE update meeting.

Post Meeting Note: *the meeting between the AUGE and the UIG Taskforce has been moved to the 09 January.*

4.5. Information Security Arrangements including Dashboard Update

It was confirmed that at present there is no update for this agenda item, as the Security Team are not able to attend.

MO advised that the Security Team will attend the next meeting.

5. Financial Information

5.1. Cost Allocation Model and Methodology

This item was not covered.

5.2. CDSP Budget

This item was not covered.

5.3. Annual Charging Statement

This item was not covered.

5.4. Invoicing (covered under section 4.1)

This item was covered under section 4.1.

6. Disclosures

Andy Miller (AM) joined the meeting to talk through the changes made to the Operating Guidelines Document which are shown on v1.1.

Most of the changes made are to make the wording in the document more explicit.

AM explained that the wording in section 4 Role of the DSC Contract Management Committee, was produced after a discussion with Victoria Parker (VP) and John Cooper (JC) on how a decision was to be made with regards to a disclosure report. AM highlighted that this document has no standing from a UNC perspective, but he wanted to know if the Committee were happy to accept this rule and any risk.

There was then a discussion around the new wording added to section 4:

The proposal (set out in the Disclosure Request Report) requires a unanimous vote in favour of the disclosure from those present at the meeting (abstentions are not a vote against the proposal).

CS highlighted that all the voting matters for the DSC Contract Management Committee were currently based on a simple majority of all members present and this rule was specified in GTD. He recommended that it would be easier if this was applied to the approval of the disclosure reports also. The Committee agreed that the voting requirements should mirror those used for other DSC Contract Committee matters, where only a simple majority vote is required.

The rest of the amendments provide clarification points.

AM clarified that v1.2 of the Operating Guidelines Document simply moves the appendix to become section 5. He then agreed to update v1.2 of the document and re-issue for approval next month.

6.1. AltHanCo Disclosure Report

Richard Jones (RJ) talked through the Disclosure Request Report and confirmed the Committee will not be asked for approval at today's meeting.

RJ explained that Modification 0668 Amendment of the Data Permission Matrix to add Alt Han Company as a new User type, was presented to Distribution Workgroup on 17 December and it is due to go to the UNC Modification Panel December meeting to request the modification goes out for consultation.

Post meeting update: Consultation Close Out is 10 January 2019.

RJ clarified the data items that will be provided to Althanco, which are listed on Page 2. SM questioned why Meter Capacity would be included as part of this list. RJ advised this has been highlighted so AltHanCo can rule out meters over a certain threshold. SM confirmed this should be 11 cubic meters as stipulated in the supplier licence.

In terms of the data item Market Sector Code, AM confirmed this is being used with other data that is being provided to identify if a home network is required or not. SM advised that he is concerned in terms of GDPR as Xoserve should only be providing information that is relevant and the meter capacity should be enough.

AM confirmed that the Market Sector Code will be removed from the data set and that the Meter Capacity field will be updated to exclude anything above 11 cubic meters from the report.

It was confirmed that AM will come back to the DSC Contract Committee meeting in January 2019 with a completed request report.

When asked, AM confirmed that the pros and cons have been removed as the modification is now explicit as to who will receive the report (AltHanCo)

7. Review of Outstanding Action(s)

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: This update was provided at the last meeting. **Closed**

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**

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

Update: The material has been published to satisfy this action. **Closed**

1102: Xoserve (LJ) to provide an update on the progress of the UIG Task Force in a more detailed format for the December Contract Management Committee meeting.

Update: This was completed at this meeting (see section 4.4) and this action can be closed. **Closed**

1103: Xoserve (LJ) to provide an update of the meeting outcomes between the UIG Task Force and the AUGE.

Update: This was completed at this meeting today (see section 4.4). **Closed**

1104: Xoserve (AM) to define in the Data Permissions Matrix the domestic and non-domestic suppliers to ensure they are cross referenced.

Update: Carry forward to sign off in the next meeting in January 2019. **Carry Forward**

1105: Xoserve (AM) to include version control reference within the governance areas of the documents, as appropriate.

Update: Carry forward to sign off in the next meeting in January 2019. **Carry Forward**

1106: Xoserve (AM) to ensure Major Energy User (MEU) is defined in full within the associated documents as required.

Update: Carry forward to sign off in the next meeting in January 2019. **Carry Forward**

1107: Xoserve (AM) to amend the CDSP Service Document Amendment Process and include specific wording to provide clarity for each procedure and then for this document to be published.

