



Contract Management Committee

5. Monthly Contract Management Report
15th March 2023

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KPM Reporting (February reporting period)

Agenda item 5.1

Overall Summary - PIs

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
PIs (24 total)	17	2	5

Failure Summary - PIs

PI Ref	Measure Detail	Journey / Process	Measure Type	Target	Performance	Failure / Remedial Action	Impacted Constituent/s (GT / iGT / NG / Shipper)
PI.01	% CMS Contacts processed within SLA (95% in D+10)	Manage Updates To Customer Portfolio	Cycle Time	95.00%	88.17%	<p>RFA contacts remain the primary driver reason for the failure of PI.01, as a result of:</p> <ul style="list-style-type: none"> The well-documented rise in RFA volumes and the current need to prioritise Line in the Sand impacting contacts. (in conflict with a first-in, first-out approach that the PI target is driving) Current market volatility. Where a shipper is no longer active in the market, liaising with administrators or third parties to agree the RFA takes additional time and substantially increases the lifespan of the contact. A new initiative has been put in place and RFAs are now being handled differently in order to try and bring performance in line with standard without jeopardising shipper priorities relating to LIS. This approach is being supported by new reporting provision to flag RFAs in danger of breaching P1.01 as well as in-month performance tracking of RFAs to monitor performance closely. 	Shipper/GT
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Cycle Time	100.00%	99.37%	<p>There were 4 failures of 638 Reports sent in Feb 2023. This consisted of 2 different reports, 3 of which were the Large Load Reports and 1 RA04 Report.</p> <ul style="list-style-type: none"> Large Load Reports (Daily Energy Values for Large Sites) – These failures occurred due to a reporting system performance issues that required a restart. This occurred due to a McAfee component sitting dormant which has now been rectified (a planned change was undertaken to remove McAfee and to replace and enable MS Defender). As a result of restarting our reporting system, reports that were already being run at this time had to be restarted as well. This caused the reports to be delayed and ended up being completed outside of business hours, therefore having to be sent the next day outside of the agreed SLA. No customer negative sentiment was received. RA04 Report (reports lists what ad-hoc invoices have been sent out in month for multiple invoice types) – This failure was due to an oversight from the invoicing team. The reason this happened was because the data for one of the networks (GT2) was received slightly later than the rest of the RA04 reports for other networks. While trying to be proactive and sending out the reports as they became available/ready in the team's draft folder they didn't realise that GT2 was missing and sent out the available reports thinking this was the full batch. The GT2 report was dropped into the same draft folder later in the day but as the team thought they had already sent out these reports it wasn't picked up until the following day. A process has now been put in place to ensure all instances of these reports are ready and available to be sent in the drafts folder before sending out, therefore ensuring that no report is forgotten about if this issue occurs again in the future. No customer negative sentiment was received. 	GT

DSC Credit and Risk Performance Indicators

Energy Performance Indicators		
Measure Detail (Right First Time)	Target	February
Energy Balancing Credit Rules adhered to, to ensure adequate security in place	100%	100%
Measure Detail (Cycle Time)	Target	January
% of revenue collected by due date	98%	99.84%
% of revenue collected by due date (+2 days)	100%	100%
CDSP Performance Indicators (Cycle Time)		
Measure Detail (Cycle Time)	Target	February
% of revenue collected by due date	98%	99.54%
% of revenue collected by due date (+3 days)	98%	99.96%



Monthly Contract Management reports and updates

Agenda Item 5.3

Performance monitoring (February 2023)

- Third Party and Additional Services Reporting

Reporting Area	Feb	Year to date
Additional Services	£3,163.00	£111,567.08
Third Party Services	£3,632.09	£286,124.56

- 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%

All Transportation Invoice Charging obligations were achieved

Meter Count Report (February 2023)

Class	MPRN Count	Smart Count	Total	Smart %
1	624	0	624	0.00%
2	694	0	694	0.00%
3	199218	4609920	4809138	95.86%
4	11705927	8527875	20233804	42.15%

Overall 52% of the entire Meter Portfolio is Smart

Comms Highlights – February 2022

A Look Back

Website enhancements: new change pack response options

- Explanation of the new response options for change packs, including 'save for later'; and collaborate functions. (published 12/02/23)
- <https://www.xoserve.com/news/website-enhancements-new-change-pack-response-options/>

UK's first official Hydrogen Week

- Marking the first Hydrogen Week with a Decarb Discussion podcast (feat. NGN and Cadent), update on the H2 village trial and a forward look at the H2 town trial plans. (published 13/02/23)
- <https://www.xoserve.com/news/uk-s-first-official-hydrogen-week/>
- <https://www.buzzsprout.com/2047715>

Blog: Preparing the UK's housing stock for a low carbon future

- Published from the decarbonisation team. A blog looking at the ways that the H2 village trials is exploring methods of decarbonising domestic properties in the UK, and the role that gas could play in achieving this. (published 14/02/23)
- <https://www.xoserve.com/news/blog-preparing-the-uk-s-housing-stock-for-a-low-carbon-future/>

Blog: Supporting the industry during the gas crisis

- A look back on the events, circumstances and challenges that led to the gas crisis in 2022, and the collaboration between Xoserve, Government and National Gas to move over a million supply points. Also includes an outline of the role of the credit risk team and their subsequent nomination at the British Credit Awards (published 16/02/23)
- <https://www.xoserve.com/news/blog-supporting-the-industry-during-the-gas-crisis/>

Blog: Supporting the world's first green hydrogen trial for residential homes

- A look at how Xoserve are supporting SGN to deliver green hydrogen to 300 homes as part of the H100 Fife project. (published 21/02/23).
- <https://www.xoserve.com/news/blog-supporting-the-world-s-first-green-hydrogen-trial-for-residential-homes/>

