

UNC DSC Contract Management Committee Minutes
Wednesday 19 October 2022
via Teleconference

Attendees			
Bob Fletcher (Chair)	(BF)	Joint Office	Non-Voting
Karen Visgarda (Secretary)	(KV)	Joint Office	Non-Voting
Shipper User Representatives (Voting)			
Clare Manning	(CM)	E.ON	Class A & C Voting
Oorlagh Chapman	(OC)	Centrica	Class A Voting
Steve Mulinganie	(SM)	SEFE	Class B & C Voting
Transporter Representatives (Voting)			
Tracey Saunders	(TS)	Northern Gas Networks	DNO Voting
Sally Hardman	(SH)	Scotia Gas Networks	DNO Voting
Richard Loukes (+ Alternate for Andrea Godden)	(RL)	National Grid	NTS Voting
Kundai Matiringe (+ Alternate for Brandon Rodrigues)	(KM)	BU-UK UK	IGT Voting
CDSP Contract Management Representatives (Non-Voting)			
David Addison	(DA)	Xoserve	
David Turpin	(DT)	Xoserve	
Jayne McGlone	(JMc)	Xoserve	
Observers/Presenters (Non-Voting)			
Angela Clarke	(AC)	Xoserve	
Claire Hachem	(CH)	Xoserve	
Daniel Donovan	(DD)	Correla	
Dionne Gordon	(DG)	Correla	
James Hallam-Jones	(JHJ)	Correla	
James Rigby	(JR)	Xoserve	
Michele Downes	(MD)	Correla	
Michelle Brown	(MB)	Energy Assets	
Steve Deery	(SD)	Correla	
<p><i>DSC Contract meetings will be quorate where: Committee Representatives of at least three (3) shall be Shipper Representatives and three (3) shall be DNO Representatives, NTS Representatives or IGT Representatives, are present at a meeting who can exercise seven (7) votes.</i></p> <p><i>Please note these minutes do not replicate/include detailed content provided within the presentation slides, therefore it is recommended that the published presentation material is reviewed in conjunction with these minutes. Copies of all papers are available at: https://www.gasgovernance.co.uk/dsc-contract/191022</i></p>			

1. Introduction

Bob Fletcher (BF) welcomed all to the meeting, confirming the meeting to be quorate.

1.1. Apologies for absence

Andrea Godden
Brandon Rodrigues

1.2. Alternates

Richard Loukes for Andrea Godden, NTS Representative
Kundai Matiringe for Brandon Rodrigues, IGT Representative

1.3. Confirm Voting rights

BF confirmed the voting rights as detailed below:

Representative	Classification	Vote Count
Shipper		
Clare Manning	Shipper Class A + Class C	2 votes
Oorlagh Chapman	Shipper Class A	1 vote
Steve Mulinganie	Shipper Class B + Class C	3 votes
Transporter		
Tracey Saunders	DNO	1 vote
Sally Hardman	DNO	1 vote
Richard Loukes (+ Alternate for Andrea Godden)	NTS	2 votes
Kundai Matiringe (+ Alternate for Brandon Rodrigues)	IGT	2 votes

1.4. Approval of Minutes (14 September 2022)

The minutes from the previous meeting were approved.

1.5. Approval of Late Papers

Bob Fletcher (BF) noted the only late paper was for 6.1 which will always be counted as late as the MI that supports it is not available before the cut off date for publication.

1.6. Review of Outstanding Actions

0401: Reference Development of a Memorandum of Understanding for DPM purposes – Xoserve (JMc) and Wales & West Utilities (RP) and Gazprom Energy (SM) to develop an initial draft Memorandum of Understanding (plain English) for consideration at the May 2022 meeting.

Update: JMc said that this action needed to be carried forward, as she had not had the opportunity to discuss this matter with RP and SM as yet, due to RP being on annual leave. **Carried forward to November 2022.**

0502: Xoserve (DT) to review the Revised Charging Statement to ensure consistent terminology is used and that it is published once any amendments have been made. (*** A cross referencing exercise to be undertaken against the Budget and Charging Methodology prior to publication**)

Update: DT confirmed that he had undertaken a sense check of the consistent terminology and the new view had been published.

