

UNC DSC Contract Management Committee Minutes

Wednesday 18 March 2020

Via Teleconference

Attendees

Alan Raper (Chair)	(AR)	Joint Office	Non-Voting
Helen Cuin (Secretary)	(HCu)	Joint Office	Non-Voting

Shipper User Representatives (Voting)

Clare Cattle-Jones	(CCJ)	SSE	Class A Voting
Claire Louise Roberts (<i>for S Clements</i>)	(SC)	Scottish Power	Class A Voting
Lorna Lewin	(LL)	Orsted	Class B Voting
Steve Mulinganie	(SM)	Gazprom Energy	Class C Voting

Transporter Representatives (Voting)

Leteria Beccano (<i>for H Chandler</i>)	(LB)	Wales & West Utilities	DNO Voting
Sally Hardman	(SHa)	Scotia Gas Networks	DNO Voting
Teresa Thompson (<i>for R Loukes</i>)	(TT)	National Grid	NTS Voting
Kundai Matiringe (<i>for R Cailles & B Brandon Rodrigues</i>)	(KM)	IGT Representative	IGT Voting

CDSP Contract Management Representatives (Non-Voting)

Jayne M ^c Glone	(JMc)	Xoserve
Michele Downes	(MD)	Xoserve

Observers/Presenters (Non-Voting)

Andrew Wallace	AW	Ofgem
Angela Clarke	(AC)	Xoserve
Angharad Williams	(AW)	National Grid
Andy Szabo	(AS)	Xoserve
David Addison	(DA)	Xoserve
David Newman	(DN)	Xoserve
Ellie Rogers	(ER)	Xoserve
Fiona Cottam	(FC)	Xoserve
Guv Dosanjh	(GD)	Cadent
James Rigby	(JR)	Xoserve
Mark Pollard	(MPo)	Xoserve
Oorlagh Chapman	(OC)	Centrica
Richard Johnson	(RJ)	Xoserve
Sarah Jones	(SJ)	Ofgem

Copies of all papers are available at: <https://www.gasgovernance.co.uk/dsc-contract/180320>

1. Introduction

Alan Raper (AR) welcomed all to the meeting, confirming the meeting to be quorate and will focus on critical agenda items and approvals.

1.1. Apologies for absence

Stephanie Clements, Shipper Representative
 Helen Chandler, DNO Representative
 Richard Loukes, NTS Representative
 Brandon Rodrigues, IGT Representative
 Rebecca Cailles IGT Representative

1.2. Alternates

Claire Louise Roberts for Stephanie Clements
 Leteria Beccano for Helen Chandler
 Teresa Thompson for Richard Loukes
 Kundai Matiringe for Rebecca Cailles for Brandon Rodrigues

1.3. Confirm Voting rights

Representative	Classification	Vote Count
Shipper		
Clare Cantle-Jones	Shipper Class A	1 vote
Clare Louise Roberts	Shipper Class A	1 vote
Lorna Lewin	Shipper Class B	2 votes
Steve Mulinganie	Shipper Class C	2 votes
Transporter		
Sally Hardman	DNO	1 vote
Leteria Beccano	DNO	1 vote
Teresa Thompson	NTS	2 votes
Kundai Matiringe	IGT	2 votes

1.4. Approval of Minutes (19 February 2020)

Minutes approved.

1.5. Approval of Late Papers

The Committee agreed to accept all late papers and paper amendments for this meeting.

1.6. Review of Outstanding Actions

None outstanding.

2. Approvals

2.1. DRR – PAFA Drop 2

James Rigby (JR) confirmed the intent of the Disclosure Request Report (DRR), noting XRN5013 had been approved last year as a stand-alone Data Discovery Platform (DDP) drop for the PAFA to have access to DDP providing more granular data. JR clarified this provide change will provide PAFA with 7 additional data items.

No concerns were expressed from the representatives.

Committee Representatives were asked to vote on the DRR to provide PAFA access to 7 extra data items. Approval was provided as follows:

Voting Outcome:		
Shipper	Voting Count	For/Against
Clare Cantle-Jones	1	For
Clare Louise Roberts	1	For

Lorna Lewin	2	For
Steve Mulinganie	2	For
Total	6	For
Transporter Representatives	Voting Count	For/Against
Sally Hardman	1	For
Leteria Beccano	1	For
Teresa Thompson	2	For
Kundai Matiringe	2	For
Total	6	For

2.2. Research Body Framework

Ellie Rogers (ER) confirmed the framework approval was related to Modification 0702S - Introducing 'Research Body' as a new User type to the Data Permissions Matrix and UNC TPD Section V5, which is due to be issued out to Consultation at UNC Panel on 19 March 2020. The Modification will add the principal of a Research Body into the UNC to allow access to industry data for Agreed Objectives.