Decarb Discussion podcast – A focus on meter asset ownership and management

- The latest podcast, where Vicki Mustard speaks to experts from the UK's leading gas metering organisations about the impacts introducing hydrogen to the gas mix could have on asset management strategies. (published 23/02/23)
- <https://www.xoserve.com/news/decarb-discussions-podcast-a-focus-on-meter-asset-ownership-and-management/>

UK Link implementation 25 February – XRN 5533

- Outline details of the implementation of February Major Release (inc. XRN 4900 - Biomethane Sites with Reduced Propane Injection, 4978 - Notification of Rolling AQ value, 4989 - Online end to End Credit Interest process, 4990 - Transfer of Sites with Low Read Submission Performance from Class 2 and 3 into Class 4, 4992 - Last Resort Supply Payments Volumetric Charges, and 5298 – IA for H100 Fife Project - Phase 1. (published 23/02/23)
- <https://www.xoserve.com/news/uk-link-implementation-25-february-xrn-5533/>

Delivering Decarb – February 2023

- A look back at the first Hydrogen Week, plus a view of key policy milestones and news stories. (published 24/02/23)
- <https://www.xoserve.com/news/deliveringdecarb-february-2023/>

Successful implementation – XRN 5533

- Follow on from story of 23 February, confirming successful implementation of Major Release. (published 27/02/23)
- <https://www.xoserve.com/news/successful-implementation-xrn-5533/>

Looking Ahead

Xoserve's Customer Satisfaction Results

- Undertaken by ICS on Xoserve's behalf.
- Ran from 6 to 24 Feb 2023.
- 109 responses.
- **Full results to be communicated to customers during April 2023.**

Events

DN Constituency – 2 March 2023

CMS Rebuild Customer Focus Group – 7 March 2023

ChMC – 8 March 2023

IGT Constituency – 10 March 2023

Customer Induction Day – 14 March 2023

Hydrogen Homes Site visit – 14 March 2023

DSC Delivery Sub-Group – 20 March 2023

Invoicing Discovery Day – 27 March 2023



Xoserve Incident Summary

Agenda Item 5.4

Summary

During February we experienced 0 P1/P2 incidents



Customer Issue Dashboard

Agenda item 5.5

Open Issues Impacting Customers

Issue Area	Issue Summary	Further Information and Action Being Undertaken	Customers Impacted
Missing Secured Active Messages (SAMs)	<ul style="list-style-type: none"> - 352 missing SAM's relating to switching activities 	<ul style="list-style-type: none"> • Latest position on missing messages (as of 3 March 2023) <ul style="list-style-type: none"> - 122 confirmed as valid registrations. These were processed with an effective date of 21 February 2023. Completed. - 35 resolved, no further action required - 1 pending customer response - 55 pending CSS reconciliation - 94 CSS stalled pending/SAM to CDSP, waiting on CSS to advise on action required - 40 cancelled registrations, in progress to update UKLink - 5 confirmed valid registrations, in progress to process in UKLink 	Shippers DNs IGTs
Amendment Invoice Defects	<ul style="list-style-type: none"> - 13 open defects impacting the Amendment invoice 	<ul style="list-style-type: none"> - Profiling carried out monthly to identify impacted MPRNs - Charges for impacted MPRNs are held and not invoiced until the fix is deployed and energy is corrected, where required, prior to the charges being released 	Shippers DNs
AQ Defects	<ul style="list-style-type: none"> - 20 AQ impacting defects (defects impacting AQ calculation) 	<ul style="list-style-type: none"> - Profiling carried out to identify impacted MPRNs - Aqs are corrected to limit impact on the customer. - All profiled sites for outstanding AQ calculation impacting defects have been corrected along with the new Formula Year 	Shippers DNs IGTs
Consumer Contact Data	<ul style="list-style-type: none"> - Consumer contact data provided by Shippers is not complete when sent in the daily/quarterly portfolio files to IGTs & DNs 	<ul style="list-style-type: none"> - Defect raised and is being progressed. All consumer data is being checked on quarterly (IQL) file. For completeness, the DN's portfolio report is also being reviewed (EDL & EQL) - Report providing all consumer contact data sent January 23 following IQL submission - Checks performed have confirmed IDL report is correct and complete 	IGTs DNs

Issue Summary – Distribution Networks

- Missing Secured Active Messages (SAMs)
 - Total of 352 missing SAMs (as of 3 March 2023) relating to Registration notifications from CSS.
 - 122 confirmed as valid registrations. These were processed with an effective date of 21 February 2023.
 - 35 resolved, no further action required
 - 1 pending customer response
 - 55 pending CSS reconciliation
 - 94 CSS stalled pending/SAM to CDSP, waiting on CSS to advise on action required
 - 40 cancelled registrations, in progress to update UKLink
 - 5 confirmed valid registrations, in progress to process in UKLink
 - A communication notifying customers of the latest valid and cancelled registrations will be issued w/c 6 March 2023
 - Potential Impacts:
 - Transportation charges issued to the incorrect Shipper
 - Portfolio reports showing incorrect Shipper/Supplier
- AQ Defects:
 - There are currently 20 defects impacting the AQ calculation
 - AQs are corrected where required to limit impact on customer
 - All profiled sites for outstanding AQ calculation impacting defects have been corrected along with the new Formula Year .
 - Potential Impacts:
 - Incorrect transportation rates applied to charges
- Amendment Invoice Defects
 - 13 open defects impacting the Amendment invoice: reconciliation charges
 - Charges for impacted MPRNs are held and not invoiced until the fix is deployed and energy is corrected, where required, prior to the charges being released
 - Potential Impact:
 - Reconciliation charges are incorrect if defect is not identified prior to invoice issue
 - Reconciliation charges are held until the defect is fixed and data corrected
- Portfolio Files
 - Checks being carried out on the daily and quarterly portfolio files following identification of data discrepancies

