

UNC DSC Contract Management Committee Minutes
Wednesday 18 January 2023
via Teleconference

Attendees			
Bob Fletcher (Chair)	(BF)	Joint Office	Non-Voting
Helen Bennett (Secretary)	(HB)	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	(RP)	Northern Gas Networks	DNO Voting
Sally Hardman	(SH)	Scotia Gas Networks	DNO Voting
Andrea Godden (+ Alternate for Richard Loukes)	(RL)	National Grid	NTS Voting
Brandon Rodrigues	(KM)	ESPUG	IGT Voting
Jenny Rawlinson	(JR)	BU-UK Ltd	IGT Voting
CDSP Contract Management Representatives (Non-Voting)			
David Addison	(DA)	Xoserve	
David Turpin	(DT)	Xoserve	
Jayne McGlone	(JMc)	Xoserve	
Observers/Presenters (Non-Voting)			
Alex Stuart	(AS)	Correla	
Angela Clarke	(AC)	Xoserve	
Deborah Sherlock	(DS)	Xoserve	
Ellie Rogers	(ER)	Xoserve	
Guv Dosanjh	(GD)	Cadent	
Helen Chandler	(HC)	Northern Gas Networks	
Jane Goodes	(JG)	Xoserve	
Joanne Williams	(JW)	Correla	
Lee Warren	(LW)	Xoserve	
Michele Downes	(MD)	Correla	
Phil Wood	(PW)	Correla	
Richard Pomroy	(RP)	Wales & West Utilities	
Steve Deery	(SD)	Correla	
<p><i>DSC Contract Management Committee 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/180123</i></p>			

1. Introduction

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

1.1. Apologies for absence

Richard Loukes

1.2. Alternates

Andrea Godden for Richard Loukes, NTS 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	1 A vote 1 C vote
Oorlagh Chapman	Shipper Class A	1 A vote
Steve Mulinganie	Shipper Class B + Class C	2 B votes 1 C vote
Transporter		
Tracey Saunders	DNO	1 vote
Sally Hardman	DNO	1 vote
Andrea Godden (+ Alternate for Richard Loukes)	NTS	2 votes
Brandon Rodrigues	IGT	1 vote
Jenny Rawlinson	IGT	1 vote

1.4. Approval of Minutes (14 December 2022)

The minutes from the previous meeting were approved.

1.5. Approval of Late Papers

Bob Fletcher (BF) noted there were no late papers.

1.6. Review of Outstanding Actions

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

Update: Dave Turpin (DT) confirmed a meeting has been arranged for 01 February 2023 and he will provide an update to the February Committee meeting. **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: David Addison (DA) advised the Modification will eventually be raised but cannot confirm the timing. Committee members agreed the action is no longer applicable as the Modification is to be raised. **Closed**

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.

Update: David Newman (DN) provided an update and advised the invoicing changes are starting to be rolled out and from a DNO perspective, the 'golden bullets' are being rolled out as part of the Business Plan this year and will be reporting down to MPRN level reconciliation. DN further advised that *Modification 0664 - Transfer of Sites with Low Valid Meter Reading Submission Performance from Classes 2 and 3 into Class 4*, could impact reporting priorities. **Closed**

Action 1102: Xoserve (DA) to produce a monthly bulletin of the REC changes and how these are linked to the XRN/Change Proposals.

Update: DA advised the slides produced for the REC agenda update will satisfy this action. **Closed**

Action 1104: Xoserve (DA) to include a link into the GRDS items to provide detail of the consultations of what has been highlighted regarding the REC Change Pipeline

Update: DA advised the slides produced for the REC agenda update will satisfy this action. **Closed**

Action 1201: Xoserve (AC) to update the table provided as part of action 1101 to ensure that it includes the publication dates of all versions of the Annual Charging Statements.

Update: AC confirmed this has been completed and the table has been updated. AC confirmed she will keep the table live and updated going forward. **Closed**

Action 1202: Xoserve (DT) to investigate reinstating the customers consultations responses and Xoserve's responses into a consolidated table as per the process used for 2021.

Update: DT confirmed this will be completed this month. **Carried Forward**

Oorlagh Chapman (OC) noted that because the responses have not been shared, Centrica have contacted the Shipper Nominated Directors that sit on the Board regarding the process for the Business Plan, the representatives refused to meet with Centrica and advised that they will review responses following liaison with Xoserve and are happy with the process and how it is currently progressing. They advised they will liaise with Centrica following conclusion of the Budget 23_24 process.