ER confirmed the amendments suggested to the framework during the February Contract Management Committee have been taken into account and are reflected in the version Contract Management Committee are being asked to approve. It was confirmed that these were minor updates to the framework.

SM enquired about the Agreed Objectives not being limited to the ones stated as examples within the Modification legal text and the framework. ER provided clarification that each request will be considered on a case-by-case basis and the framework tries to avoid providing an exhaustive list of criteria and Agreed Objectives to avoid having to raise a further Modification to access items/scenarios not envisaged. This was acknowledged and agreed.

ER confirmed that the Contract Management Committee will have visibility of each data request and Xoserve's response to it.

ER went through the amendments and no further questions were raised.

Committee Representatives were asked to approve the framework. Approval was provided as follows:

Voting Outcome:		
Shipper	Voting Count	For/Against
Clare Cattle-Jones	1	For
Clare Louise Roberts	1	For
Lorna Lewin	2	For
Steve Mulinganie	2	For
Total	6	For
Transporter Representatives	Voting Count	For/Against
Sally Hardman	1	For
Leteria Beccano	1	For
Teresa Thompson	2	For
Kundai Matiringe	2	For
Total	6	For

2.3. Contract Management Committee Terms of Reference

Jayne McGlone (JMc) provided the Terms of Reference (ToR), for the DSC Contract Management Committee.

Steve Mulinganie (SM) referred to the new Roles & Responsibility section and the route for an appeal or challenge. SM expressed concern about the potential for dual governance by incorporating certain UNC elements within the ToR and how this could be seen to be open to challenge through the ToR. AR asked if further clarification was required and if there should be a statement to make it clear where UNC extracts had been used that challenges should be governed by the Uniform Network Code (UNC). It was agreed to provide clarity within the ToR where text had been inserted from the UNC and that UNC governance would apply.

LB also asked Xoserve to check for typos before publishing.

Committee Representatives were asked to approve the proposed Terms of Reference with the agreed changes. Approval was provided as follows:

Voting Outcome:		
Shipper	Voting Count	For/Against
Clare Cattle-Jones	1	For
Clare Louise Roberts	1	For
Lorna Lewin	2	For
Steve Mulinganie	2	For
Total	6	For
Transporter Representatives	Voting Count	For/Against
Sally Hardman	1	For
Leteria Beccano	1	For
Teresa Thompson	2	For
Kundai Matiringe	2	For
Total	6	For

2.4. UIG Taskforce Closedown

Fiona Cottam (FC) provided the Change Completion Report (CCR) for the Unidentified Gas (UIG) Taskforce. FC provided an overview of the CCR, summarising the UNC Modifications raised, customer interactions undertaken, activities that will continue within the industry, and the establishment of a customer Performance Engagement Team. FC also explained the funding arrangements, provided forecast and spend. FC confirmed that the CCR would remove the none-code service line from within the DSC.

FC summarised the lessons learnt noting the areas of improvement and provided a supporting presentation with an overview of the options for the use of machine learning, FC clarified that Xoserve are not looking for any decisions to be made at this point explaining how machine learning could be used to develop ALPs and DAFs to reach a more accurate algorithm and improve UIG.

SM asked if Xoserve are going to produce a paper for the industry that sets out Xoserve's recommendations and to allow this to lead change. FC confirmed that the next steps will be to issue a detailed findings pack, with a review of the NDM algorithm at Demand Estimation Sub-Committee (DESC).

SM noted there is significant change conceptually, he believed this was a 'thought piece' which may need to be reviewed by a Review Group to consider this strategically.

SM was unsure if DESC was the most appropriate forum to consider major industry transformation, he suggested a Review Group would be better to establish and consider the benefits of taking this forward to ensure it doesn't disappear.

AR challenged what the planned next steps are to drive engagement and push ahead with the strategic changes.

SM expressed that he wanted to see a greater thought piece to ensure changes are driven forward. SM wanted re-assurance that next steps are taken, and the change completion report would not shut the project down or lose progress. It was challenged if voting to close the project down was the right thing to do if there were outstanding pieces of work.