Issue Summary – Shippers

- Missing Secured Active Messages (SAMs)
 - Total of 352 missing SAMs (as of 3 March 2023) relating to Registration notifications from CSS.
 - 122 confirmed as valid registrations. These were processed with an effective date of 21 February 2023.
 - 35 resolved, no further action required
 - 1 pending customer response
 - 55 pending CSS reconciliation
 - 94 CSS stalled pending/SAM to CDSP, waiting on CSS to advise on action required
 - 40 cancelled registrations, in progress to update in UKLink
 - 5 confirmed valid registrations, in progress to process in UKLink
 - A communication notifying customers of the latest valid and cancelled registrations will be issued w/c 6 March 2023
 - Potential impacts:
 - Shipper / Supplier not recorded on UKLink or Gemini
 - Outgoing Shipper continues to receive transportation charges
- AQ Defects:
 - There are currently 20 defects impacting the AQ calculation
 - Aqs are corrected where required to limit impact on customer
 - All profiled sites for outstanding AQ calculation impacting defects have been corrected along with the new Formula Year snapshot .
 - Potential Impacts:
 - Incorrect transportation rates applied to charges,
 - Over/under allocation of energy for demand estimation processes, impacts to UIG
- Amendment Invoice Defects
 - 13 open defects impacting the Amendment invoice: reconciliation charges
 - Charges for impacted MPRNs are held and not invoiced until the fix is deployed and energy is corrected, where required, prior to the charges being released
 - Potential Impact:
 - Reconciliation charges are incorrect if defect is not identified prior to invoice issue
 - Reconciliation charges are held until the defect is fixed and data corrected

Issue Summary – IGTs

- Missing Secured Active Messages (SAMs)
 - Total of 352 missing SAMs (as of 3 March 2023) relating to Registration notifications from CSS.
 - 122 confirmed as valid registrations. These were processed with an effective date of 21 February 2023.
 - 35 resolved, no further action required
 - 1 pending customer response
 - 55 pending CSS reconciliation
 - 94 CSS stalled pending/SAM to CDSP, waiting on CSS to advise on action required
 - 40 cancelled registrations, in progress to update in UKLink
 - 5 confirmed valid registrations, in progress to process in UKLink
 - A communication notifying customers of the latest valid and cancelled registrations will be issued w/c 6 March 2023
 - Potential impacts:
 - IGT Transportation charges issued to the incorrect Shipper
 - Portfolio reports showing incorrect Shipper/Supplier
- AQ Defects:
 - There are currently 20 defects impacting the AQ calculation
 - Aqs are corrected where required to limit impact on customer
 - All profiled sites for outstanding AQ calculation impacting defects have been corrected along with the new Formula Year snapshot .
- Consumer Contact Data not complete in the Quarterly Portfolio Files (IQL):
 - Consumer Contact data provided by Shippers is not complete when sent in the quarterly portfolio files
 - A defect has been raised and this is being progressed
 - Report containing all consumer contact data sent in January following submission of the IQL file
 - Checks have confirmed that the daily portfolio file (IDL) is complete and correct



GRDA Performance
Agenda Item 5.6

GRDA Performance – February 2023

target actual

- Key points to note February 2023 - Figures quoted based on draft RPA report due to CoMC paper deadline – indicates
 - 2 of 24 days at average volume with at least one missing message.
 - 1 of 4 days at sub peak volume with at least one missing message
 - 90th percentile response being >10 seconds for 2 hours in month