Agreeing with OC that this is not an acceptable response from the Shipper Nominated Directors, Steve Mulinganie (SM) asked what the arrangements were for engaging with Shipper nominated board members, as they are in place to represent Shipper interests as part of the Funding Governance and Ownership (FGO) agreements.

Shipper members expressed their disappointment that they are not being engaged on a regular basis.

It was noted, and DT agreed, that the broader issue of engagement is a matter for Xoserve. DT offered to pass on the sentiment of the Committee, their dissatisfaction and lack of engagement, at the next Board meeting and to confirm the process of appointment.

New Action 0101: CDSP (DT) to:

a) express the Committees concern at the lack of industry engagement by Shipper nominated board directors.

b) confirm the process for appointing Shipper nominated director membership of the Xoserve board.

Action 1203: Xoserve (LW) to carry out a Bench Marking exercise against other external parties (similar market organisations), specifically in relation to the target of level 4 and report back at the January CoMC.

Update: Lee Warren (LW) requested this action to be deferred to the next meeting in February 2023. **Carried Forward**

2. Approvals

2.1. DRR Additional Prime and Sub Reporting and Latest Read

DA explained this DRR was reviewed at the last meeting held in December 2022, where the Committee suggested that only the provision of additional information in relation to non-domestic premises is included. DA confirmed that Page 4 of the Data Permission Matrix Conditionality Document now shows this.

DA advised the other change in the document is an error corrected that related to a previous DRR and has been included as housekeeping. This is shown as corrected on the Additional Prime and Sub Reporting in change marked view.

For full details please refer to the published presentation.

All Committee members were asked to approve the changes to the DRR for Additional Prime and Sub Reporting and Lates Read.

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	6	For
Transporters Representatives	Voting Count	For/Against
Tracey Saunders	1	For
Sally Hardman	1	For
Andrea Godden (+ Alternate for Richard Loukes)	2	For
Brandon Rodrigues	1	For
Jennifer Rawlinson	1	For
Total	6	For

2.2. Change Pack 31104 – Amendments to DSC Documents

AC advised, following Discussion at the December 2022 DSC Contract Management Committee, it was agreed to defer approval of the request to introduce the concept of Mandatory Specific Services to allow time for further discussions on the proposal and to answer any questions prior to seeking approval at this January 2023 meeting.

The Committee considered the document and the proposed changes, DA confirmed he has liaised offline with members that raised the request for amendments.

When Sally Hardman (SH) questioned the new wording proposed, under 4.1.2 a of the CDSP Service Description Document, Jayne McGlone (JMc) clarified this paragraph is considered a 'catch all' paragraph and is in place in case a Customer has misunderstood the process for mandatory services and that there is no requirement for a Customer to submit a request form because it is a mandatory service.

SM noted that paragraph 4.1.1 explains 'except for a Mandatory Specific Service' therefore the explanation/exclusion 4.1.2 a is not required – exclusion are not explained in other documents of this nature as it is practice to explain what you can do and not what you shouldn't.

Removal of paragraph 4.1.2 a was agreed and members agreed to vote for approval of the document with the caveat that the paragraph will be removed.

For full details please refer to the published presentation.

All Committee members were asked to provide caveated approval subject to the removal of paragraph 4.1.2 a).

DA confirmed the revised document will be published on the Joint Office website and be will effective from 1st April 2023

The vote was taken by exception and unanimous approval, subject to the amendments, 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	6	For
Transporters Representatives	Voting Count	For/Against
Tracey Saunders	1	For
Sally Hardman	1	For
Andrea Godden (+ Alternate for Richard Loukes)	2	For
Brandon Rodrigues	1	For
Jennifer Rawlinson	1	For
Total	6	For

2.3. DRR – Update to DPM Conditionality Document to reflect the release of data to a User who is recorded as a Registered User on CSS

David Addison (DA) advised that the Committee will be asked to approve this request to amend the Data Permission Matrix Conditionality Document, to allow provision of data to a User who is recorded as the Shipper on the Central Switching Service but are not recorded as the Registered User in the UK Link system.