FC explained that approving the CCR would only remove the UIG Taskforce line from the DSC. It would not prevent further industry development.

New Action 0301: Xoserve to provide an outline of the next steps for the UIG Taskforce.

Shipper Committee Representatives were asked to approve the Change Completion Report (CCR) to remove the UIG Taskforce line from the DSC. A majority vote was recorded to approve the CCR as follows:

Voting Outcome:		
Shipper	Voting Count	For/Against
Clare Cattle-Jones	1	For
Clare Louise Roberts	1	For
Lorna Lewin	2	For
Steve Mulinganie	2	Against
Total	4	For

2.5. CAB additional Accounts approval

Jayne McGlone (JMc) confirmed this approval related to the Citizens Advice Bureau's (CAB) access to the Data Enquiry Service (DES). JMc confirmed that the CAB have entered into a 3rd party agreement and manage account access through the helpdesk.

CAB has requested 35 additional DES accounts

Sally Hardman (SH) enquired about the socialisation of charges and if this would be amended on the current budget. JMc explained that the costs are minimal. JMc agreed that Xoserve would confirm the overall costs and set out how the costs will be managed.

New Action 0302: Xoserve to set out the costs associated to Citizens Advice Bureau's (CAB) access to the Data Enquiry Service (DES) and confirm how these costs will be managed.

Committee Representatives were asked to approve the request for 35 additional DES accounts (split between TNA -15 and TSA – 20. Approval was provided as follows:

Voting Outcome:		
Shipper	Voting Count	For/Against
Clare Cattle-Jones	1	For
Clare Louise Roberts	1	For
Lorna Lewin	2	For
Steve Mulinganie	2	For
Total	6	For
Transporter Representatives	Voting Count	For/Against

Sally Hardman	1	For
Leteria Beccano	1	For
Teresa Thompson	2	For
Kundai Matiringe	2	For
Total	6	For

2.6. XRN5123 Proposed Change to Service description Table

Angela Clarke (AC) summarised the changes to the service description table and provided details of the new service lines. Jayne McGlone (JMc) provided the background to each of the service lines.

No comments were made from Committee Representatives.

Committee Representatives were asked to approve the change. Approval was provided as follows:

Voting Outcome:		
Shipper	Voting Count	For/Against
Clare Cattle-Jones	1	For
Clare Louise Roberts	1	For
Lorna Lewin	2	For
Steve Mulinganie	2	For
Total	6	For
Transporter Representatives	Voting Count	For/Against
Sally Hardman	1	For
Leteria Beccano	1	For
Teresa Thompson	2	For
Kundai Matiringe	2	For
Total	6	For

2.7. DRR Consistency of data items across API and DDP

Richard Johnson (RJ) and David Newman (DN) confirmed the intent of the DRR was to produce a document that details all the data items within the API and DDP and to avoid having to seek approval for disclosure requests for data that customers can already see. It was agreed to produce a document to combine all the details and to ensure rationalisation of data items.

David Addison (DA) wished to make the Committee aware that Modification 0697S - Alignment of the UNC TPD Section V5 and the Data Permissions Matrix, is expecting the DSC Contract Management Committee to assess releasing data, and that the Committee that he expected that this would limit data items available by certain services to certain parties. He asked the Committee to note that Modification 0697 will remove the services from the Data Permissions Matrix (DPM) and in future when accessing requests the Committee will need to determine if they wish to place conditions on releasing data via different services when they consider future DRRs – given the nature of the API release mechanism and DDP reporting mechanism this would be a relevant consideration with the request.

Concern was expressed about the breadth of access and phishing for data.

SM asked for further clarity. DA explained the concerns about releasing information and the legitimacy of requests, he provided an example of where it would be legitimate for a party to ask when taking on customer if they have a pre-paid meter, but that it would not be appropriate for a party to request an extract of all sites in the UK that have pre-paid meters. DA explained that Modification 0697 will introduce a process to control access, whereas as this specific DRR is registering what data items are available.

DN clarified that this DDR is not approving the exposure of all data, Xoserve will only expose data that is pertinent data for the owned portfolio. He clarified this DRR is not releasing all data to Shippers, DNs and PAFA. This is just recording what data items are available. DN explained that prior to the release of data within DDP appropriate controls can be applied for each party.