A	B	C	D	E	F	G	H
Service F	Service C	Service C	Section r	Metric Description	Performance	Metric T	Value
Xoserve	GRDS	Service A	5.2	Percentage Service Availability for the receipt and acknowledgement of Market Messages from the CSS Provider (excluding scheduled maintenance)	0.9375	DECIMA	0.9395
Xoserve	GRDS	Service A	5.3	Number of instances where scheduled maintenance occurred between 16:00 and 01:00	0	INT	0
Xoserve	GRDS	Service A	5.4	In the event of an unplanned outage how many instances had the system not resumed operation within one hour	0	INT	0
Xoserve	GRDS	Service L	7.1.1	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below an average daily volume what percentage of days was the mean response time from GRDS 20 minutes or less	1	INT	0.9167
Xoserve	GRDS	Service L	7.1.2	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below an average daily volume what percentage of days was the 90th Percentile response time from GRDS 25 minutes or less	1	INT	1
Xoserve	GRDS	Service L	7.1.3	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below peak daily volume what percentage of days was the mean response time from GRDS 35 minutes or less	1	INT	0.75
Xoserve	GRDS	Service L	7.1.4	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below peak daily volume what percentage of days was the 90th percentile response time from GRDS 40 minutes or less	1	INT	1
Xoserve	GRDS	Service L	7.1.5	Number of days in the reporting month were market messages from the CSS Provider (relating to secured switches at gate closure) were at or below the average daily volume	N/A	INT	24
Xoserve	GRDS	Service L	7.1.6	Number of days in the reporting month were market messages from the CSS Provider (relating to secured switches at gate closure) were at or below the peak daily volume	N/A	INT	4
Xoserve	GRDS	Service L	7.1.6	Number of days in the reporting month were market messages from the CSS Provider (relating to secured switches at gate closure) were above the peak daily volume	N/A	INT	0
Xoserve	GRDS	Service L	7.2.1	Where market messages from the CSS Provider (other than at gate closure) are at or below an average hourly volume what percentage of hours was the mean response time from GRDS 6 seconds or less	1	DECIMA	1
Xoserve	GRDS	Service L	7.2.2	Where market messages from the CSS Provider (other than at gate closure) are at or below an average hourly volume what percentage of hours was the 90th percentile response time from GRDS 10 seconds or less	1	DECIMA	0.9966
Xoserve	GRDS	Service L	7.2.3	Where market messages from the CSS Provider (other than at gate closure) are at or below peak hourly volume what percentage of hours was the mean response time from GRDS 10 seconds or less	1	DECIMA	1
Xoserve	GRDS	Service L	7.2.4	Where market messages from the CSS Provider (other than at gate closure) are at or below peak hourly volume what percentage of hours was the 90th percentile response time from GRDS 15 seconds or less	1	DECIMA	1
Xoserve	GRDS	Service L	7.2.5	Number of hours in the reporting month were market messages from the CSS Provider (other than at gate closure) were at or below the average hourly volume	N/A	INT	590
Xoserve	GRDS	Service L	7.2.6	Number of hours in the reporting month were market messages from the CSS Provider (other than at gate closure) were at or below the peak hourly volume	N/A	INT	61
Xoserve	GRDS	Service L	7.2.7	Number of hours in the reporting month were market messages from the CSS Provider (other than at gate closure) were above the peak hourly volume	N/A	INT	21
Xoserve	GRDS	Service L	7.5	Where a BCDR event is invoked what number of instances was the maximum recovery time objective for the GRDS greater than 8 hours	0	INT	0
				Re 7.1.1 & 7.1.3 - Performance failure caused by missing SAMs from DCC. We responded to all received SAMs in milliseconds and both metrics would score 100% if messages were received in the stated windows. Re 7.2.2 - This is the result of 2 hours in the month where 90th percentile transaction time exceeded the standard. Both hours saw very low volumes of transactions and so the 10% of transactions in the 90th percentile band equals 17 transaction in total.			
Xoserve	GRDS	General	N/A		N/A	FREE TEXT	



- Appendix 1 - KPM slides (*Final version will be available after 14th March*)
- Appendix 2 - Xoserve Incident Summary (item 5.4)
- Appendix 3 -Customer Issue Dashboard(item 5.5)

APPENDIXES



Appendix1

KPM SLIDES

DSC KPM Performance for February 2023

DSC Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target Metric	Volume	Feb-23
KPM.01	Percentage of shipper transfers processed	Manage Shipper Transfers	Andy Szabo / Alex Stuart	Right First Time	100.00%	341,514	100.00%
KPM.02	Percentage of meter reads successfully processed	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Right First Time	99.50%	134,376,314	99.98%
KPM.03	% of asset updates successfully processed	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Right First Time	99.50%	317,062	99.98%
KPM.04	% of AQs processed successfully	Monthly AQ Processes	Andy Szabo / Alex Stuart	Right First Time	100.00%	14,098,050	100.00%
KPM.05	Percentage of total LDZ AQ energy at risk of being impacted	Monthly AQ Processes	Andy Szabo / Alex Stuart	Right First Time	0.75%	50	0.05%
KPM.06	Percentage processed within the Completion Time Service Level in DSC	Manage Shipper Transfers	Andy Szabo / Alex Stuart	Cycle Time	100.00%	341,514	100.00%
KPM.07	Percentage of requests processed within the Completion Time Service Level in DSC	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Cycle Time	100.00%	134,328,186	99.99%
KPM.08	% Notifications sent by due date	Monthly AQ Processes	Andy Szabo / Alex Stuart	Cycle Time	100.00%	14,086,788	100.00%
KPM.09	% of invoices not requiring adjustment post original invoice dispatch (Excludes all Gemini Invoices)	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Right First Time	98.00%	2,572	100.00%
KPM.10	% of DSC customers that have been invoiced without issues/ exceptions (exc. AMS) (Excludes all Gemini Invoices)	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Right First Time	100.00%	243	100.00%
KPM.11	% of DSC customers with less than 1% of MPRNs which have an AMS Invoice exception	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Right First Time	97.00%	73	100.00%
KPM.12	% of invoices sent on due date (Excludes all Gemini Invoices)	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Cycle Time	100.00%	2,572	100.00%
KPM.13	% of exceptions resolved within 2 invoice cycles of creation date	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Cycle Time	100.00%	TBC 14/03	TBC 14/03
KPM.14	Number of valid P1 and P2 defects raised within the PIS period relating to relevant change (excluding programmes) (Excludes all Gemini Investment Changes)	Managing Change	Andy Szabo / Linda Whitcroft	Right First Time	0	0	0
KPM.15	Number of valid P3 defects raised within PIS period relating to relevant change (excluding programmes) (Excludes all Gemini Investment Changes)	Managing Change	Andy Szabo / Linda Whitcroft	Right First Time	4	0	0
KPM.16	Number of valid P4 defects raised within PIS period relating to relevant change (excluding programmes) (Excludes all Gemini Investment Changes)	Managing Change	Andy Szabo / Linda Whitcroft	Right First Time	5	0	0
KPM.17	% of tickets not re-opened within period	Customer Contacts (technical)	Andy Szabo / Trefor Price	Right First Time	95.00%	564	98.58%
KPM.18	% of customer tickets (Incidents & Requests) responded to within SLA	Customer Contacts (technical)	Andy Szabo / Trefor Price	Cycle Time	90.00%	1,922	98.27%
KPM.19	UK Link Core Service Availability	UKLink	Andy Szabo / Trefor Price	Cycle Time	99.00%	N/A	99.90%
KPM.20	Gemini Core Service Availability	Gemini	Andy Szabo / Trefor Price	Cycle Time	99.00%	TBC	100.00%