DA confirmed this is also linked to the missing message issue and advised this DRR proposes two reports:

- a. *A report to provide the updates to the Supply Point Register for the period that the Registrations within CSS and UK Link systems are misaligned – i.e. for the period between the CSS Registration EFD and the UKL Registration EFD. The updates to the Supply Point Register would be related to the Supply Meter Point detail – i.e. Annual Quantity Corrections; Meter Reading detail and Meter Information. It is also proposed that we would identify if an update to consumer details had taken place within this period – but not the content of any such updates.*
- b. *A report to provide information related to updates to the Supply Meter Point detail that were rejected from the CSS Recorded Shipper for the period that the Registrations within CSS and UK Link systems are misaligned.*

It is proposed that report a) needs to be recorded within the Data Permissions Matrix Conditionality Document to define that the information detailed will be released to the CSS Recorded Shipper.

When SM asked, DA confirmed that Recorded Shipper is a new definition.

Sally Hardman (SH) asked DA to confirm, in relation to consumer details, there is an indication to provide Shipper B with any updates to consumer details, but as soon as the new Shipper is updated in UK Link, those details are removed in compliance with GDPR (General Data Protection Regulations).

DA confirmed that emergency contact details will prevail if CDSP have not received updated information from Shipper B.

All Committee members were asked to approve the to the DRR – Update to DPM Conditionality Document to reflect the release of data to a User who is recorded as a Registered User on CSS. 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	6	For
Transporters Representatives	Voting Count	For/Against
Tracey Saunders	1	For
Sally Hardman	1	For
Andrea Godden (+ Alternate for Richard Loukes)	2	For
Brandon Rodrigues	1	For
Jennifer Rawlinson	1	For
Total	6	For

2.4. DPM v22

Ellie Rogers (ER) provided a summary update of the changes as detailed below:

The Service Line relating to pre-covid AQ (Annual Quantity) changes has been removed from the Data Permissions Matrix DPM.

Tracey Saunders (TS) asked, why there were a significant number of previously approved changes still showing in change markings in this proposed version, it is difficult to recognise what change is being approved.

ER apologised and confirmed that previous changes should have been accepted prior to creating this current change marked view of the DPM.

New Action 0102: DPM v22 - CDSP (ER/DA) will provide a revised view of the DPM and provide options of how best to present changes to the DPM going forward.

BF suggested deferring approval to the next meeting and await an amended matrix as per Action 0102.

The Committee voted unanimously to defer this item to the February 2023 meeting.

2.5. XRN5610 New Service Lines to support the FWACV (Flow Weighted Average Calorific Value) Services

Angela Clarke (AC) provided a summary update of the changes as detailed below:

AC explained the Flow Weighted Average CV (FWACV) Service became live last year and that the Service Area that it will sit under(Service Area 17 Distribution Network Funded Activities) was agreed at the meeting held in December 2022. AC confirmed she is now seeking approval for the Service Lines to support the FWACV service.

All Committee members were asked to approve the changes to the Service Lines. 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	6	For
Transporters Representatives	Voting Count	For/Against
Tracey Saunders	1	For
Sally Hardman	1	For
Andrea Godden (+ Alternate for Richard Loukes)	2	For
Brandon Rodrigues	1	For
Jennifer Rawlinson	1	For
Total	6	For

3. Business Plan Updates

3.1. BP Updates

DT advised the third and final draft was circulated in December 2022. The next stage will be approval of the final version by the Xoserve board, which will be published on 31 January 2023.

DT thanked all for their input to the process and notified members that a meeting has been arranged for an Efficiency Review on 31 January 2023.

4. Class 1 Read Service

4.1. Indicative Class 1 Read Service rates from 01 April 2023

ER provided a view of the Class 1 read indicative rates in comparison to the current rate range (across all DNOs (Distribution Network Operators)) and confirmed the finalised rates for the Class 1 Read Service will go live as of 01 April 2023.

ER confirmed the indicative rates are to remain confidential at the moment as the contract has not been finalised and could be subject to some variation.

New Action 0103: Indicative Class 1 Read Service rates from 01 April 2023 - ER to provide clarification of the sign-on process for the Class 1 Read Service for Users that are not current Users of the service and that CDSP.

ER clarified:

- The Annual Data Service is something that is being offered to DNOs as a service they wanted, assuming they can get that information from current services.
- Retrospective has not been provided previously, as a new service, CDSP can provide it but not prior to 01 April 2023 as that information should have been kept from the within day service.
- When SM asked for confirmation of continuity of service, ER agreed to review this and provide confirmation.

New Action 0104: Indicative Class 1 Read Service rates from 01 April 2023 - ER to review and provide confirmation of continuity of service from the current to the new arrangements.

