



Customer Issue Management Dashboard CoMC

16th March 2022

Version 1.0
2nd March 2022

Summary Dashboard February 2022 Period

Customer Impacting Issues



Jan	Feb
22	23

Amendment Invoice Open Defects*



Jan	Feb
9	9

Open Defects (all)



Jan	Feb
54	56

AQ Related Open Defects*



Jan	Feb
15	15

Customer Impacting P1's



Jan	Feb
0	0

UK Link Incidents Raised



Jan	Feb
0	0

Customer Impacting P2's



Jan	Feb
1	0

Gemini Related Incidents Raised



Jan	Feb
0	0

* Volume as at 2nd March 2022. For defect reporting, value shown represents number of defects where a fix is yet to be deployed.

Customer Issue Summary (as at 2nd March 2022)

Issue	Customer Impact	Impacted Customers	Date Detected	Expected Resolution Date	Complexity	Impact to Customers Processes	Materiality Impact to Customers	Status for Resolution	Resolution Plan
Amendment Invoice	<ol style="list-style-type: none"> 1. Reconciliation charges excluded from the invoice where MPRNs are impacted by a defect 2. Potential incorrect reconciliation charges for un-detected defects 3. Cash flow for Distribution Networks 	Shippers & DNs	Jul-18	Monitoring to continue until stable	High	High	High	Amber Last Month	<p>9 Amendment impacting defects open with 3 missing the February SLA. A small number of exceptions missed the 2 month SLA (99.60% closed within SLA).</p> <p>ASP Mismatch file merge activities continue to ensure customers receive full supporting information for their LSP sites on invoice issue date.</p> <p>All AML files delivered to customers ahead of SLA.</p>
Incorrect AQ values due to system defects	<ol style="list-style-type: none"> 1. AQ's calculated incorrectly due to various data issues relating to specific scenarios. 2. Where FYAQ is affected this will impact transportation rates applied 3. For Class 3 and 4 meter points the gas allocations will be incorrect which also affects UIG for the industry 	Shippers & DNs	Jan-19	Monitoring to continue until stable	High	High	High	Amber Last Month	<p>The volume of MPRN's impacted by open defects remain low</p> <p>The resolution of high customer impacting defects continue to be prioritised</p> <p>Two new AQ defect raised in February were internally identified</p>
System availability & performance	<ol style="list-style-type: none"> 1. Resource within customer organisations are unable to complete tasks/activities 2. Risk to energy balancing processes (Gemini) 3. Risk to system security (Gemini) 4. Customer reputational risk 5. Financial impacts 	All Customers	Dec-19	Monitoring to continue until stable	High	High	High	Green Last Month	Zero P2 incidents raised in February.

Amendment Invoice Update

Health – RAG

Return to Green Plan

Overall Status	Previous	Current	3 defects missed the February SLA. Dedicated team to progress defects and exceptions
Plan	Previous	Current	Dedicated team and plan in place to maintain clearance of defect and exceptions within SLA
Exceptions	Previous	Current	Number of exceptions has decreased to 12,150 (down from 26,725 in February). Exceptions are raised as part of BAU processes.
Defects	Previous	Current	9 Amendment impacting defects open with 3 missing the February SLA

Executive Summary

Key Progress & Milestones (Last Month: February)

Key Updates:

- Zero defects raised in February.
- Supporting information file merge activities ensured the 67 MPRNS with mismatch were included in the relevant customer files (ASP).
- All SSP Supporting Information (AML) files delivered ahead of payment due date.
- Unique MPRNs with Exception = 12,150

Risks/Issues:

- A small number of exceptions have missed the 2 month SLA. 99.60% closed within SLA.
- 3 Amendment invoice defects missed this month's SLA.