DSC PI Performance for February 2023

DSC Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target Metric	Volume	Feb-23
PI.01	% CMS Contacts processed within SLA (95% in D+10)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	95.00%	14,434	82.26%
PI.02	% CMS Contacts processed within SLA (80% in D+4)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	80.00%	13,282	80.67%
PI.03	% CMS Contacts processed within SLA (98% in D+20)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	98.00%	16,231	99.04%
PI.04	% customer queries responded to within SLA/OLA	Customer Contacts	Andy Szabo / Alex Stuart	Cycle Time	90.00%	1,075	97.49%
PI.05	Percentage of queries resolved RFT	Customer Contacts	Andy Szabo / Alex Stuart	Right First Time	95.00%	1,075	99.81%
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Andy Szabo / Alex Stuart	Cycle Time	100.00%	634	98.50%
PI.07	% of RFT against all reports dispatched	Customer Reporting (all forms)	Andy Szabo / Alex Stuart	Right First Time	99.00%	638	100.00%
PI.08	% of valid CMS challenges received (PSCs)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Right First Time	1.00%	16	0.05%
PI.09	% of Telephone Enquiry Service calls answered within SLA	Customer Contacts	Andy Szabo / Alex Stuart	Cycle Time	90.00%	5,219	95.85%
PI.10	Confidence in DE Team to deliver DESC obligations (via Survey of DESC Members)	Demand Estimation Obligations	Andy Szabo / Alex Stuart	Right First Time	75.00%	N/A	N/A
PI.11	DESC / CDSP DE obligations delivered on time	Demand Estimation Obligations	Andy Szabo / Alex Stuart	Cycle Time	100.00%	6	100.00%
PI.12	KPM relationship management survey	Customer Relationship Management	Andy Szabo / Alison Jennings	Right First Time	95.00%	31	98.35%
PI.13	Plan accepted by customers & upheld (Key Milestones Met as agreed by customers)	Management Of Customer Issues	Andy Szabo / Alex Stuart	Cycle Time	90.00%	2	100.00%
PI.14	Provision of relevant issue updates to customers accepted at CoMC and no negativity on how the issue is managed.	Management Of Customer Issues	Andy Szabo / Alex Stuart	Right First Time	100.00%	0	100.00%
PI.15	Survey results delivered to CoMC in Month +1	Customer Relationship Management	Andy Szabo / Alison Jennings	Cycle Time	100.00%	N/A	100.00%
PI.16	% closure/termination notices issued in line with Service Lines (leave) Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Cycle Time	100.00%	1	100.00%
PI.17	% key milestones met on readiness plan (join) Non Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Cycle Time	100.00%	2	N/A
PI.18	% key milestones met on readiness plan (join) Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Cycle Time	100.00%	N/A	100.00%
PI.19	% of closure notices issued within 1 business day following last exit obligation being met (leave) Non Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Cycle Time	100.00%	1	N/A
PI.20	% of exit criteria approved and account deactivated within D+1 of cessation notice being issued (leave) Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Right First Time	100.00%	1	100.00%
PI.21	% of exit criteria approved and account deactivated within D+1 of cessation notice being issued. (leave) Non-Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Right First Time	100.00%	1	N/A
PI.22	% of readiness criteria approved by customer (join) Non Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Right First Time	100.00%	2	N/A
PI.23	% of readiness criteria approved by customer (join) Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Right First Time	100.00%	N/A	100.00%
PI.27	% level 1 milestones met	Managing Change	Andy Szabo / Linda Whitcroft	Cycle Time	95.00%	8	100.00%