4.2. DSC Class 1 Read Service Supporting Documents (for awareness)

ER summarised the key information and the incentive regime that is in the contract for this meeting today to just give awareness to the Committee and the documents will be submitted to the February 2023 meeting for approval.

When SM asked where the confirmation is on how quickly a service provider will attend site if they are notified of an issue, what the response time will be, ER will clarify the process back to SM offline.

5. Monthly Contract Management Report

5.1. KPM Update

Alex Stuart (AS) provided an overview of each KPM area and the Performance measures. The presentation and specific slides can be viewed via: <https://www.gasgovernance.co.uk/dsc-contract/180123>.

AS provided an update on KPM06 that was raised as part of the December 2022 meeting regarding failures of getting files which can be seen if full on slide 29 of the presentation pack.

AS explained the red dots on the chart represent failures. Internally, AS clarified that the teams are on a heightened state of alert and that a fix has been deployed. Since deployment of the fix there have been no further instances.

5.2. KPM – Customer Relationship Survey Results October

Dionne Gordon provided an overview highlighting the scores are positive overall and the feedback provided has given a good view of what can be improved upon.

5.3. Monthly Contract Management Reports

AC provided a high-level overview of the Comms Highlights; 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	Dec-22	Year to date
Additional Services	£1,914.00	£107,139.00
Third Party Services	£13,568.56	£235,393.05

Gemini Performance and UK Link Availability

Gemini Service Performance	
Target	Actual
99%	99.17%

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	622	0	622	0.00%
2	631	0	631	0.00%
3	205,526	4,485,572	4,691,098	95.62%
4	11,876,583	8,452,595	20,329,179	41.58%

5.4. Xoserve Incident Summary

Phil Wood (PW) provided an overview of the Incident Summary and advised that during December 2022 two P2 incidents occurred, both were resolved and had an outage duration of 30-mins and 334-mins.

Because the Gemini incident outage of 334-mins did not trigger a KPM breach, SM asked what *would* constitute a trigger to a Key Performance Indicator (KPM) Breach, PW agreed to clarify what the trigger would be.

New Action 0105: Xoserve Incident Summary - CDSP (PW) to clarify what would constitute a trigger to a KPM breach where the outage time appeared to be significant.

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

5.5. Issue Management Dashboard

Michele Downes (MD) provided an overview of the open issues that were impacting customers as detailed below:

With regards to the Missing Secured Active Messages, MD confirmed that the CDSP have access to a DCC escalation route which will be used to request what the messages say, so that CDSP can process the 200 Missing Secured Active Messages that relate to switching activities.

DA advised that CSS deployed a fix in December 2022, which looks like has started to take effect as although missing messages are still occurring, the volume is reducing.

DA advised that CDSP Management Information reporting highlights that CDSP are not meeting targets, however, 100% would have met the target had it have not been for the DCC missing messages issue.

In terms of transparency, DA clarified that CDSP have been transparent regarding the 119 missing messages that relate to a server timing issue between CSS and Xoserve servers.

DA noted that he will draft a communication on behalf of the DSC Contract Management Committee to press for reconciliation of the missing messages issue.

New Action 0106: Issue Management Dashboard – CDSP (DA) to draft a communication on behalf of the DSC Contract Management Committee to send to REC/DCC which will request priority resolution of the missing messages issue. This draft is to be circulated within 1 week of the meeting.

When BF asked if there is an equivalent issue on the electricity messages and is the issue the same, DA confirmed there was, and it is.

When asked, MD confirmed that UNC is impacted as well as DSC as potentially transportation charges are being invoiced to the incorrect Shipper.

DA has submitted a pre-Modification for discussion at Distribution Workgroup on 26 January 2023 which should address these concerns including the UNC impacts.

BF suggested that the action by the DSC Contract Management Committee should be brought to the attention of the UNCC to highlight the impact on the UNC. BF noted that any Modification addressing this issue would be brought to the attention Cross Code Steering Group as it would have cross code impacts.

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

5.6. GRDA (Gas Retail Data Agent) Reporting

DA provided an overview of the GRDA Reporting as detailed below:

Key points to note November 2022:

- *Fix deployed to resolve missing message issue on 7th December did not resolve issue*
- *Figures quoted are based on draft RPA report due to CoMC paper deadline –indicates 4 of 17 days at average volume with at least one missing message;*
 - *11 of 14 days at sub peak volume with at least one missing message.*
- *Free text populated to highlight reason for failed metrics 7.1.1/7.1.3*

For full details please refer to the published presentation.