Oorlagh Chapman (OC) questioned the publication of the Revised Charging Statement and noted that it was now 7 months' late in being published.

DT said that this would be reissued and republished. OC quoted that *'The request was to show the breakdown of the reconciliation terms from previous years, the difference between what was in the budget and what was spent, and the reasons for the difference'*. The action was then closed. **Closed.**

New Action 1001: Xoserve (DT) to republish the Revised Charging Statement (as per previously noted in original Action 0502) and confirm its publication to members

0504: Xoserve (DA) to provide an update on the implementation of Modification 0651.

Update: DA advised that this Modification was still in process for a release date. SM proposed that this action could be closed as the Modification development would trigger the release date. **Closed.**

0704: Xoserve (DD) to investigate a different format with which to present the Quarterly Invoicing Update.

Update: DD stated that Xoserve were looking to move the invoicing into the DDP system in the future, but yet there was no firm timescale and that he would provide an update at the January 2023 meeting. The action was then closed. **Closed.**

New Action 1002: Xoserve (DD) to provide a timescale of when the invoicing will be included in the DDP Platform and what it will look like.

Steve Mulinganie (SM) asked if there was a list from the DDP team of the priority listings and if so, where could this be accessed. AC said she would investigate this area.

New Action 1003: Xoserve (AC) to confirm how to access the DDP Priority List and what are the core deliverables,

0802: Xoserve (AC/DT) to discuss including the Efficiency Review Document within the BP23 prior to publication in September.

Update: DT advised that this action was put on hold from last month and it had been raised within the DSC Change Management Committee to have it scoped out. SM said he would ask Lisa Saycell (LS) for an update regarding discussions with the ChMC. The action was carried forward. **Carried forward.**

Action 0903: CDSP (DA) to consider a Modification for certain processes to be put in place for Short Notice Bank Holiday announcements.

Update: DA said that he was still investigating any potential impacts, even though the Coronation was going to take place on a Saturday and it was unlikely to impact May Bank Holiday. Sally Hardman (SH) noted that SGN were happy to raise a new Modification if that was a requirement. DA requested this action was carried forward. **Carried forward.**

Action 0904: Xoserve (DA) to provide a response to the comments made regarding the AOB item 12.2 Potential Conflict of Interest raised by SM.

Update: DA provided a verbal narrative of the Potential Conflict of Interest as detailed below:

Under the terms of the contract between Xoserve and Correla (DSC+) and acting as Xoserve's Primary service provider, Correla would not be permitted to express any interest or bid independently for any services that Xoserve procures under its obligation as the CDSP for a period of 5 years, commencing from April 2021. Some discretion can be applied from April 2024 for some new or re-tendered 3rd party services.

For any new or re-tendered CDSP services post the initial terms, and where Correla are subsequently free to competitively bid, obviously they will not be party to, or provide any Commercial or Procurement input on behalf of Xoserve and will be treated in the same manner as all other interested bidders. The action was then closed. **Closed**

2. Approvals

2.1. Changes to DSC SDT v25

Angela Clarke (AC) explained within the table specific DSC Services Lines could now be removed from the Data Services Contract as National Grid now issued the Termination notice to both the authority (Ofgem) and the User, whereas previously this would have been done by Xoserve.

AC said that Xoserve have confirmed with National Grid that they now have a Termination Committee in place which ratifies the recommendation of the EBCC to issue a termination notice and they have confirmed that these lines can be removed from the SDT

AC noted the changes had been updated in red font for the purposes of clarification.

For full details please refer to the published presentation.

All Committee members were asked to support the changes to Data Services Contract.

The vote was taken by exception and unanimous approval was recorded as follows:

Voting Outcome:		
Shipper Representatives	Voting Count	For/Against
Clare Manning	2	For
Oorlagh Chapman	1	For
Steve Mulinganie	3	For
Total	5	For
Transporters Representatives	Voting Count	For/Against
Tracey Saunders	1	For
Sally Hardman	1	For
Richard Loukes + Alternate for Andrea Godden	2	For
Kundai Matiringe + Alternate for Brandon Rodrigues	2	For
Total	6	For

2.2. Disclosure Request Report (DRR) Primes and Subs Reporting

David Addison (DA) provided a brief introduction and background and asked for Committee to approve the Request to amend the Data Permission Matrix Conditionality Document to allow Provision of Sub-Deduct Meter Point Information to the Registered User of the Prime Meter Point.