Committee Representatives were asked to approve the DR Report. Approval was provided as follows:

Voting Outcome:		
Shipper	Voting Count	For/Against
Clare Cattle-Jones	1	For
Clare Louise Roberts	1	For
Lorna Lewin	2	For
Steve Mulinganie	2	For
Total	6	For
Transporter Representatives	Voting Count	For/Against
Sally Hardman	1	For
Leteria Beccano	1	For
Teresa Thompson	2	For
Kundai Matiringe	2	For
Total	6	For

Post Meeting Note: At the 15 April 2020 DSC Contract Management Committee Meeting Xoserve requested the withdrawal of the approved Disclosure Request Report. This will be reconsidered at May's Committee Meeting.

3. Retail Energy Code (REC) Update

David Addison (DA) confirmed that Andrew Wallace (AW) and Sarah Jones (SJ) had joined the Committee meeting for this agenda item. DA provided a brief overview of the Faster Switching Programme and what Xoserve have been looking at for Supplier of last resort activities.

DA wished to highlight that the Ofgem's policy preference was to reallocate the Supplier Short Code, and not undertake Registration activities via CSS. DA explained that the Contract Management Committee is responsible for the Market Domain Data Market Participant Identity Verification Approach Document therefore any change to process needs to be considered and documented.

DA outlined that his assessment was the following, and sought ratification from the committee

- Shipper Short Codes cannot be reassigned (therefore a CSS Change of Shipper is required)
- Supplier Short Codes can be reassigned in specific circumstances, however there will need to be an 'affirmation' by the Shipper

DA explained that there is a need to work with Ofgem to understand and define how to manage this.

SM challenged why the industry would assign the old Supplier ID for Supplier of last resort. The Committee discussed the assignment of Shipper Short Codes and the use of the existing Supplier ID as part of the process as an interim and compared this to the Electricity market process.

SM stressed Shipper systems and processes need to be checked to ensure this can be supported.

AW wished to gain an understanding of what actions need to take place and to ensure the industry are acting in the right way.

Sally Hardman (SH) explained that the DNs use Supplier IDs for billing processes, within separate systems and wouldn't be supportive of recycling codes. She believed there would be some contractual issues that need to be considered.

DA clarified that short codes can be allocated to a single organisation, he also clarified if organisations wanted multiple Shipper short codes this can happen. DA explained that once a Shipper Short Code is allocated to a Shipper organisation it will not be reassigned to a different organisation unless this organisation is taking all rights and obligations of the original organisation.

DA went on to explain where a Shipper and Supplier share an ID the Market Participant ID cannot be transferred to the appointed Shipper of Last Report (SoLR) if it is associated to a Shipper Market Role. If the Market Participant ID is associated to a Supplier Market Role a reallocation is only possible when the organisation has either ceased trading or lost its licence.

DA provided a table for the existing transactions to change Shipper / Supplier IDs.

DA asked for views on not re assigning Shipper Short Codes. This approach was supported, and no additional concerns were expressed.

DA clarified that Xoserve would continue to explore the potential for Supplier short codes to be re-assigned in specific circumstances.

SM challenged trying to use a convoluted solution based on the electricity market which does not have the same relationships. He suggested an alternative could be to undertake a data fix. SH wanted to understand the blockers. SM questioned the value of trying to make an electricity model fit to the gas market. He suggested that a solution should be used that is fit for purpose.

SJ wanted to understand the consequential impacts of re-assigning codes. AW re-capped that Ofgem would need to consider the commercial interests of the incumbent Shipper and SoLR process.

DA confirmed that Xoserve would need to consider this further and think about the impact to Shipper / Transporter systems for reallocation of the Supplier Short Code.

SM also wanted to ensure all parties are aware of the considerations especially those not involved in DSC meetings. SM encouraged Xoserve to find a solution that's fit for purpose, that is straight forward and has assessed the consequential impacts.

New Action 0303: All parties to provide feedback to Xoserve on what the impacts would be to 3 rd party systems/processes for reassigning Supplier / Shipper Short Codes.
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DA provided an update of the REC development wishing to focus on changes to the UNC General Terms Section D (GT-D).

DA explained that CDSP will undertake a number of roles under the REC for GRDA, DES Service Provider and DSCP Further Services and the activities predominantly around registration.

DA proposed a development of a 'fourth service' to allow services to non DSC Customers at the same priority as Direct Services.