Update: Carry forward to sign off at the next meeting in January 2019. **Carry Forward**

8. Key Committee Updates

8.1. DSC Change Management Committee

ESm talked through the presentation and provided a list of the 5 new change proposals; 2 new change proposals post initial review and 9 solution/delivery option approvals that were discussed at the DSC Change Management Committee on 12 December.

ESm went on to update the Committee on the following Releases:

- **Release 2 (delivered June 2018)**

- CCR approval deferred to January 2019 due to an issue with the delivery of one report

- **Release 3 (due to be delivered 2 November 2018)**

- Track 2 – Cadent Billing change on plan - Green

- 1 change from track 1 (XRN4534 – amendment to RGMA validation rules) not delivered in track 1 due to regression test issues, due to delivered with track 2, this may be at risk, possible alternate delivery dates discussed, due to update in January 2019.
- **February 2019 release**
 - One additional change has been added to scope (documentation only)
- **November 2019 release**
 - Scope approved and includes 4 changes

8.2. PAC/PAFA

ESm advised the key message coming from PAC is that the letters to those that are deemed to be the top three poor performers are starting to be issued; from November 2018 PAC have been requesting action plans on how they are planning to improve their performance.

When asked, ESm explained that the Class 1 and 2 Read Performance report has been built correctly but the report does not give the full picture. She went on to explain that a failure is reported for one missing read and performance should be based on how many reads are required and how many reads have been submitted. Work is ongoing to rectify this.

It was also confirmed that, when asked, Xoserve are providing the MPRN numbers to the Shippers that are targeted by the Class 1 and 2 Read Performance Letter.

ESm advised that Xoserve have recently carried out an exercise to validate the level of confidence in the data in the reports and there is a Change Proposal that is looking at rationalising all shipper reporting to make them more effective.

9. CSS Update

9.1. CSS Consequential Funding

Emma Lyndon (EL) and Dave Turpin (DT) joined the meeting to provide an update. Originally, the intention for this meeting was to seek approval for additional funding for the CSS Consequential Change. EL and DT apologised for the late submission of the paper and confirmed they would not be requesting approval for additional funding at this meeting, they will come back to the January 2019 meeting and will provide an updated paper.

EL confirmed Xoserve are in the level 3 process now and are holding CSS workgroups with industry. They are continuing with high level design and in March will begin detailed design and require more funding for this.

The second part of the funding request is for Xoserve to setup some contracts with suppliers late January 2019 / early February 2019 for the detailed design work

When asked, EL confirmed the funding is for Consequential Change and not BID.

DT advised he is looking at whether additional funds need to be included in the 2018 budget plan and whether they could just draw down on the 2019 budget.

Members agreed that this is the right forum to approve commitment to spend.

EL and DT confirmed they will come back with more detail around the request in January.

A track-changed and clean version of the CSS Consequential Funding document will be circulated.

In principle, DT said that the concept of having understood the funding requirement of BP19, this is the right proactive move and hopes the Contract Committee will approve.

The Committee confirmed their support for the approach.

10. Any Other Business

None raised

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:

Time / Date	Venue	Workgroup Programme
11.00 Wednesday 16 January 2019	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.

Action Table (as at 19 December 2018)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
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)	Closed
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
1001	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)	Closed
1101	14/11/18	4.0	Xoserve (SN) to re promote the Customer Expert/Training Day on 10 December 2018, to include the format of the day and the opportunity for a 1-1 session in the afternoon. This information to be circulated to the Contract Managers	Xoserve (SN)	Closed
1102	14/11/18	4.4.1.	Xoserve (LJ) to provide an update on the progress of the UIG Task Force in a more detailed format for the December Contract Management Committee meeting.	Xoserve (LJ)	Closed
1103	14/11/18	4.4.1.	Xoserve (LJ) to provide an update of the meeting outcomes between the UIG Task Force and the AUGÉ.	Xoserve (LJ)	Closed
1104	14/11/18	9.2	Xoserve (AM) to define in the Data Permissions Matrix the domestic and non-domestic suppliers to ensure they are cross referenced.	Xoserve (AM)	Carried Forward
1105	14/11/18	9.2	Xoserve (AM) to include version control reference within the governance areas of the documents, as appropriate.	Xoserve (AM)	Carried Forward
1106	14/11/18	9.5	Xoserve (AM) to ensure Major Energy User (MEU) is defined in full within the associated documents as required.	Xoserve (AM)	Carried Forward
1107	14/11/18	10.1	Xoserve (AM) to amend the CDSP Service Document Amendment Process and include specific wording to provide clarity for reach procedure and then for this document to be published.	Xoserve (AM)	Carried Forward
1201	191218		UIG Updates: LJ to provide an update following 18 January AUGÉ update meeting.	Xoserve (LJ)	Pending