For full details please refer to the published presentation.

All Committee members were asked to support the changes to Data Services Contract.

The vote was taken by exception and unanimous approval was recorded as follows:

Voting Outcome:		
Shipper Representatives	Voting Count	For/Against
Clare Manning	2	For
Oorlagh Chapman	1	For
Steve Mulinganie	3	For
Total	5	For
Transporters Representatives	Voting Count	For/Against
Tracey Saunders	1	For
Sally Hardman	1	For
Richard Loukes + Alternate for Andrea Godden	2	For
Kundai Matiringe + Alternate for Brandon Rodrigues	2	For
Total	6	For

2.3. DRR EPG Scheme

DA presented to the Committee the DRR EPG Scheme for information purposes only. DA noted in accordance with UNC General Terms Section D 1.9, CDSP (acting as the EPG Scheme Administrator) is required to provide certain information to BEIS and any Suppliers who are participating in the EPG Scheme. DA explained that amendments were being made to the DPM and DPM Conditionality Document to reflect the information that will be provided.

DA then overviewed the specific areas in relation to the Data Permissions Matrix Conditionality Document as detailed below:

The purpose of this DRR is to inform CoMC of changes to the Data Permissions Matrix Conditionality Document to:

- *Reinstate Portfolio Supplier to the DPM to allow the CDSP to provide information to participant Suppliers as required under the Energy Price Guarantee Scheme. It further proposes that portfolio Suppliers are retained on the DPM following the conclusion of the EPG Scheme to enable the Suppliers to access Wholesale data if required – and subject to further Disclosure Request Reports being submitted.*
- *Add the Department for Business, Energy, and Industrial Strategy (BEIS) to the DPM for the period of the EPG Scheme and until all data requirements related to the EPG Scheme (including conclusion of Audit activities).*

The Data Permissions Matrix will be amended as described in Section 2 below.

Data Items

The following information is proposed to be provided to Suppliers participating in the EPG Scheme. In order to receive the data, it must be live within the participating Supplier’s portfolio for the relevant period in the EPG Period:

- *Supplier Name and Market Participant Id*
- *Shipper Name and Market Participant Id*
- *EUC Code (EUC Bands 1 and 2, Domestic Bands only)*
- *AQ Value within EUC Band*
- *EPG Energy Value within period (kWh) – forecast (Commodity) and Reconciliation*
- *EPG Monetary Value within period (£) – forecast (Commodity) and Reconciliation*
- *EPG Period Start Date*
- *EPG Period End Date*
- *EPG Rate*

The following information is proposed to be provided to BEIS as part of the EPG Scheme:

- Supplier Name and Market Participant Id (for EPG Period)
- Shipper Name and Market Participant Id (for EPG Period)
- EPG Energy Value within period (kWh) – forecast (Commodity) and Reconciliation
- EPG Monetary Value within period (£) – forecast (Commodity) and Reconciliation
- EPG Period Start Date
- EPG Rate

A general discussion took place in relation to the data that would be used by BEIS and the Legal status of the data being used and what caveats would be in place in terms of responsible parties. SM was keen that there is a clear understanding in terms of Supplier and Shipper responsibilities and what Xoserve is undertaking as part of a direct instruction.

DA said that he would investigate this topic with BEIS. The topic of the AQ's was also discussed and there were concerns about the use of the AQ's and what sensitive information could be gleaned by BEIS having access to this.

DT agreed that the AQ's should not be used, and he noted that a Non-Disclosure Agreement (NDA) was being discussed in this regard.

3. Business Plan Updates

3.1. BP Updates

DT apologised for the late publication of the BP23 and noted that the invitations had already been sent out for the Webinar that being held on Monday 24 October 2022 at 10:00am and that there would be a 2 week consultation period for this first draft. DT added that drop-in sessions had been arranged for Thursday 20 and Friday 21 October 2022 at 10:00am.

Most Committee members said that they had not received any communication about any of these sessions and questioned where the invitations had been sent within their respective organisations, as they were the nominated Contract Managers.

