Contract Management Committee

4. Contract Management Report 20th March 2024

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KPM Reporting
(February reporting period)

Agenda item 4.1

DSC Credit and Risk Performance Indicators

Energy Performance Indicators		
Measure Detail (Right First Time)	**Target**	**February 24**
Energy Balancing Credit Rules adhered to, to ensure adequate security in place	100%	100%
Measure Detail (Cycle Time)	**Target**	**February 24**
% of revenue collected by due date	98%	99.40%
% of revenue collected by due date (+2 days)	100%	100%
CDSP Performance Indicators (Cycle Time)		
Measure Detail (Cycle Time)	**Target**	**February 24**
% of revenue collected by due date	98%	99.60%
% of revenue collected by due date (+3 days)	98%	99.9%

KPMs Overall Summary: February 2024

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
KPMs (20 total)	16	4	0

KPMs Failure Summary: February 2024

KPM Ref	Measure Detail	Journey / Process	Measure Type	Target	Performance	Failure / Remedial Action	Impacted Constituent/s (GT / iGT / NG / Shipper)
KPM.01	Percentage of shipper transfers processed	Manage Shipper Transfers	Right First Time	100%	99.99%	139 switches (across 17 Shippers) due to switch on 14th February did not go live in UK Link resulting in a misalignment in Supplier (CSS system) and Shipper (UKLink) registration effective dates for the 139 impacted MPRNs. This was identified on 22nd February via a CSS ticket. The root cause was a failure in the UKL Move In process where a scenario specific workaround did not complete. Switches were processed and made live in UKL on 24th February **See Issue Management update**	
KPM.06	Percentage processed within the Completion Time Service Level in DSC	Manage Shipper Transfers	Cycle Time	100%	99.99%		GT / iGT / Shipper
KPM.07	Percentage of requests processed within the Completion Time Service Level in DSC.	Meter Read / Asset Processing	Cycle Time	100%	99.99%	129,376,133 reads and 271208 asset updates were received. 182 reads and 786 asset updates were not processed due to Exception processes. Examples: • Shipper provided records do not have all the mandatory data for response file generation, response file gets stuck. • Prime and Sub exceptions managed manually. • Non-Standard site exceptions managed manually offline. • Meter read or asset update upload failure requiring manual investigation.	GT / iGT / Shipper
KPM.13	% of exceptions resolved within 2 invoice cycles of creation date.	Invoicing DSC Customers	Cycle Time	100%	99.99%	1,556,919 created 1,556,916 resolved. 3 Primes & Sub exceptions where no coterminous read has been provided. A number of industry changes around the P&S process have been previously raised but there is little appetite to progress these as the volume of sites impacted is so low.	GT / iGT / Shipper

PIs Overall Summary: February 2024

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
PIs (26 total)	16	2	8

PIs Failure Summary: February 2024

PI Ref	Measure Detail	Journey / Process	Measure Type	Target	Performance	Failure / Remedial Action	Impacted Constituent/s (GT / iGT / NG / Shipper)
PI.08	% of valid CMS challenges received % (Previously Submitted Contacts)	Manage Updates To Customer Portfolio	Right First Time	Less than 1%	1.20%	An issue was identified in January where validations in new CMS were incorrectly rejecting any Found Meter (FOM) contacts where a postcode sits within an IGT. Analysis has confirmed that postcodes can site within an IGT and GT therefore this validation was incorrect. As a workaround, it was not possible to bring the contacts to desk as an interim with the only solution to raise the PSC.We believed this was a rare scenario and forecast small numbers. but volumes being seen for this scenario was significantly higher than forecast, resulting in the PI failure. A fix was developed in January, tested and then deployed on 17th February, Valid FOM PSCs have now returned to normal ranges.	GT / iGT / Shipper
PI.27	% level 1 milestones met (including Cyber)	Managing Change	Right First Time	90%	83.30%	One milestone due in February for UK Link Sustain project was missed by one day due to a miss of uploading the artefact to Xoserve SharePoint on the 9th February. Whilst the test project stage was completed per plan date the Test Exit report artefact upload was missed.	GT/ / iGT / Shipper

KPM Customer Survey Results

Agenda item 4.2 (Due April)

Monthly Contract Management reports and updates

Agenda Item 4.3

Communications Highlights – February2024

Publications in February 2024

- [Blog: Cracking the code of our net zero future](#)
- [SwitchStream CSS JWS certificate renewal 2024](#)
- [UKLink implementation 24 February successful implementation](#)
- [Delivering Decarb February 2024](#)
- [Making hydrogen happen – what projects are pushing decarbonisation forward](#)