6. Information Security Update

Update due February 2023.

7. Financial Information

Update due February 2023.

8. Business Continuity Plan

Update due February 2023.

9. Contract Assurance Audit

Update due February 2023

10. Key Committee Updates

10.1. DSC Change Management Committee

Jane Goodes (JG) 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/180123>

10.2. REC Updates to DSC

DA summarised the REC update on Missing Messages; Code Challenges relating to Missing Messages and Further Considerations.

DA provided a view of the ongoing REC changes broken down into REC Changes that are in progress and REC Changes that are under prioritisation review.

Referring to Slide 8 of the presentation, DA advised he will add a column to the table where CDSP can provide a view in terms of priorities. The priority column on the table shown is the REC priority.

For full details please refer to the published presentation.

10.3. REC IA Report – R0067

DA provided a view of a Detailed Impact Assessment Summary Report which details:

- the CDSP view of change description R0067

- the solution that CDSP that is anticipating.
- Cost expectation and time to deploy the change.

Key information summary will be added to this form going forward.

10.4. Energy Scheme

DT clarified that at the moment there is nothing to report for this Agenda item and did advise that there is an assessment ongoing which will assess what work would be required if the price of gas reduces.

SM asked, with regards to the Alternative Fuel Payment Scheme if the 'off-grid' postcode list can be provided. DT provided the link: [off-gas-live-postcodes-2022.xlsx](#)

11. Any Other Business

11.1. CMS Update

Joanne Williams (JW) provided an update and advised that CDSP are now targeting the April DSC Contract Management Committee meeting for approval.

The CMS Rebuild webpages and CMS page continue to be updated to reflect the Launch activities, FAQs and training materials:

<https://www.xoserve.com/products-services/data-products/contact-management-service-cms/cms-rebuild/>

<https://www.xoserve.com/products-services/data-products/contact-management-service-cms/>

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

11.2. Modification 0813 - Revision of Virtual Last Resort User and Contingent Procurement of Supplier Demand Event Triggers

ER provided an update and advised that this Modification, if implemented, will introduce a new notice which sanctions the User in the systems following the implementation of UK Government sanctions.

Modification purpose:

To extend availability of 'Virtual Last Resort User' and 'Contingent Procurement of Supplier Demand' provisions (currently only available as a consequence of User Termination) to instances where (in exceptional circumstances) National Grid NTS issues a User Premises Termination Notice (as a consequence of the application of sanctions on that User by the UK Government). The availability of these two mechanisms in such an event will facilitate the maintenance, ongoing integrity and continued effective operation of the commercial Energy Balancing and Transportation arrangements in the immediate/short term until an alternative User Registration is in place for the relevant Supply Meter Points.

The Consultation closed out 17 January 2023. ER clarified there is also a very slight tweak proposed to the DSC terms and conditions which CDSP have reviewed and are comfortable with should the changes proposed in the Modification be approved.

11.3. Dispute - Charging Statement for the period 1st April 2022 – 31st March 2023 (Version 2)

BF introduced the nature of the Dispute and drew attention to the Contract Management Arrangements paragraph 5.2.4 (b), (<https://www.gasgovernance.co.uk/DSC-Documents>) and explained that because the Dispute impacts the Budget and Charging Statement it impacts the Committee and is not seen as an Individual Customer Dispute.

BF noted the actions for the Committee to undertake and advised the Committee now needs to address the Dispute and provide a report including any actions for the CDSP, as in paragraph 5.2.4 (b):

5.2.4 (b) the Committee shall address the dispute with the CDSP at its next eligible meeting or (with the consent of the Customer) at any later meeting, and shall provide to the Customer a report on the outcome including any actions agreed with the CDSP;

BF highlighted that because the disputing party is also a member of the Committee, it might be appropriate for them not to be actively involved with the Committee determinations concerning the dispute.

OC was then invited to provide an overview of the main points of the Dispute notification.

OC explained that Centrica was concerned that in December 2022, when an amended version of the Charging Statement was published, that due process had not been followed. Centrica wrote to Xoserve requesting additional information with a response requested by 10 January 2023. OC claimed that Xoserve have not responded to the letter.