SM requested that all the information was re-sent with a simple PDF attachment to enable the information to be circulated with ease internally, rather than having to access the Xoserve website and navigate numerous links etc.

Sally Hardman (SH) said she was concerned about the limited consultation time, bearing in mind it was half term next week and most individuals would have extremely limited time with which to gain an in-depth overview of the BP23.

DT proposed that he would look at other dates and times to undertake a second meeting and would contact the Contract Managers directly regarding this topic.

4. Retail Energy Code (REC) Impacts to DSC

4.1. REC Update

DA provided an overview of the latest update regarding Late Gate Closure and Missing Messages.

For the detailed update, please refer to the published slides,

DA noted the grey text in the material provided refers to information already provided in previous updates with the black front was itemising the new status.

DA provided an update on the Late and Missing Gate Closure messages issued between the Central Switching Service and the Gas Retail Data Agent (GRDA). He explained the GRDA role is performed by the CDSP.

DA reported that there were still instances of missing messages being reported – the latest being on 13 October 2022, total to date was 155 missing messages.

(Note: subsequent to the meeting a further missing message instance was identified for 17 October 2022).

DA indicated that the Switching Operator had conducted investigation that highlighted of the 122 messages missing on 02 August 2022, 119 related to rejections that the GRDA had initiated. Upon investigation, DA advised that they had identified that the GRDA had rejected the message as it considered that the message issued by CSS was for a future date or time. DA indicated that this was caused by the GRDA instance of the Microsoft Azure Virtual Server Clock drifting by as little as half a second, as the CSS and GRDA systems have been exchanging messages in times less than this period. Upon investigation, Microsoft indicate that drift can occur by up to 2 seconds. DA indicated that a fix was being progressed to allow for future drift events.

Tracey Saunders (TS) requested that DA write to DNOs to inform them of this issue given the DNO obligations in respect of the GRDA performing its function.

New Action 1004: Xoserve (DA) write to DNOs to inform them of this issue given the DN obligations in respect of the GRDA performing its function.

DA apologised that this matter had been incorrectly attributed to the CSS Missing Message issue.

DA indicated that Xoserve were still requesting the final reconciliation from DCC of the Missing Messages, but they understood that 9 messages related to a cancelled Registration. DA indicated that all Supply Meter Points had been issued to the impacted Shippers, and this was their current understanding of the situation for each Supply Meter Point.

DA indicated that they expected confirmation that the remaining Registrations should have gone Live. SM asked that the CDSP issue a further communication to help clarify the expected resolution so that Shippers could further communicate this, this was agreed.

New Action 1005: Xoserve (DA) to issue a further communication to help clarify the expected resolution to the cancelled Registration issue so that Shippers could further communicate this within their teams internally.

Clare Manning (CM) requested confirmation that a cancelled Registration would require no further action, and this was confirmed.

DA indicated that they were proposing to undertake prospective fixes, so if the Registration should be live in CSS from a point in the past, this would be applied to UK Link with the next available future Registration Effective Date. DA said that evaluation and analysis of the impacts were still ongoing under XRN 5535. He confirmed that the CDSP were investigating options for adjustments.

DA asked whether DSC parties, and their Suppliers had been engaged fully with regards to the resolution plan. Parties agreed to discuss this with their technical colleagues, subsequently in the meeting Oorlagh Chapman (OC) confirmed that her colleagues had not been engaged as to the appropriate resolution path by the Switching Operator.

5. Class 1 Read Service

5.1. Procurement Exercise – Modification 0710

DA advised the procurement exercise was now in its final stages and the Detailed Design pack had been issued via the DSC Change Management Committee and was presently out for consultation. He noted it would be brought back to DSC Contract Management Committee regarding permissions, if that were applicable.

OC said that at the DSC Change Management Committee she had disputed the 100% Shipper funding for XRN5379 – DM Class 1 Read Service, as per the extract below:

OC questioned the 100% funding for the Shippers of £150k and said that she was not aware that this had been agreed previously and that she wanted evidence of this decision, before she was prepared to vote on the funding aspect of this matter. TS stated that it was his understanding that the decision on the funding had been confirmed and documented at the August meeting. ER agreed that this was the case. OC stated that she wanted to see the appropriate evidence and was not prepared to vote on the funding at this time.