DA wanted to get views with regards to Data Permissions, how people anticipate the future release of data currently classed as UNC data. Guv Dosanjh (GD) was unsure as the powers of releasing protected data items, he expected that the DSC Contract Management Committee will have a role approving UNC master data items.

SM wanted to see control of appropriate assessment and releasing relevant data items. He suggested the need of a framework to control the provision of data to REC.

It was suggested further consideration is given and brought back to the Contract.

4. BP20 Update

JMc confirmed Xoserve had submitted its opinion to Ofgem and that one other customer has submitted their opinion. Copies of both have been circulated to all DSC customers. JMc explained that the process does not specify the timings of assessing the appeal and there has been no update from Ofgem to date.

5. Monthly Contract Management Report (KPIs)

5.1. Contract Metrics including Invoicing

Paper published for information. No discussions held.

5.2. Xoserve Incident Summary

Paper published for information. No discussions held.

5.3. Issue Management Updates

5.3.1. Issue Management Dashboard

Paper published for information. No discussions held.

5.3.2. Amendment Invoice Taskforce Update

Paper published for information. No discussions held.

5.3.3. Enabling large scale utilisation of Class 3

No discussions held

5.3.4. AQ Taskforce Update

Paper published for information. No discussions held.

5.4. KVI Summary

5.4.1. KVI Customer Relationship

Paper published for information. No discussions held.

5.4.2. KVI Summary

Paper published for information. No discussions held.

5.4.3. KVI Review Update

JMc provided an update on the proposed key performance measures that are currently under review and which will eventually replace the existing KPI's/KVI's. In summary, there will be approximately 14 key processes that will be measured, Xoserve is currently undertaking an exercise to map all service lines under the DSC against a key performance measure. This exercise will determine if there are any additional key performance measures required.

The proposed KVIs will be an interim measure until the key performance measures are agreed.

A table of the proposed KVIs was presented to outline what the interim measure will be and the reporting frequency.

Michele Downes (MD) provided an overview on each of the proposed KVIs focussing on Issue Resolution, as there a number of comments made on this at the previous meeting. MD provided a table of the Customer Issue Prioritisation Framework which had been updated following feedback from last month's meeting. For each issue an initial assessment will be undertaken against the drivers to provide a prioritisation score. MD explained that each month Xoserve will welcome feedback on if the process is working.

MD was keen to proceed with a view of trialling the proposed KVI's and, reviewing and amending if required.

MD summarised the Communication KVI and changes to the Customer Relationship, Change Management, Customer Data Security, and Financial Information KVIs, providing a further slide for the KVI Review Plan.

MD proposed using the KVI process from 01 April, with the first reporting starting 01 May.

Committee Representatives were asked to approve the KVIs trial approach with a view that, formal approval would be requested at the next meeting. Approval was provided as follows:

Voting Outcome:		
Shipper	Voting Count	For/Against
Clare Cantle-Jones	Not present	-
Clare Louise Roberts	1	For
Lorna Lewin	2	For
Steve Mulinganie	2	For
Total	5	For
Transporter Representatives	Voting Count	For/Against
Sally Hardman	1	For
Leteria Beccano	1	For
Teresa Thompson	2	For
Kundai Matiringe	2	For
Total	6	For

5.4.4. DSC and KPI Review Update

Item deferred.

6. CSS Update

Information paper published. No discussions held.

7. Business Continuity Plan

Andy Szabo (AS) provided an update on current events in light of emerging concerns with Covid19. AS view was Xoserve would continue to be available as needed and have undertaken specific steps, including robust Business Continuity Management (BCM), with regular walkthroughs and simulations to keep policies up to date.

AS explained that this is an extreme set of circumstances, and the incident management team are meeting regularly to keep a close watching brief, with daily meetings.

The specific actions taken were:

- Employees had been briefed to limit the transmission of the virus
- Additional cleaning
- Suspension of all non-essential travel
- Suspension of all non-essential visitors
- All employees to work from home where possible for the foreseeable future
- Anticipation for a reduced workforce, assuming 20% reduction
- Daily Incident Management Team meetings.

To allow the management of queries relating to processes during this time Xoserve have established a dedicated email box account, with the aim of providing responses within 24 hours and providing daily updates.

SM asked about written briefs expressing concerns about conference calls with large numbers of participants. AS explained that the intention will be to provide written updates at the beginning of each week, Customer Advocate Managers (CAMs) will be in close contact with customers, and the approach will be adapted if necessary.