Looking ahead

- [8 March 2024: CMS Re-build Customer Focus Group](#)
- [18 March Gemini Sustain Plus Focus Group](#)

Events

- 1 February Transmission Workgroup
- 1 February DN Constituency
- 2 February IGT Constituent Change Meeting
- 6 February NTSCMF
- 6 February Customer Advisory Board: Efficiency Review Delivery Programme
- 7 February Change Management Committee
- 8 February IGT UNC Modification Workstream
- 9 February CMS Rebuild Customer Focus Workgroup
- 13 February Performance Assurance Committee
- 13 February Customer Induction Day
- 14 February Contract Management Committee
- 15 February UNC Mod Panel & UNCC
- 16 February AUG sub-committee
- 19 February DSC Delivery Sub-Group
- 20 February Extraordinary Change Management Committee
- 20 February Customer Process Day (Reads & AQ)
- 21 February DSC Credit Committee
- 21 February EBCC
- 22 February Distribution Workgroup
- 23 February IGT UNC Mod Panel
- 27 February IGT Constituency Operational Meeting

Meter Count Report (February 2024)

Class	MPRN Count	Smart Count	Total	Smart %
1	630	0	630	0.00%
2	825	0	825	0.00%
3	183624	3721018	3904642	95.30%
4	10592359	10678364	21270724	50.20%

Overall, 57% of the entire Meter Portfolio is Smart

Performance monitoring (February 2024)

- Additional Services and Third-Party Services Invoicing

Reporting Area	February	Year to date
Additional Services	£11,612.29	£54,734.42
Third Party Services	£8,867.61	£177,485.07

- 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
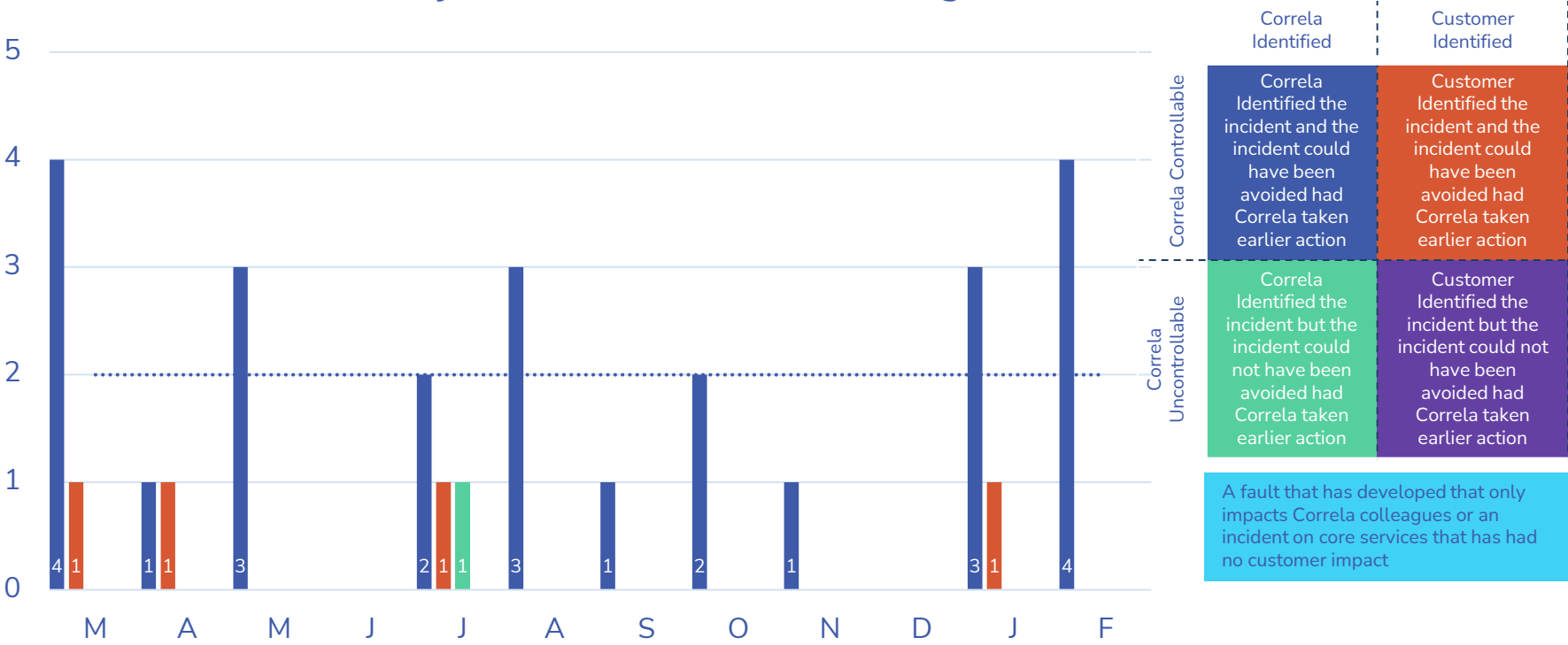
Xoserve Incident Summary

