

**UNC DSC Contract Management Committee Minutes**

**Wednesday 17 January 2024**

**Via Microsoft Teams and**

**at Xoserve, Lansdowne Gate, 65 New Road, Solihull, B91 3DL**

<b>Attendees</b>			
Mark Cockayne (Chair)	(MC)	Joint Office	Non-Voting
Harmandeep Kaur (Secretary)	(HK)	Joint Office	Non-Voting
<b>Shipper User Representatives (Voting)</b>			
Andy Eisenberg	(AE)	E.ON Next	Class A
Oorlagh Chapman	(OC)	Centrica	Class A & Class C
Steve Mulinganie	(SM)	SEFE Energy	Class B & Class C
<b>Transporter Representatives (Voting)</b>			
Helen Chandler	(HC)	Northern Gas Networks	DNO Voting
Sally Hardman	(SH)	Scotia Gas Networks	DNO Voting
Andrea Godden + Alternate for Richard Loukes	(AG)	National Gas Transmission	NTS Voting
Charlotte Gilbert	(CG)	BU-UK	IGT Voting
<b>CDSP Change Management Representatives (Non-Voting)</b>			
Jayne McGlone	(JMc)	Xoserve	
David Addison	(DA)	Xoserve	
James Rigby	(JRi)	Xoserve	
<b>Observers/Presenters (Non-Voting)</b>			
Brendan Gill	(BG)	Xoserve	
Dean Johnson	(DJ)	Xoserve	
Hannah Brown	(HB)	Xoserve	
Lee Greenwood	(LG)	British Gas	
Marina Papathoma	(MP)	Wales & West Utilities	
Michele Downes	(MD)	Xoserve	
Paul Orsler	(PO)	Xoserve	
Rebecca Hailes	(RH)	Joint Office	
Richard Creswell	(RC)	Xoserve	
Sharon Dudley	(SDu)	Xoserve	
Simon Harris	(SHa)	Xoserve	
Steve Deery	(SD)	Xoserve	
<p><i>DSC Contract Management meetings will be quorate where: Committee Representatives of at least two (2) shall be Shipper Representatives and three (3) shall be DNO Representatives, NTS Representatives or IGT Representatives, are present at a meeting who can exercise six (6) votes.</i></p>			

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/170124>

**1. Introduction**

Mark Cockayne (MC) welcomed all to the meeting and confirmed the meeting was quorate.

**1.1. Apologies for absence**

Richard Loukes, NTS Representative  
Tom Jenkins, IGT Representative

**1.2. Alternates**

Andrea Godden for Richard Loukes

**1.3. Confirm Voting rights**

The voting rights were confirmed as below:

Representative	Classification	Vote Count
<b>Shipper</b>		
Andy Eisenberg	Shipper Class A	1 vote
Oorlagh Chapman	Shipper Class A & C	2 votes
Steve Mulinganie	Shipper Class 2xB & C	3 votes
<b>Transporter</b>		
Helen Chandler	DNO	1 vote
Sally Hardman	DNO	1 vote
Andrea Godden + Alternate for Richard Loukes	NTS	2 votes
Charlotte Gilbert	IGT	1 vote

**1.4. Approval of Minutes (20 December 2023)**

The minutes of the previous meeting were approved.

Oorlagh Chapman (OC) noted that her name was spelled incorrectly in the previous minutes and asked that this be corrected. Mark Cockayne (MC) apologised and agreed to get this corrected.

**1.5. Approval of Late Papers**

One late paper had been provided for item 4 on 16 January 2024. The Committee confirmed that the paper was submitted late due to the nature of the data and accepted the late paper.

**1.6. Review of Outstanding Actions**

**0602:** CDSP (DA) to undertake a case study into Governance between DSC Change Management and DSC Contract Management Committee interactions using recent Hydrogen Change XRN5531 and report back.

**Update:** David Addison (DA) advised that the DSC Change Management process allows flexibility for DSC customers to progress changes in advance of regulatory change. This remains a useful activity to retain and should not be constrained. DA explained that with such change there remains a risk that any future regulatory change is not approved, therefore in the future, it is recommended that any such risk discussions are highlighted and recorded in the minutes.

DA proposed to provide a paper to support action 0602, in which he summarised that the flexibility to progress changes through the DSC Change Management Committee in advance of regulatory changes was important to retain and highlighted a number of examples where this had been done recently (e.g. CSS (Mods 0804) and CSS P1 Incident (Mods 836S; 855 and IGT 170 and 171)). The key to using flexibility effectively is ensuring that the Committee is aware of the risk and the reasons for progressing this at risk.