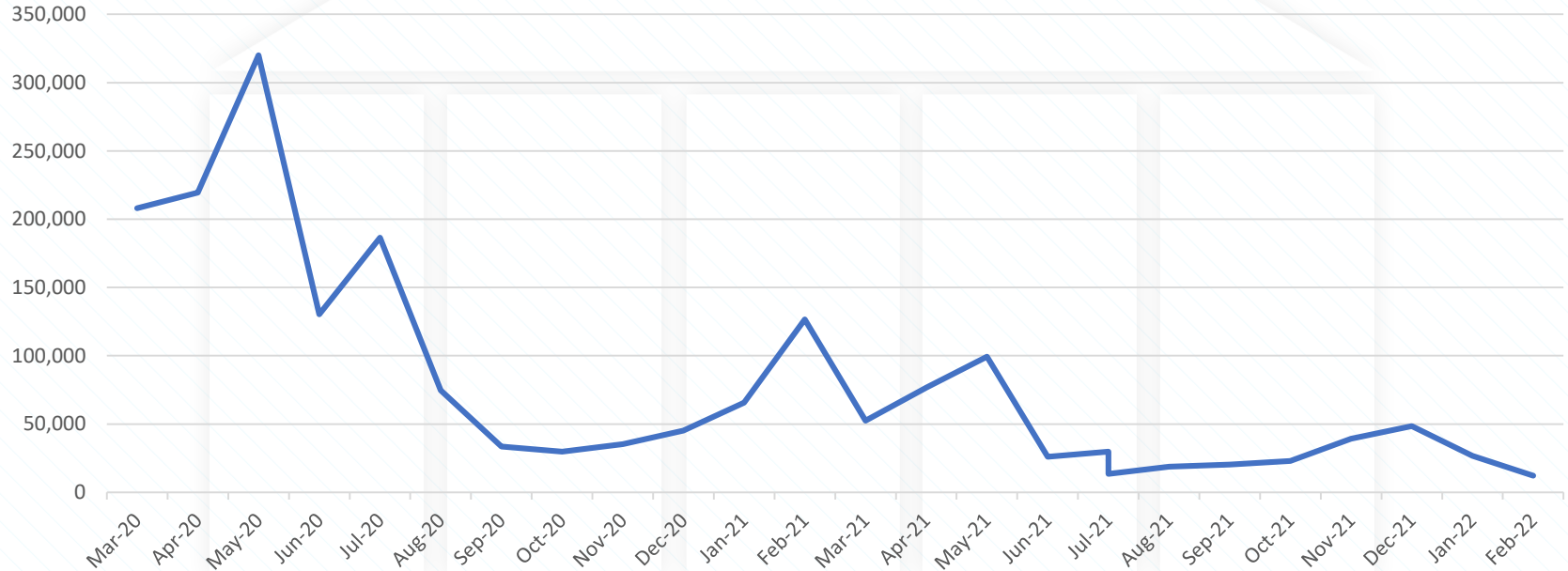
- ASP Mismatch file merge activities continue to ensure customers receive full supporting information for their LSP sites on invoice issue date.
- All AML files delivered to customers ahead of SLA.

Upcoming Activities & Milestones (Next Month: March)

- Dedicated team in place to manage defect resolution.

Amendment Invoice Dashboard – Outstanding Exceptions

Number of Unique MPRNs with Exceptions



AQ Update

Health – RAG

Return to Green Plan

Overall Status	Previous	Current	
Overall Status	Previous	Current	Amber due to defects where a fix has been deployed however, data corrections and AQ re-calculations still required
Defects	Previous	Current	Two defects raised in February. 12 open defects, 3 pending data correction, assurance and AQ re-calculation.
Financial Adjustments	Previous	Current	Financial Adjustments remain to be processed for 9 defects. Of these, 6 are Prime & Sub which are complex to process.
Process Improvements	Previous	Current	Change Requests raised for remaining technical process improvements, business process improvements have been implemented and continual improvements are being identified.

Executive Summary

Key Progress & Milestones (Last Month: February)

Key Updates:

- Two defects raised in February (identified internally)
- Three defects awaiting data correction assurance and AQ re-calculation.
- Invoices for financial adjustments will be issued on a monthly basis (where applicable).
- New Formula Year AQ/SOQ values for class 3 and 4 sites will be applied and effective as of 1st April 2022, which will be issued in March .NRL files
- The AQ Focus Group continue to assure the output of the monthly Rolling AQ calculation and host AQ support sessions to Shippers

- Completed data correction and re-calculated AQ's for 2 defects in February.

Upcoming Activities & Milestones (Next Month: March)

- New Formula Year AQ/SOQ to be applied effective 01st April 2022 with Shippers notified of new values in March NRL files
- The annual Winter Consumption review will be undertaken in May 2022




Risks/Issues:

- Financial adjustments remain to be processed for 9 defects. Of these, 6 are Prime & Sub which are complex to process.

Links to Updates on Xoserve.com

- The Customer Issue Register is published on Xoserve.com website and updated weekly, link below;
<https://www.xoserve.com/services/issue-management/>
- AQ Issue Register published on Xoserve.com
<https://www.xoserve.com/services/issue-management/annual-quantity-aq/>
- Unexpected outages, Gemini allocation, UIG issues or any system performance issues will be published on Xoserve.com at <https://www.xoserve.com/notifications/>

Resolution Status Key:

	No approved resolution plan or the approved resolution plan is not on track and no mitigations in place.
	Plan to resolve is not on track but mitigations in place or the full scale of the issue is not clear.
	Issue identified, analysis complete, plan in place and on target for completion.