The Annual Charging Statement that was revised and re-published in November 2022 showed a reduction of £418,000 which only refers to 'updated charges to National Grid', which OC explained it does not satisfy either condition of the Budget and Charging Methodology paragraph 4.9.1 (b):

4.9.1(b) it appears to the CDSP that:

- (i) it will not incur Costs during the Charging Year which were included in the CDSP Budget; and*
- (ii) the amount of such Costs (in aggregate, and net of any increase in other Costs) exceeds 15% of the total Costs in the CDSP Budget (or such other threshold as the Committee may agree).*

This is further explained within the Dispute notification.

The Committee discussed the dispute which included OC so that questions could be considered and answered:

When SM asked if the process has been adhered to or not, OC advised that several questions have been asked which may explain the actions taken by Xoserve, but no response has been received.

The Committee asked for a view from Xoserve:

DT advised that the Charging Statement that was revised in November 2022 and was reissued following the request from Centrica and the Committee. This was issued using the usual practice where amendments are required as previously notified at other times within the year. Xoserve had provided an email in the Summer containing the information to be added with regards to prior year rebates.

DT explained that it was the case that during the course of normal business for changes that impact National Grid, due to the Gemini Sustain activities carried out, it was identified there has been an underspend in the investment activity within this financial year that is ringfenced to National Grid. He added that whilst the triggers in 4.9 have not been met, the CDSP can produce a new Charging Statement should an amendment be identified.

When Jenny Rawlinson (JR) asked if this information has this been relayed back to Centrica, DT advised that it had not as Xoserve missed 10 January deadline, then the Dispute was raised and thought it was better to follow the Dispute process.

Referring to the Budget and Charging Methodology paragraph 9.1, DT noted:

9.1.4 acknowledges if there is not an error, budget amendment or an amendment of the document, no review or amendment of the Annual Charging Statement is likely to be required.

9.1.5 says notify/discuss the Committee, DT apologised to the Committee that this did not happen.

By agreement with National Grid, the £418,000 was deemed an underspend against the investment budget and the sole and only impact on this area is to National Grid.

When Sally Hardman (SH) asked, DT clarified that Xoserve do not think paragraph 9.1.5 applies because no error has been defined under 9.1.4 (i).

There was a discussion during which SM enquired what Centrica wanted from the dispute as it was confirmed by DT that it was a process failure that didn't directly impact Centrica. OC responded that she required acknowledgement that from Xoserve that the rules had not been followed therefore it should be viewed as a breach. DT strongly refuted the claim that there had been a breach and stated that it had been a process issue as opposed to an error. DT advised that because the charges were solely and only funded by National Grid, he does not believe the rules have been breached as there are no impacts on other Customers and therefore there is no further areas to reallocate the funds too.

When JR (Jenny Rawlinson) asked if there is a set process to follow for the review and republishing of the Annual Charging Statement, DT confirmed if the Charging Statement does get reviewed, the revision should be republished. Noting that at the end of January the Annual Charging Statement for the following year is published.

OC noted that previously the Committee have been provided with a view and explanatory notes, but that has not happened.

The Committee considered the potential actions available:

- Revert the Charging Statement to the previous version which would mean a higher set of costs for National Grid until rebalanced at the end of the financial year.
- CDSP to notify the Committee and keep as the statement as-is.
- Respond to Centrica to see if the response answers their concerns.

Andrea Godden (AG) was asked for a view from National Grid and noted their view is that the Charging statement should remain as amended as no other Customers are impacted.

BF clarified that the Committee role is to determine if there are any actions and to complete the process the Contract Management Committee does need to provide a report to Centrica.

SM commented that there are two sides to this dispute and the Committee is being asked to provide a legal interpretation of the rules without the necessary knowledge to do so. He questioned if a view could be provided without access to independent legal advice.

The Committee considered if a rerun of the process, without prejudice, to identify where Xoserve may have followed process differently.

JR commented that it is unfortunate that Xoserve had not formally respond to Centrica's request for further information and requested that Xoserve formally respond to Centrica, before the Committee conclude its report and actions.

OC confirmed she is happy to accept deferral as the first step subject to reviewing Xoserve's formal response to their letter.

Members unanimously agreed to defer consideration of the Dispute to the 15 February 2023 meeting.

New Action 0107: Dispute - Charging Statement for the period 1st April 2022 – 31st March 2023 (Version 2)

CDSP (DT) to respond to the Centrica letter by 31 January 2023 to allow time for Centrica to review and provide an update to the Contract Management Committee members to review ahead of the next meeting on 15 February 2023.