DA proposed that parties review and feedback on any questions/comments in advance of the CoMC on 14 February 2024, and the action will be left open until next month to allow parties to consider the paper.

**Post Meeting Update:**

*DA provided the paper outlining the findings of his review. The paper has been made available to the parties at the JO website. Please refer to the published paper for further information.*

**Carried Forward.**

**2. Approvals**

**2.1. Administrative Amendments to the DPM**

An update was provided on the Administrative Amendments to the Data Permission Matrix confirming no representations had been received.

DA explained that a detailed assessment of the DPM was undertaken to support the REC Data Catalogue Work which highlighted inconsistencies in the DPM that needed to be addressed. DA noted that Xoserve has identified that the history data item should be moved to the Supply Meter Point History. Furthermore, Converter Asset Data, Meter Asset Data, Supply Meter Point Information (Installation Type), and Supply Meter Point Information (CSEP Full Name) need to be removed.

Please refer to the published slides for full details.

Shipper, DNO, NTS and IGT Members were asked to vote to approve the Administrative Amendments to the DPM with unanimous approval recorded as follows:

<b>Voting Outcome:</b>		
<b>Shipper Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Andy Eisenberg	1	For
Oorlagh Chapman	2	For
Steve Mulinganie	3	For
<b>Total</b>	<b>6</b>	<b>For</b>
<b>Transporter Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Helen Chandler (DNO)	1	For
Sally Hardman (DNO)	1	For
Andrea Godden (NTS) + Alternate for Richard Loukes	2	For
Charlotte Gilbert (IGT)	1	For
<b>Total</b>	<b>5</b>	<b>For</b>

**3. Business Plan Updates**

**3.1. BP Update**

CDSP provided an overview of the Business Plan (BP). James Rigby (JRi) noted that they will be going to the Xoserve Board for approval of the most recent version of the BP. JRi confirmed that the BP is scheduled to be published on 29 January 2024, following which, the Annual Charging Statement will be published. JRi stated that they have received a lot of useful engagement in relation to the BP and confirmed that no objections had been received. The last date for objections to be notified was 16 January 2024.

JRi highlighted the Budget Webinar being held in February (date TBC). JRi noted that the discussions in relation to Modification 0841 will hopefully be concluded ahead of work starting on BP25.

Steve Mulinganie enquired if Xoserve would be providing indicative cost per meter point to Shippers as they have done in previous years, JRi confirmed that there was no reason why we wouldn't do this again if we had done in previous years.

SM requested that Xoserve confirm the process. JRi agreed to check and revert to SM.

### **3.2. Efficiency Review**

JRi noted that the Terms of Reference (TOR) for the Customer Advisory Board (CAB) were discussed in the December CoMC Meeting. JRi confirmed that the TORs will be written up this week.

JRi asked CAB members to respond to the meeting request which will be sent by Tracey O'Connor as soon as possible.

Andy Eisenberg (AE) asked for the list of CAB members. JRi confirmed the names of the CAB members:

- Steve Mulinganie
- Helen Chandler
- Adrea Godden
- Charlotte Gilbert

## **4. Monthly Contract Management Report**

Please refer presentation published at: <https://www.gasgovernance.co.uk/dsc-contract/170124>

### **4.1. KPM Update**

CDSP provided the Key Performance Measures, and the DSC Credit & Risk Performance Indicators.

Dean Johnson (DJ) summarised the KPMs and PIs for December 2023 providing information on the failures and remedial actions, noting:

- 2 out of the 20 KPMs failed.
- 0 out of the 26 PIs failed.

For a detailed update, please refer to the published presentation.

### **4.2. KPM – Customer Relationship Survey Results CDSP**

An update was provided on the KPM Relationship Management scores. Hannah Brown (HB) confirmed that the surveys are now going out to customers every quarter and this quarter, the customer satisfaction score is 98.28% based on 30 respondents from 23 organisations.

HB noted that there has been an improvement in engagement and satisfaction scores. The key satisfaction areas were improvement in client engagement, understanding the client's business, and the support provided by the CDSP people. The focus areas identified for improvement are poor-quality responses for first-time resolutions, the escalation process, and improvement in discussions with IGTs to overcome barriers. HB stated that they are taking action in relation to the areas that require improvement.

For a detailed update, please refer to the published presentation.

#### 4.3. Monthly Contract Management Reports CDSP

Simon Harris (SH) provided a review of the Monthly Contract Management Reports for December 2023. This included the Third Party and Additional Services Reporting, Gemini and UK Link availability, the Meter Count Report and Communication Highlights.