SM enquired about the potential impacts to the faster switching project and protecting the development. AS considered this a core industry process and confirmed this will remain a priority. The intent will be to keep to the programme.

AS explained that Xoserve have a number of key industry subject matter experts and will be closely monitoring their availability. Xoserve will consider reducing non-priority programmes and staff on non-critical roles with past industry knowledge will be reallocated on a priority basis.

AS confirmed all weekly updates will be provided via Email and published on the Xoserve website. Committee Representatives were comfortable with this approach.

8. Contract Assurance Audit

Item deferred. Next update due April.

9. Financial Information

Item deferred. Next update due April.

10. Key Committee Updates

10.1. DSC Change Management Committee

Paper provided for information.

10.2. MDD Market Participant Process update

DA provided the Market Domain Data Market Participant Identity Verification Approach Document and gave a brief overview of the changes confirming the addition of 3 market participant roles/identities.

11. Any Other Business

11.1. Xoserve IX refresh update

Mark Pollard (MPo) provided an update on the IX Service Replacement and progress against each of the milestones. The overall status of the project was Green. MPo explained there may be some Covid19 impacts due to the reliance on different customer business continuity plans.

SM asked if Xoserve have an up to date view of potential access issues. MPo confirmed Xoserve do have a list of customers sites that are currently closed.

11.2. SPAA EC Briefing

David Addison (DA) gave a brief overview of the SPAA Change board and the intention that these meetings will take place immediately after Xoserve's meeting.

11.3. Development and approval of the CDSP Budget – process review

Oorlagh Chapman (OC) requested that a working group / sub-group is established to review the process for the development and approval of the CDSP Budget under the Data Service Contract (DSC) to explore how the process can be improved. OC was keen to point out that Centrica did not have any issue with how Xoserve had managed the recent process but about reviewing the process itself to see if there was room for improvement.

OC explained that currently the decision-making process for deciding what items should be proposed in the Business Plan, and for the overall approval of the CDSP Annual Budget, is not defined. OC was keen to understand how Xoserve makes decisions about what to propose within the Business Plan. OC expressed that approval of the CDSP Budget should ensure that plans are in the best interests of consumers, with rigorous cost benefit analysis. OC explained that Centrica would also like to review how Xoserve ensure parties have the opportunity to comment on proposals, how these are shared and the criteria for how decisions are made.

OC confirmed further conversations have taken place with Xoserve with a view that Xoserve could facilitate a working group. SM challenged this approach and asked about Xoserve producing a 'lesson learnt paper' to assist with the debate. SM also expressed concern about enacting a review based on the concerns raised by a single party. OC explained this approach had been suggested to provide an opportunity for all parties to discuss.

The Committee considered the best way to move this forward. SM suggested that Xoserve should first write out and ask for feedback and areas of concern they want explored. He also encouraged the production of a lessons learnt paper and to gauge the industry appetite for a sub-group.

OC was keen to review the process, consider changes and provide an opportunity for suggestions and recommendations.

New Action 0304: Xoserve to review the CDSP budget process and produce a summary paper for email to all customers requesting feedback for determining next steps for taking forward.

12. Diary Planning

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

It was agreed that the Committee would reduce the April's agenda to critical items.

Meetings will take place as follows:

Time/Date	Venue	Programme
09:30 Wednesday 15 April 2020	Teleconference	Standard Agenda
10:30 Wednesday 20 May 2020	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda
10:30 Wednesday 17 June 2020	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda
10:30 Wednesday 15 July 2020	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda

Action Table (as at 18 March 2020)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0301	18/03/20	2.4	Xoserve (FC) to provide an outline of the next steps for the UIG Taskforce	Xoserve (FC)	Pending
0302	18/03/20	2.5	Xoserve (JMc) to set out the costs associated to Citizens Advice Bureau's (CAB) access to the Data Enquiry Service (DES) and confirm how these costs will be managed.	Xoserve (JMc)	Pending

0303	18/03/20	3.0	All parties to provide feedback to Xoserve on what the impacts would be to 3rd party systems/processes for re-cycling Supplier / Shipper Short Codes.	All	Pending
0304	18/03/20	11.3	Xoserve to review the CDSP budget process and produce a summary paper for email to all customers requesting feedback for determining next steps for taking forward.	Xoserve (JMc)	Pending