Agenda Item 4.4

Summary

System Affected	Priority	Impact	Remedial Actions	KPM Breach	Resolved	Customer Segment Impacted
UK-Link	P2	During the restart activity customers were unable to access the UK Link Portal and legacy CMS services.	A restart of the SAP PO application was carried out restoring full service.	No	Yes	DMSP's, Shippers, DNs and IGTs
UK-Link	P2	During the restart activity customers were unable to access the UK Link Portal and legacy CMS services.	A restart of the SAP PO application was carried out restoring full service.	No	Yes	DMSP's, Shippers, DNs and IGTs
SwitchStream	P2	Duplicate switching messages and erroneous rejection files were sent to customers in error.	Upon identifying the issue, the team paused the application responsible for sending outbound messages to CSS. The service was restarted after Landmark completed their activity to enable file flow resolving the issue. Impacted customers were directly contacted and informed of the issue.	No	Yes	Suppliers, Shippers
UK-Link	P2	Customers would have been unsuccessful when attempting to log a contact in legacy CMS or, when attempting a transaction on the UK Link Portal between 07:50-08:13 and 10:15-11:30	The technical team carried out a controlled restart of the ISU application, this action didn't fully resolve the issue, under the guidance of SAP, a secondary restart was performed alongside all applications utilising the ISU servers which removed the locks.	No	Yes	DMSP's, Shippers, DNs and IGTs

High Level Summary of P1/P2 Incidents: Feb 2024

Ref.	What happened?	Why did it happen?	What do we understand our customers experienced?	What did we do to resolve the issue?	Incident Date	Resolved Date
INC0441344	Technical support teams identified connectivity issues affecting SAP Process Orchestration (SAP PO).	Awaiting full RCA.	During the restart activity customers were unable to access the UK Link Portal and legacy CMS services.	A restart of the SAP PO application was carried out restoring full service.	1st Feb	1st Feb
INC0442730	Technical support teams identified connectivity issues affecting SAP Process Orchestration (SAP PO).	Awaiting full RCA.	During the restart activity customers were unable to access the UK Link Portal and legacy CMS services.	A restart of the SAP PO application was carried out restoring full service.	6th Feb	6th Feb
INC0446621	Through manual monitoring it was found that incorrect messages and files were being sent out to Switchstream customers.	During planned JMS Public security certificate being renewed, as part of the activities, the certificate renewal was successfully executed however, the outbound service needed to be restarted prior to the completion of Landmark and DCC's activities.	Duplicate switching messages and erroneous rejection files were sent to customers in error.	Upon identifying the issue, the application was paused which stopped sending outbound messages to CSS. The service was restarted after Landmark completed their activity to enable file flows, resolving the issue. Impacted customers were directly contacted and informed of the issue.	20th Feb	20th Feb
INC0447668	When attempting to transport a planned code change within SAP ISU, a data lock was preventing this activity completing successfully.	Awaiting full RCA.	Customers would have been unsuccessful when attempting to log a contact in legacy CMS or, when attempting a transaction on the UK Link Portal between 07:50 - 08:13 and 10:15 - 11:30	The technical team carried out a controlled restart of the ISU application, this action didn't fully resolve the issue, under the instruction of SAP, a secondary restart was performed alongside all applications utilising the ISU servers which removed the locks.	24th Feb	24th Feb

What is Happening Overall?

Major Incident Chart – Rolling 12 months

	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 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

A fault that has developed that only impacts Correla colleagues or an incident on core services that has had no customer impact

What is Happening Overall?