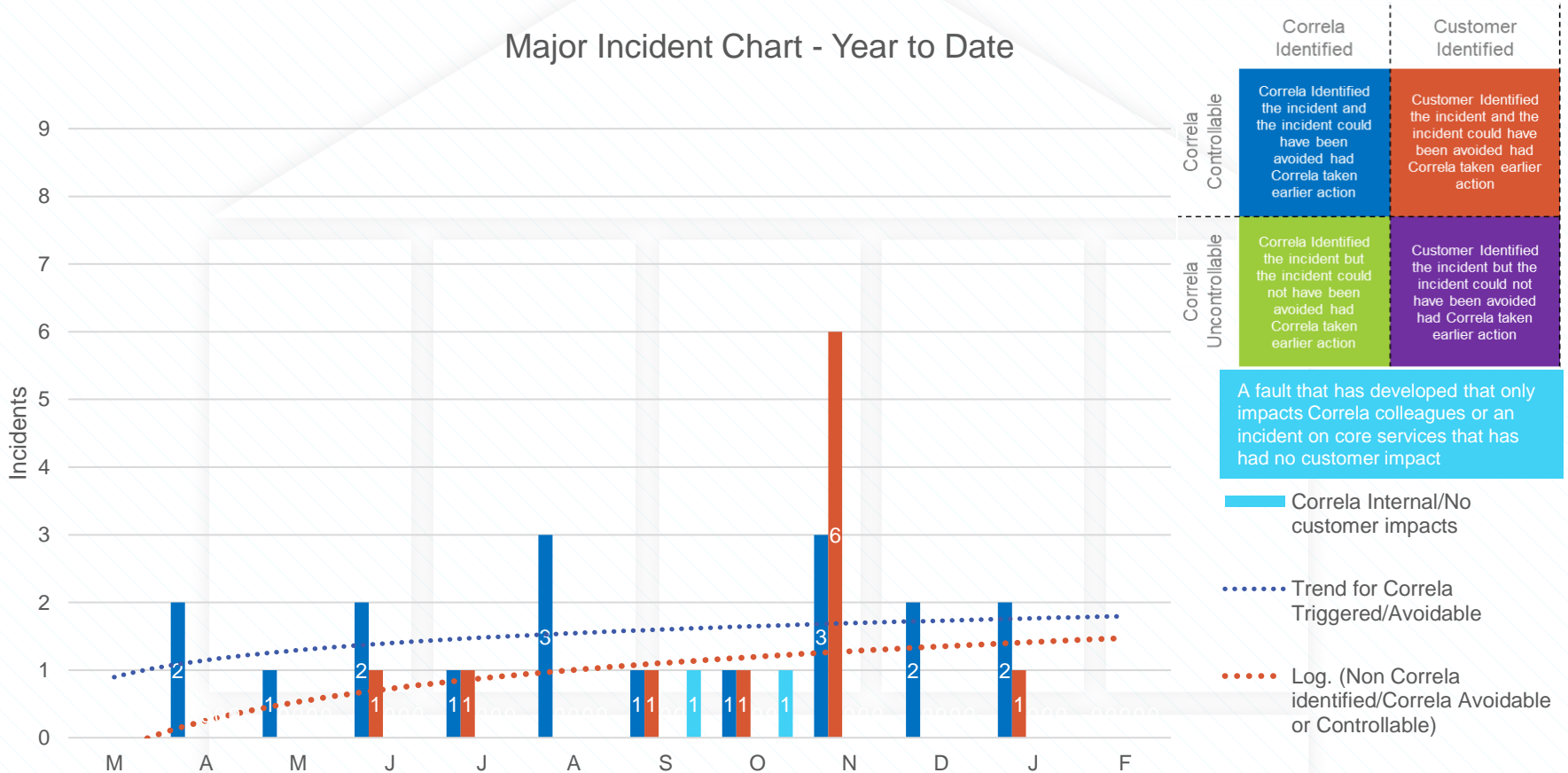


Appendix 2

XOSERVE INCIDENT SUMMARY

What is happening Overall

Major Incident Chart - Year to Date



What is happening Overall?

Key:

Feb 2023

Performance Year to Date

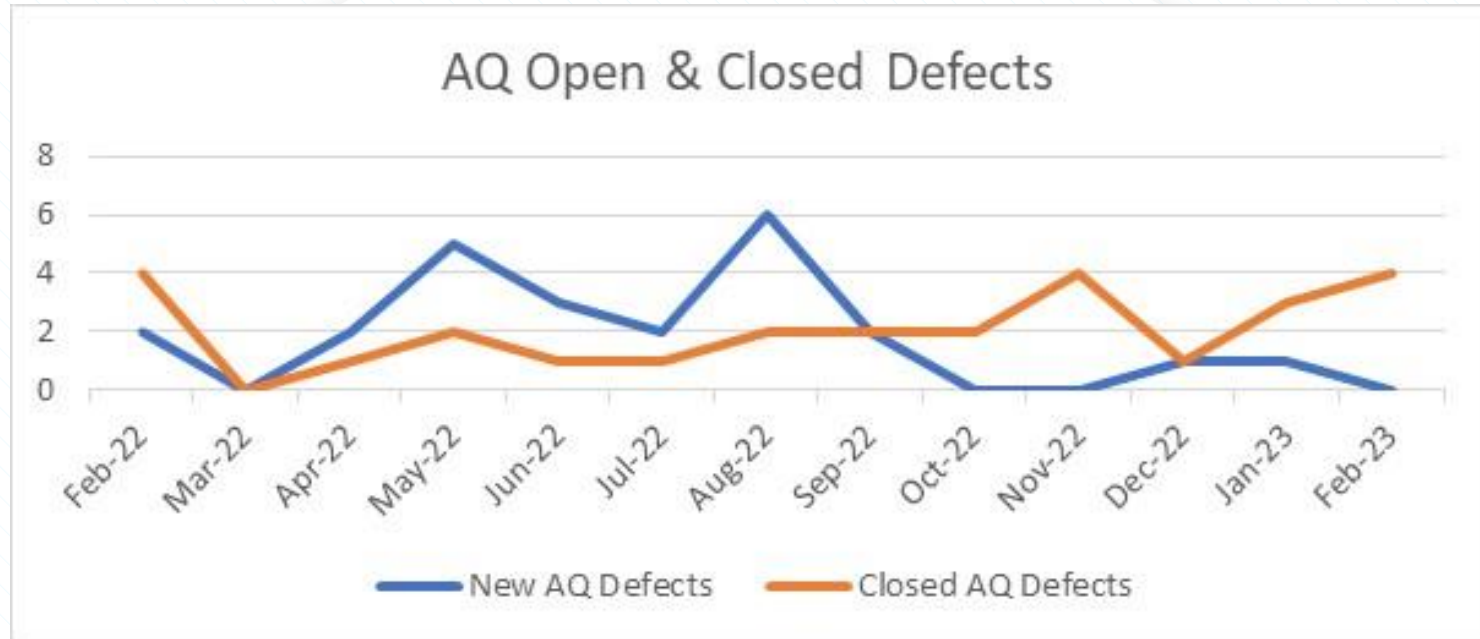
	Correla Identified	Customer Identified		Correla Identified	Customer Identified		Correla Identified	Customer Identified
Correla Controllable	Correla Identified the incident and the incident could have been avoided had Correla taken earlier action	Customer Identified the incident and the incident could have been avoided had Correla taken earlier action	Correla Controllable	0	0	Correla Controllable	19	11
Correla Uncontrollable	Correla Identified the incident but the incident could not have been avoided had Correla taken earlier action	Customer Identified the incident but the incident could not have been avoided had Correla taken earlier action	Correla Uncontrollable	0	0	Correla Uncontrollable	0	0