OC said that she continued to have concerns in relation to approvals that took place during the DSC Change Management Committee meetings, especially as in October new members had joined and might not be fully aware of what they are voting on of the associated impacts.

SM concurred with this comment and said that it was essential the DSC ChMC and DSC CoMC did not undermine another Committees decision. DA stated that he would have internal discussions with Ellie Rogers (ER) on this topic to understand the implications and will investigate a mitigation process between both the Committees.

The CoMC gave feedback that they needed clarity as to where decisions were made. It was requested that the interactions between the various committees are captured better to remove any ambiguity as to where key decisions are made

New Action 1006: Xoserve (DA) to produce a process to identify the key decisions made by the DSC Change Management Committee and the DSC Contract Management Committee.

BF said that the decisions taken generally were out of synch with the Modification process and so had led to tensions regarding committing to unknown costs, without the fully confirmed funding elements available as the Xoserve Change process was usually triggered after the modification was approved for implementation. BF added that more detailed information was required earlier in the process to enable more accurate decisions to be made, especially regarding the Rough Order of Magnitude (ROM) including confirmation of funding parties.

New Action 1007: Xoserve (DA) will liaise with the Xoserve Change Team to discuss whether the accountability/ownership could be a conversation as part of the Modification 0710 development and give view of the costing model. DA will feedback at the November CoMC.

6. Monthly Contract Management Report

6.1. KPM Update

AC provided an overview of the KPM presentation, the presentation can be viewed via: <https://www.gasgovernance.co.uk/dsc-contract/191022>

James Hallam-Jones (JHJ) then provided an overview of each KPM area and the Performance measures and confirmed that the published score for P.I27 was incorrectly showing as 66.7% and had actually achieved 100%.

6.2. KPM – Customer Relationship Survey Results September

Dionne Gordon (DG) provided an overview of the Customer Relationship presentation and drew attention to specific areas as appropriate.

SM wanted to know what procedures had taken place to address the negative comments and DG confirmed that workshops were now planned to discuss these matters.

DG confirmed that with regards to the Customer Feedback slide, she would include a bullet point against each of the 'negative' issues to confirm what actions have been or are being taken to correct them and reissue them.

New Action 1008: Xoserve (DG) to update the Customer Feedback slide with bullet points against each negative issue to confirm the resolution plan.

TS was concerned to see the delay to Modification 0701 - *Aligning Capacity booking under the UNC and arrangements set out in relevant NExAs*, was mentioned in the presentation, as she had only been seeking clarity as to why they had not been advised of the Hyper Care initially. DG agreed that in future when seeking feedback from customers she would ensure that whoever was running the session advises the Customer that the intention is to publish their feedback externally and actively seek their agreement if this is the case

6.3. Monthly Contract Management Reports

AC provided a high-level overview of the Performance Monitoring, Meter Count Report, and the Customer Highlights as detailed below:

For full details of the update please refer to the presentation published.

Third Party and Additional Services Reporting

Reporting area	Sep-22	Year to date
Additional Services	£9,108.00	£96,539.00
Third Party Services	£14,069.82	£210,207.13

Gemini Performance and UK Link Availability

Gemini Service Performance	
Target	Actual
99%	100%

UK Link Availability and Performance		
	Target	Actual
Batch Transfer	99%	100%
Service Desk Availability	99%	100%

Meter Count Report (Sept 2022)

AC explained this table represents how many MPRNs are within each class and the % of how many are classed as being Smart Meters.

Class	MPRN Count	Smart Count	Total	Smart %
1	619	0	619	0.00%
2	562	0	562	0.00%
3	204698	4631599	4836297	95.77%
4	12212869	7921934	20134804	39.34%
Total	12418748	12553533	24972282	50%

6.4. Xoserve Incident Summary

AC confirmed that all 3 P2 incidents were dealt with in a timely manner.