Please refer to the published slides for full details.

#### 4.4. Xoserve Incident Summary CDSP

An update was provided on the incidents for December 2023. CDSP noted that no incidents were reported in December.

For further details, please refer to the published presentation.

AE noted that the Class 4-meter readings batch process failure was reported in December and enquired why these were not recorded in the summary. Dean Johnson explained that this incident was not classed as a P1 or P2 failure.

AE expressed concerns about the P1 and P2 Classification and how long it has taken to resolve the issues they had reported. AE noted that it appears no one was able to understand what had happened. DJ stated Michelle Downes will provide an update on this in item 4.5.

OC asked CDSP to share the P1, P2 incident definitions with the Committee and for the definitions to be included in the reports each month, going forward.

**Post-meeting update from Xoserve:**

Priority level 1 and 2 incidents are defined in the UK Link Manual, UKLBD2 – UK Link IS Service Definition as:

Category	Time to Fix	Description	Example Usage
P1	<4 hours	Critical Incident	<ul style="list-style-type: none"> <li>Complete loss of more than one critical service</li> <li>IT incident leading to high risk of serious Health &amp; Safety incident</li> <li>Confirmed uncontrolled security incident</li> </ul>
P2	<8 hours	Major Incident	<ul style="list-style-type: none"> <li>Complete loss of any service (critical or non critical)</li> <li>Partial loss of critical business service causing significant operational issues (caveat assess at time)</li> <li>Multiple Organisations<sup>1</sup> (3 or more) are affected</li> <li>Critical users are unable to undertake their activities</li> <li>Subject to CDSP triage, an incident escalated to this level by the Customer</li> </ul>

The recent class 3 read batch file issue was not identified as part of our regular monitoring, at the point that this issue was picked up we found the issue had been resolved. We are now looking to improve the monitoring of these processes so that any future issues will be picked up as they occur, in which case an exact repeat of the class 3 read batch file issue experienced in December 2023 would result in a P2 classification.

#### 4.5. Issue Management Dashboard CDSP (MD) Information

CDSP provided an overview of the Open Issues Impacting Customers. Please refer to the published slides for full details.

These included:

- Missing Secured Active Messages (SAMs)
- Consumer Contact Data.
- Meter Readings

Michelle Downes (MD) noted that CDSP received Class 4-meter reading failures on 14 December 2023. They also received further batch failures for Class 3-meter readings between 26 and 29 December 2023. MD explained that the cause behind these failures has not been identified and is currently being investigated. CDSP has issued communications to the impacted Shippers to notify them of the issue.

SM highlighted the need for these issues to be addressed promptly and stated that the P1 and P2 definitions may need to be made more flexible. SM asked CDSP to consider whether similar Meter Readings batch process failures should be classed as P1 and P2. MD explained that the issue was not picked up straight away and agreed to review the lessons that can be learned from this occurrence.

Orlagh Chapman (OC) highlighted the issue with Centrica's files being picked up but not being worked on and enquired whether this is connected to the issues being discussed. OC noted that this caused a lot of problems and it appeared that no one else was affected. MD stated that she would need to check this and revert to OC. Mark Cockayne (MC) pointed out the need for additional controls to prevent future problems with alerts. MD explained that the system thought it had processed the issues and did not issue alerts. MD agreed to review the process.

AE pointed out that E.ON Next noted Class 4-meter readings batch process failure on additional dates other than 14 December 2023. MD noted that the dates have changed since the slides were updated.

SM stated that he understands the current status of the investigations and that MD will write to the Shippers with further details. SM noted that some certainty around the timeframe for this and the scope of the problem is required to ensure that further issues do not surface. MD explained that the team is assembling Class 3 MPR data and agreed to send an update early next week. SM proposed sending an update as a holding position in the meantime. MD agreed to this.

**New Action 0101:** CDSP (MD) to send out more details to Shippers around the Meter Read Issue once investigations have been completed and what the next steps are.

#### **Post Meeting update from Xoserve:**

*Communication "XCE2015: Important Information - Meter Readings incorrectly rejected" issued on the 18 January 2024 at 12:02 via [box.xoserve.IssueResolution@xoserve.co.uk](mailto:box.xoserve.IssueResolution@xoserve.co.uk).*

#### 4.6. Gas Retail Data Agent (GRDA) Update

CDSP provided a status update on the Gas Retail Data Agent (GRDA) Performance.