This concluded the discussion until the next meeting due to be held on 15 February 2023.

12. Recap of decisions made during meeting

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

14. Diary Planning

The Committed considered if a 09:30 start to each meeting is still required and if a face-to-face meeting might be considered soon.

Members agreed to a 10am start for each meeting and a suggestion of a face-to-face meeting in the Summer was agreed.

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

Time/Date	Paper Publication Deadline	Venue	Programme
10:00 Wednesday 15 February 2023	5pm Tuesday 07 February 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 15 March 2023	5pm Tuesday 07 March 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 19 April 2023	5pm Tuesday 11 April 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 17 May 2023	5pm Tuesday 09 May 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 14 June 2023	5pm Tuesday 06 June 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 19 July 2023	5pm Tuesday 11 July 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 16 August 2023	5pm Tuesday 08 August 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 20 September 2023	5pm Tuesday 12 September 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 18 October 2023	5pm Tuesday 10 October 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 15 November 2023	5pm Tuesday 07 November 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 20 December 2023	5pm Tuesday 12 December 2023	Microsoft Teams	Standard Agenda

Action Table (as of 18 January 2023)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Target Date	Status Update
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 January 2023	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)	January 2023	Closed

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)	January 2023	Closed
1102	16/11/22	1.6	Xoserve (DA) to produce a monthly bulletin of the REC changes and how these are linked to the XRN/Change Proposals.	Xoserve (DA)	January 2023	Closed
1104	16/11/22	10.2	Xoserve (DA) to include a link into the GRDS items to provide detail of the consultations of what has been highlighted regarding the REC Change Pipeline.	Xoserve (DA)	January 2023	Closed
1201	16/12/22	1.6	Xoserve (AC) to update the table provided as part of action 1101 to ensure that it includes the publication dates of all versions of the Annual Charging Statements	Xoserve (AC)	January 2023	Closed
1202	16/12/22	3.1	Xoserve (DT) to investigate reinstating the customers consultations responses and Xoserve's responses into a consolidated table as per the process used for 2021.	Xoserve (DT)	January 2023	Carried Forward
1203	16/12/22	6.0	Xoserve (LW) to carry out a Bench Marking exercise against other external parties (similar market organisations), specifically in relation to the target of level 4 and report back at the January CoMC	Xoserve (LW)	January 2023	Carried Forward
0101	18/01/23	1.6	<i>Outstanding Action 1202:</i> a) express the Committees concern at the lack of industry engagement by Shipper nominated board directors b) confirm the process for appointing Shipper nominated director membership of the Xoserve board	CDSP (DT)	February 2023	Pending
0102	18/01/23	2.4	<i>DPM v22</i> CDSP (ER/DA) will provide a revised view of the DPM and provide options of how best to present changes to the DPM going forward.	CDSP (ER/DA)	February 2023	Pending
0103	18/01/23	4.1	<i>Indicative Class 1 Read Service rates from 01 April 2023</i> CDSP (ER) to provide clarification of the sign-on process for the Class 1 Read Service for Users that are not current Users of the service and that CDSP will be reaching out to current Users of the service to seek confirmation that they wish to continue using it.	CDSP (ER)	February 2023	Pending
0104	18/01/23	4.1	<i>Indicative Class 1 Read Service rates from 01 April 2023</i> CDSP (ER) to review and provide confirmation of continuity of service from the current to the new arrangements.	CDSP (ER)	February 2023	Pending

0105	18/01/23	5.4	<p><i>Xoserve Incident Summary</i></p> <p>CDSP (PW) to clarify what would constitute a trigger to a KPM breach where the outage time appeared to be significant.</p>	CDSP (PW)	February 2023	Pending
0106	18/01/23	5.5	<p><i>Issue Management Dashboard</i></p> <p>Issue Management Dashboard – CDSP (DA) to draft a communication on behalf of the DSC Contract Management Committee to send to REC/DCC which will request priority resolution of the missing messages issue. This draft is to be circulated within 1 week of the meeting.</p>	CDSP (DA)	February 2023	Pending
0107	18/01/23	11.3	<p><i>Dispute - Charging Statement for the period 1st April 2022 – 31st March 2023 (Version 2)</i></p> <p>CDSP (DT) to respond to the Centrica letter by the 31 January 2023 to allow time for Centrica to review and provide an update to the Contract Management Committee members to review ahead of the next meeting on 15 February 2023</p>	CDSP (DT)	February 2023	Pending