System Affected	Priority	Impact	Remedial Actions	KPM Breach	Resolved	Customer Segment(s) Potentially Impacted
CMS & Xoserve Portal services	P2	CMS & Xoserve Portal services became unresponsive for approximately 50 mins.	Housekeeping was conducted to release appropriate space, allowing the processing of the NRL file load.	No	Yes	All
Gas Enquiry Service API	P2	During the peak of service (12:00-13:00) customer requests for data on the address search function for the Switching API Services were not fulfilled. From 13:00 performance improved, customers may have observed slower response times	To prevent further impact to customers, the indexes were rebuilt successfully overnight. By 8:00am the following morning the address search function response time had returned to normal.	No	Yes	All
SAP ISU	P2	Our monitoring observed that the Secure Active Messages were processing slowly. There was no customer impact	The job database cache was cleared and monitored until all jobs had successfully completed.	No	Yes	All Shippers

6.5. Issue Management Dashboard

Michele Downes (MD) provided an overview of the presentation and SM said it was a useful summary and he asked if the values could be attached to this overview, to aid with clarity of the invoicing.

MD explained that the values would not be included at the present time as they would be incorrect and needed to be re-corrected and that it would be a couple of weeks before the invoice could be reissued. MD confirmed she was going to engage with the DNOs and Pricing Managers and would be setting up specific communications regarding this area.

6.6. GRDA Reporting

DA provided an overview of the GRDA Reporting and noted there had been an 84% response rate and he noted the below key points:

- *5 days in September where there was a missing or late GC Message (4 missing message days; and a day where there was a late message)*
- *3 days above average volume in month, but below peak*
- *99.99% availability of GRDS*

For full details please refer to the published presentation.

7. Information Security Update

No update this month.

8. Financial Information

Next update due December 2022.

9. Business Continuity Plan

Next update due December 2022.

10. Contract Assurance Audit

Next update due December 2022.

11. Key Committee Updates

11.1. DSC Change Management Committee

James Rigby (JR) provided an overview of the DSC Change Management Committee summary and drew attention to each section and how it was reported following the meeting.

The full DSC Change Committee minutes can be found here:

<https://www.gasgovernance.co.uk/dsc-contract/191022>

12. Any Other Business

12.1. CMS Rebuild Update

Joanne Williams (JW) provided a verbal update and advised that they were still progressing towards gates but were waiting for the result of Go/No/Go decision next week. JW noted the competed areas as detailed below:

- External walk throughs have taken place
- Three Change Packs issued
- Training material has been published
- FAQs and other Comms will be published
- Triage drop-in sessions by phone

For full details of the update please refer to the presentation published.

12.2. Contractual SLAs

Kirsty Dudley (KD) explained that she had raised this item as she felt that there were unnecessary hurdles with rolled over contractual SLAs, due to the fact their teams had experienced issues in this area.

KD noted that there was a 90 Working Days SLA for GAMMA and as such she was seeking views from CoMC as to what SLAs should be in place and asked whether the right approach had been taken with procurement and renewals in general. KD advised that though GAMMA was cheaper, it did not support her specific Business needs and that the SLAs needed to be right from the beginning – a process is needed to review SLAs prior to contractual placement or renewal.

Their recent experience is that the previous service provider would undertake work activities well with the 90 Working Day window, whereas the new provider operated much closer to the 90 Working Day SLA which created planning difficulties due to elongated notification window. This might even impact their activities under other Codes and a review of relevant SLAs is needed when contracts are closer to renewal.

Jayne McGlone (JMc) advised that the issue could be looked into as part of the annual Contract audits and confirmed that Xoserve were able to provide audit assurance when they bought services, in that they were equivalent or better than DSC requirements.

SM noted that this was the case in relation Modification 0802 - *Clarification of 'Annual Update' for impacted Users in relation to CNCCD Election(s)*, from an efficiency and effectiveness and stated that Xoserve needed to check how effective the SLAs actually were, SM proposed that an independent review for benchmark performance level for these services would be advisable.

OC noted that she would expect that obligations relating to efficiency would be undertaken by default and stated that Centrica had been asking for an efficiency review for past 6 months. JMc enquired as to what was the scope of the review. OC stated that the SLAs may have been appropriate when they were originally set, however now everyone was operating in a real time fast paced world, so she felt Xoserve should be trying to get better SLAs to reflect this and use the correct default SLAs to inform the service.

JMc confirmed that Xoserve conducted a Performance report annually to confirm that SLAs were 'fit for purpose' and said GAMMA would also need to back the SLA's off. OC requested a Procurement roadmap so CoMC could assess any SLA' that are included currently.