David Addison (DA) noted that he believes they had 1 day of 3 messages missing on 31 December 2023, however, he needs to confirm this with Michelle Downes (MD).

For the detailed update, please refer to the published presentation.

#### **4.7. KVI Change Management.**

No update was provided on KVI Change Management this month.

#### **5. Information Security Update**

The update is due in February.

#### **6. Financial Information**

The update is due in February.

#### **7. Business Continuity Plan**

The update is due in February.

#### **8. Contract Assurance Audit**

The update is due in February.

#### **9. Key Committee Updates**

##### **9.1. DSC Change Management Comm**

Paul Orsler (PO) provided an overview of the DSC Change Management Committee held on 10 January 2024.

PO confirmed there was nothing new to report in relation to the BP23 General Change. PO noted that they now have the below listed new Change Proposals:

- XRN 5719
- XRN 5720
- XRN 5556I
- XRN 5556J
- XRN 5556K

PO further confirmed that 2 Design & Delivery Changes have been approved.

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

For further information please refer to: <https://www.gasgovernance.co.uk/dsc-change/100124>.

##### **9.2. Retail Energy Code (REC) Updates**

CDSP provided an overview of the ongoing REC Changes, providing a table of the Changes in progress, a summary of the related XRN Changes, and Changes under prioritisation review. An additional line had been included to inform the Committee of the expected impact for each change.

**R0067**



David Addison (DA) noted that R0067 was successfully implemented on 9 December 2023 with a 2-week post-implementation review. The test completed by CDSP highlighted several issues with the messages being received after Gate Closure or not being received at all. DA explained that the issue had arisen due to design document ambiguity and changing the Xoserve system was deemed to be the most efficient solution. If there are missing messages now, Xoserve will be able to see whether registration has progressed. DA noted that the bad news is that the resend functionality is not working yet due to the unique message ID being passed which is causing issues when getting responses back. Further to the ticket being raised, the fix has been agreed for March, however, the RTS manager has asked for it to be fixed earlier.

DA confirmed that a message has gone to the Change Management Committee, and they are happy to provide this communication to the Contract Management Committee as well. DA noted that a ticket response from DCC confirmed that they made an error, however, they are yet to receive confirmation about DCC working on a fix. DA proposed closing the post-implementation support as they wait for DCC to pick the solution up. DA confirmed that their development has been concluded as the issues received in the development process have been resolved.

DA highlighted the need to push for a design document and to ensure that DSC agrees on this. DA further noted the need to review the use of test environments as to whether the simulator functionality is sufficient or whether stand-up testing environments are required.

#### **R0092**

DA highlighted REC Change R0092 - DCC Service Level Agreements for the Switching Incentive Regime to the Committee. DA wanted to ensure that DSC parties were aware of the change as it represents a softening of the Service Level Agreements for the Central Switching Service. At the last meeting, DCC had proposed that the response times to CSS Messages would be solely a daily mean average, which DA indicated was a concern as this will mean that any messages that have taken excessive times will not be reported as a failure. During discussions DCC indicated that the maximum response time that they have seen is 10 minutes (as opposed to the mean / 90th percentile targets in 6.1 and 6.2 being less than 8 seconds) as set out in the CSS Service Definition). DA highlighted a concern that if that extended processing occurred at a critical time, it might cause a different message outcome, e.g. if received before 17:00 but processed after 17:00 may mean that the message is rejected as minimum notice periods might not have been observed. Within the R0092 Workgroup DA had, from a GRDA perspective, highlighted that the period before 17:00 was critical to ensure that CSS entered Gate Closure with all messages processed and also re-iterated the Gate Closure period. DA had highlighted that there may be other critical periods for different participants and wanted to ensure that DSC parties were monitoring and feeding back where appropriate.

#### **R0094**

Steve Mulinganie (SM) enquired about the way the change was designed. SM noted that their accounts management team suggested that they re-engage. DA asked for clarification on the concerns so that they can address these. Sharon Dudley (SD) noted that Xoserve had initial conversations with Lydia about the change and is currently waiting to hear back. SM asked that Xoserve follow up with Lydia on this so that they can understand the current stage of the process of the change and what the aim of the change is. SD agreed to raise the concern,

DA welcomed any comments/discussions on this subject directly.

#### **R0148**



Helen Chandler (HC) enquired about Xoserve's awareness of the status of R0148 in relation to the non-enquiry service users. DA explained that they have completed some work in the background and the general feedback is that they had been very liberal with the data. They met with the volunteers of the committee to review the feedback received and the volunteers have helped with producing an updated response document.