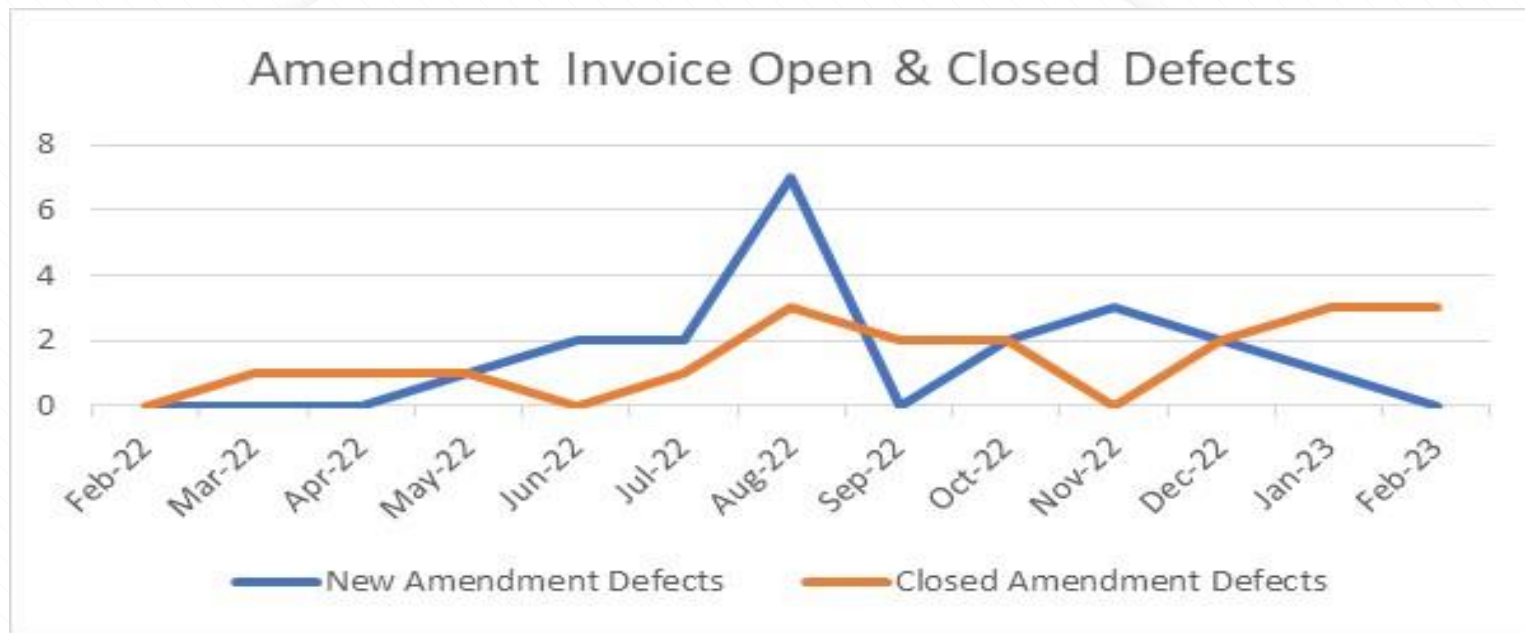
Appendix 3

CUSTOMER ISSUE DASHBOARD

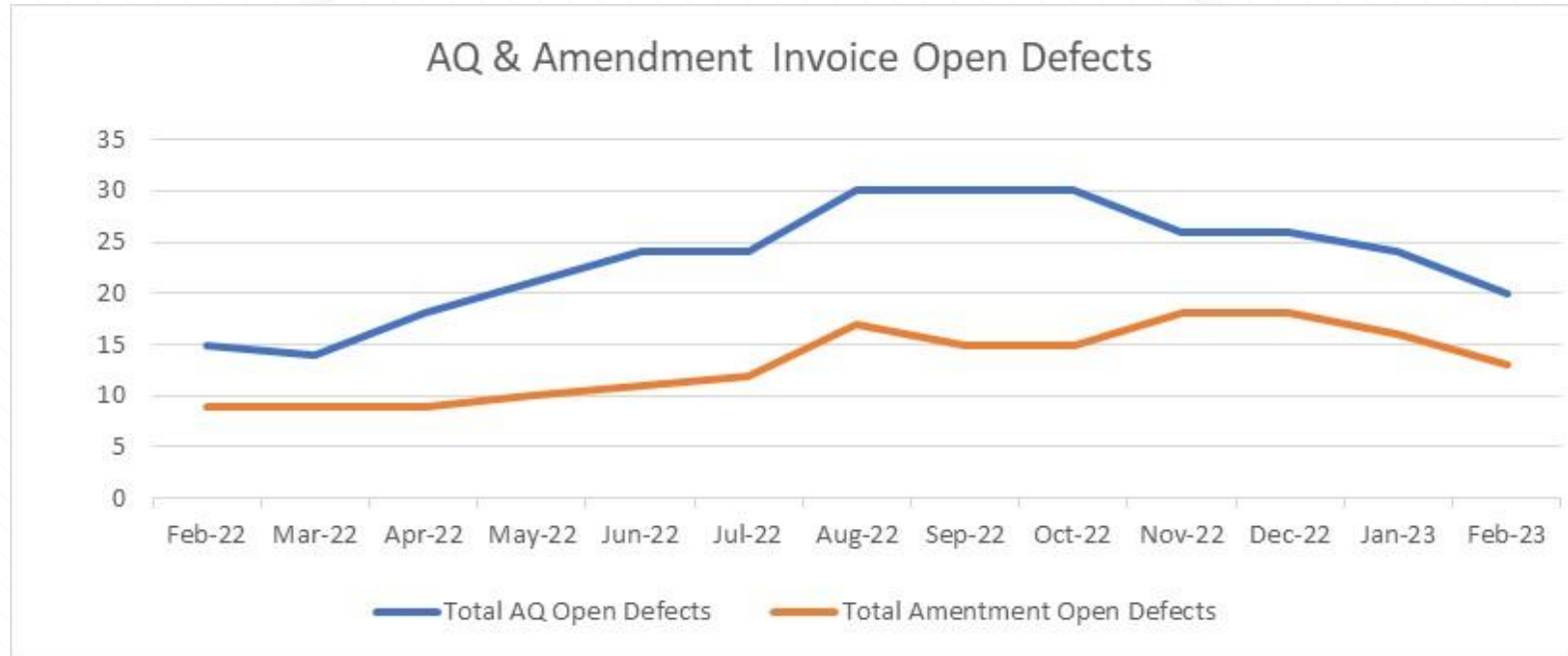
AQ Defects – Open & Closed over 12 Month Period