SM asked whether the Service Levels were 'fit for purpose' generally and asked who was looking at this area independently, to ensure that all was in order in case REC requested something more specific. SM added that regarding this area he would welcome detailed documentation listing and explaining the various interconnections and their 'fit for purpose' criteria.

New Action 1009: Xoserve (DA) to provide a Case Study using arrangements for the Gamma Contract pack as to how to review the process landscape (Procurement and SLA's) and how this could apply to other procurement contracts in future

12.3. Hydrogen Project Update

Vicky Mustard (VM) advised that an email had been sent to all the Contract Managers on Friday 14 October 2022 with details of 4 ROM'S in relation to the Hydrogen Village. VM confirmed that circa 2000 consumers including Domestic and Non-Domestic, would be moving onto Hydrogen.

VM noted that Xoserve would like the feedback from CoMC to understand the impact of any of the options and the effect on the organisations that they represent, in order to better understand what it could cost the industry.

VM formally requested feedback on the 4 options (contained in the previous email) should be sent by 02 December 2022 and advised that the information provided would be used to inform the view per sector, but not by individual representative of each organisation.

New Action 1010: All Committee members to provide feedback on the 4 options provided in relation to the Hydrogen Project by **02 December 2022** to Xoserve.
box.xoserve.decarbonisation@xoserve.com

Next Steps

Suppliers/Shippers to review impact of options on their own internal systems and provide an assessment of possible impacts with a suggested costing range (i.e. could cost from £150-350k) detailing system impacts such as slide 3.

Responses to be provided to the Xoserve Decarbonisation mailbox:
box.xoserve.decarbonisation@xoserve.com **no later than Friday 2nd December 2022.**

The Xoserve Decarbonisation team will then collate all responses and create a shared view by Constituency or Persona (dependent upon the feedback received) and this consolidated view will be shared with the Hydrogen Village project teams to enable full costs to be built into the detailed designs.

12.4. Reason Code 02 – Change in Consumer Plant (851 – Monthly Charge, 997- Annual Charge)

SM explained this had been discussed at the Performance Assurance Committee (PAC) especially regarding a parties manipulation of the AOs prior to leaving the market, with other parties having to fund the cost.

SM then questioned what process was being used in relation to these statistics, as he was concerned with the volumes expressed and wanted to understand what specific check was being undertaken to ensure the process was being executed correctly in compliance of the rules. DA confirmed he would investigate this area.

New Action 1011: Xoserve (DA) to investigate the Reason Code 02- Change in Consumer Plant - (851 – Monthly Charge, 997- Annual Charge) and discuss with the PAC the recent use of this particular code.

12.5. Priority Consumers in light of the recent decision by BEIS

SM advised that the CDSP had refused to deal with some requests as they were waiting for the BEIS decision and that he wanted Xoserve to communicate what had changed and what suppliers needed to do for their customers, who were now in scope for the new categories. DA agreed to investigate this area and speak with Ellie Rogers (ER) internally on this topic.

New Action 1012: Xoserve (DA) and SEFE Energy (SM) to create a plain English explanation to be shared with customers.

New Action 1013: Xoserve (DA) to investigate where any files will need to change as a result of the revised categories.

13. Recap of decisions made during meeting

Angela Clarke (AC) provided an overview of discussions, decisions and actions made during the meeting.

14. Diary Planning

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

Time/Date	Paper Publication Deadline	Venue	Programme
09:30 Wednesday 16 November 2022	5pm Tuesday 08 November 2022	Microsoft Teams	Standard Agenda
09:30 Wednesday 14 December 2022	5pm Tuesday 06 December 2022	Microsoft Teams	Standard Agenda