DA proposed circulating a version of the R0148 template and asked that the Committee review and provide feedback by Wednesday 24 January 2024.

HC enquired about the meaning of 'open data'. Jayne McGlone (JM) explained that open data is the root of making data accessible. For example, if local authorities want to access data, the route to access the data is straightforward due to the 'open data', however, there will still be rules and controls around obtaining access. JM acknowledged that this has not been clarified in the consultation.

SM asked DA to arrange a meeting to discuss this in more detail. DA agreed to set up a meeting in (approx.) a week and circulate the necessary documents.

**New Action 0102:** CDSP (DA) to arrange a meeting to discuss R0148 in more detail and to circulate the necessary documents.

Please refer to the presentation slides published for the detailed update.

Further information on all the Changes can be found on the REC Portal at: <https://recportal.co.uk/recportal>.

## 10. Any Other Business

### 10.1. CMS Update

Richard Creswell (RC) provided an overview of the CMS rebuild delivery roadmap and the current progress to date.

RC confirmed that the build for V1.7 is in its final stages of testing and business acceptance testing. They have not encountered any issues so far and is scheduled to launch on 24 February 2024. RC confirmed that V1.8 is coming on the heels of KMI and SAR and this will be discussed in the Customer Focus Groups. V1.8 is scheduled to be launched on 4 March 2024. RC provided that a target date has not been set for V1.9 and V1.10, however, they are likely to be in April.

For full details, please refer to the published slides.

### Cloud IX Update

Emma Smith (ES) provided an update in relation to the existing IX Service to Cloud IX solution ES confirmed that they are ready to roll out the solution and starting soon, communications will be issued to all customers in due course. ES noted that they currently have approximately 100 customers to transfer and expect the rollout to take 18 months.

ES asked the Committee to look for the update and confirmed that they have Comms In place and will be approaching everyone soon. ES noted that the future communications will be shared via the Change Management Committee with updates at CoMC too.

### CICM Update

Brendan Gill (BG) provided an update on the CICM audit carried out in October, in which Xoserve received a distinction. BG explained that Xoserve is only the second company to receive a distinction. BG noted that CICM highlighted that the Xoserve teams are knowledgeable, have robust processes, and have very strong customer engagement.

## 11. Recap of decisions made during meeting

Simon Harris (SH) provided an overview of discussions, decisions, and actions made during

the meeting.

## 12. Diary Planning

Oorlagh Chapman (OC) enquired about the reason behind in person attendance request for the CoMC meetings. OC noted that these meetings can be very short and asked that in-person meetings be only arranged for specific reasons. Steve Mulinganie (SM) and Andy Eisenberg (AE) agreed with OC.

Jayne McGlone (JM) highlighted the importance of having these meetings in person as they allow for further discussions. Helen Chandler (HC) also noted the importance of meeting face to face and proposed meetings in person once or twice a year and suggested that all attendees come in.

The Committee discussed the best time to hold in-person meetings and asked that Xoserve revert to the Committee with a plan for when these meetings should be based on the agenda items being discussed.

**New Action 0103:** CDSP (JMc) to update the committee on a plan for in-person CoMC meetings.

Mark Cockayne (MC) asked the Committee attendees to send attendance confirmation when attending in person so that others can be updated accordingly.

DSC Change meetings are listed at: <https://www.gasgovernance.co.uk/DSC-Change>

All other Joint Office events are available via: <https://www.gasgovernance.co.uk/events-calendar/month>

Time/Date	Meeting Paper Deadline	Venue	Programme
10:00 Wednesday 14 February 2024	5pm Tuesday 06 February 2024	Microsoft Teams	Standard Agenda

DSC Change Action Table						
Action Ref	Meeting Date	Min Ref	Action	Owner	Reporting Month	Status Update
0602	14/06/23	1.6	CDSP (DA) to undertake a case study into Governance between DSC Change Management and DSC Contract Management Committee interactions using recent Hydrogen Change XRN5531 and report back.	CDSP (DA)	February 2024	Carried Forward
0101	17/01/24	4.5	CDSP (MD) to send out more details to Shippers around the Meter Read Issue once investigations have been completed and what the next steps are.	CDSP (MD)	February 2024	Pending
0102	17/01/24	9.2	CDSP (DA) DA to arrange a meeting to discuss R0148 in more detail and to circulate the necessary documents.	CDSP (DA)	February 2024	Pending
0103	17/01/24	12	CDSP (JMc) to update the committee on a plan for in-person CoMC meetings.	CDSP	February 2024	Pending