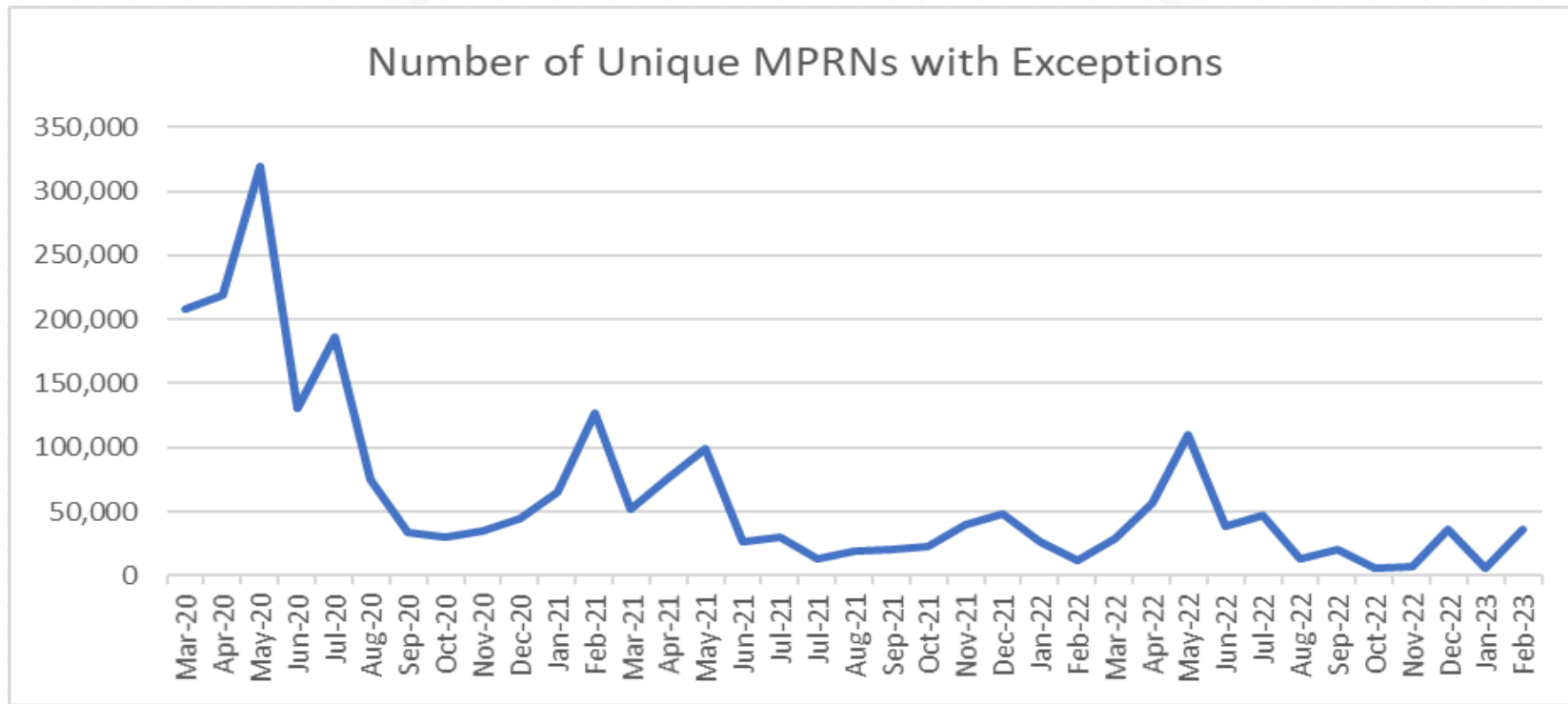
Amendment Invoice Defects – Open & Closed over 12 Month Period



AQ & Amendment Invoice Open Defects (as of the end of each month)



Amendment Invoice Dashboard – Outstanding Exceptions



Further Information

The Customer Issue Register, published on xoserve.com and updated weekly, can be found at the following location:

<https://www.xoserve.com/news-updates/news-and-updates/issues-register/>

System status, planned outages and info on current system impacting issues can be found at the following location:

<https://www.xoserve.com/news-updates/news-and-updates/system-outages/>