Action Table (as of 19 October 2022)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Target Date	Status Update
0401	20/04/22	4.1	<i>Reference Development of a Memorandum of Understanding for DPM purposes – Xoserve (JMc) and Wales & West Utilities (RP) and Gazprom Energy (SM) to develop an initial draft Memorandum of Understanding (plain English) for consideration at the May 2022 meeting.</i>	Xoserve (JMc) & Wales & West Utilities (RP) & Gazprom Energy (SM)	September 2022 October 2022	Carried Forward
0502	18/05/22	3.1	Xoserve (DT) to review the Revised Charging Statement to ensure consistent terminology is used and that it is published once any amendments have been made. (*A cross referencing exercise to be undertaken against the Budget and Charging Methodology prior to publication)	Xoserve (DT)	September 2022 October 2022	Closed
0504	18/05/22	12.5	Xoserve (DA) to provide an update on the implementation of Modification 0651.	Xoserve (DA)	September 2022 October 2022	Closed
0704	20/07/22	6.6	Xoserve (DD) to investigate a different format with which to present the Quarterly Invoicing Update.	Xoserve (DD)	October 2022	Closed
0802	17/08/22	3.1	Xoserve (AC/DT) to discuss including the Efficiency Review Document within the BP23 prior to publication in September.	Xoserve (AC/DT)	September 2022 October 2022	Carried forward
0903	14/09/22	1.7	<i>Bank Holiday Recognition</i> CDSP (DA) to consider a Modification for certain processes to be put in place for Short Notice Bank Holiday announcements.	CDSP (DA)	October 2022	Carried forward

Action Table (as of 19 October 2022)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Target Date	Status Update
0904	14/09/22	12.2	Xoserve (DA) to provide a response to the comments made regarding the AOB item 12.2 Potential Conflict of Interest raised by SM.	Xoserve (DA)	October 2022	Closed
1001	19/10/22	1.6	Xoserve (DT) to republish the Revised Charging Statement (as per previously noted in original Action 0502) and confirm its publication to members	Xoserve (DT)	November 2022	Pending
1002	19/10/22	1.6	Xoserve (DD) to provide a timescale of when the invoicing will be included in the DDP Platform and what it will look like.	Xoserve (DD)	November 2022	Pending
1003	19/10/22	1.6	Xoserve (AC) to confirm how to access the DDP Priority List and what are the core deliverables,	Xoserve (AC)	November 2022	Pending
1004	19/10/22	4.1	Xoserve (DA) write to DNOs to inform them of this issue given the DN obligations in respect of the GRDA performing its function.	Xoserve (DA)	November 2022	Pending
1005	19/10/22	4.1	Xoserve (DA) to issue a further communication to help clarify the expected resolution to the cancelled Registration issue so that Shippers could further communicate this within their teams internally.	Xoserve (DA)	November 2022	Pending
1006	19/10/22	5.1	Xoserve (DA) to produce a mitigation a process of to identify the key decisions made by the DSC between the DSC Change Management Committee and the DSC Contract Management Committee.	Xoserve (DA)	November 2022	Pending
1007	19/10/22	5.1	Xoserve (DA) will liaise with the Xoserve Change Team to discuss whether the accountability/ownership could be a conversation as part of the Modification development and give view of the costing model. DA will feedback at the November CoMC.	Xoserve (DA)	November 2022	Pending
1008	19/10/22	4.1	Xoserve (DG) to update the Customer Feedback slide with bullet points against each negative issue to confirm the resolution plan.	Xoserve (DG)	November 2022	Pending
1009	19/10/22	12.2	Xoserve (DA) to provide a Case Study using arrangements for the Gamma Contract pack as to how to review the process landscape (Procurement and SLA's) and how this could apply to other procurement contracts in future	Xoserve (DA)	November 2022	Pending

Action Table (as of 19 October 2022)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Target Date	Status Update
1010	19/10/22	12.3	All Committee members to provide feedback on the 4 options provided in relation to the Hydrogen Project by 02 December 2022 to Xoserve. box.xoserve.decarbonisation@xoserve.com	ALL	November 2022	Pending
1011	19/10/22	12.4	Xoserve (DA) to investigate the Reason Code 02- Change in Consumer Plant - (851 – Monthly Charge, 997- Annual Charge) and discuss with the PAC the recent use of this particular code.	Xoserve (DA)	November 2022	Pending
1012	19/10/22	12.5	Xoserve (DA) and SEFE Energy (SM) to create a plain English explanation to be shared with customers.	Xoserve (DA) & SEFE Energy (SM)	November 2022	Pending
1012	19/10/22	12.5	Xoserve (DA) to investigate where any files will need to change as a result of the revised categories.	Xoserve (DA)	November 2022	Pending