Key:

	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 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

Feb 2024

	Correla Identified	Customer Identified
Correla Controllable	4	0
Correla Uncontrollable	0	0

Financial Year to Date

	Correla Identified	Customer Identified
Correla Controllable	20	3
Correla Uncontrollable	1	0

Incident Priority Matrix

Category	Time to Fix	Description	Example Usage
P1	<4 hours	Critical Incident	- Complete loss of more than one critical service - IT incident leading to high risk of serious Health & Safety incident - Confirmed uncontrolled security incident
P2	<8 hours	Major Incident	- Complete loss of any service (critical or non-critical) - Partial loss of critical business service causing significant operational issues (caveat assess at time) - Multiple Organisations1 (3 or more) are affected - Critical users are unable to undertake their activities - Subject to CDSP triage, an incident escalated to this level by the Customer

Open Issues Impacting Customers

Issue Area	Issue Summary	Further Information and Action Being Undertaken	Customers Impacted

Missing Secured Active Messages (SAMs)	- Circa. 83,000 missing SAM's relating to switching activities (includes all missing messages to date).	- Total of 2 outstanding missing messages:
		  - 1 pending customer response
		  - 1 pending DCC response
		- Two missing messages in February 2024, of which one has been resolved as cancelled.
			Shippers DNs IGTs

Portfolio files	- Consumer contact data is not complete when sent in the portfolio files to IGTs & DNs	- Fix applied to the 'special characters' contained within contact data & DCC flag. - The one remaining issue identified was fixed prior to the quarterly portfolio files being issued in January 2024. - Further issue identified during testing of the last fix, this will be corrected prior to the next quarterly file being issued in April 2024.	IGTs DNs
Meter Readings	- Estimated Shipper Transfer Meter Reading not Calculated	- Between September 2023 and January 2024 an estimated meter reading for the Shipper transfer effective date was not calculated or recorded in UKLink - Impacted 1,222 meter points across 6 Shippers. - Root cause continues and re-profiling to identify of any further instances. - Communication issued 14 February 2024 to impacted Shippers.	Shippers
Registration	- Shipper registration not recorded on UKLink	- On 13 February 2024, the Central Switching Operator notified the CDSP of new registrations to become effective on 14 February 2024. The registrations were not actioned in UKLink. - This has impacted 139 MPRNs across 17 Shippers (Incoming & Outgoing). - Registrations processed on 23 February, effective on 24 February 2024.	Shippers DNs IGTs

GRDA Performance

Agenda Item 4.6

GRDA Performance – February 2024

Key points to note from Feb 2024

- Figures quoted based on draft RPA report due to CoMC paper deadline – indicates:

- 7.1.1 - failure due to missing messages from CSS:

  – 2 of 18 days at average volume with at least 2 missing messages (13th Feb & 15th Feb)

Service Provider	Service Definition	Service Definition Section	Section number	Metric Description	Performance Level	Metric Type	Value
Xoserve	GRDS	Service Availability	5.2	Percentage Service Availability for the receipt and acknowledgement of Market Messages from the CSS Provider (excluding scheduled maintenance	0.9975	DECIMAL	0.9998
Xoserve	GRDS	Service Availability	5.3	Number of instances where scheduled maintenance occurred between 16:00 and 01:00 hours	0	INT	0
Xoserve	GRDS	Service Availability	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 Levels	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	1
Xoserve	GRDS	Service Levels	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 Levels	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	0.8889
Xoserve	GRDS	Service Levels	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 Levels	7.1.5	Number of days in the reporting month where market messages from the CSS Provider (relating to secured switches at gate closure) were at or below the average daily volume	N/A	INT	11
Xoserve	GRDS	Service Levels	7.1.6	Number of days in the reporting month where market messages from the CSS Provider (relating to secured switches at gate closure) were at or below the peak daily volume	N/A	INT	18
Xoserve	GRDS	Service Levels	7.1.6	Number of days in the reporting month where 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 Levels	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	DECIMAL	1
Xoserve	GRDS	Service Levels	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	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.3	Where market messages from the CSS Provider (other than at gate closure) are at or belowpeak hourly volume what percentage of hours was the mean response time from GRDS 10 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.4	Where market messages from the CSS Provider (other than at gate closure) are at or belowpeak hourly volume what percentage of hours was the 90th percentile response time from GRDS 15 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.5	Number of hours in the reporting month where market messages from the CSS Provider (other than at gate closure) were at or below the average hourly volume	N/A	INT	500
Xoserve	GRDS	Service Levels	7.2.6	Number of hours in the reporting month where market messages from the CSS Provider (other than at gate closure) were at or below the peak hourly volume	N/A	INT	159
Xoserve	GRDS	Service Levels	7.2.7	Number of hours in the reporting month where market messages from the CSS Provider (other than at gate closure) were above the peak hourly volume	N/A	INT	34
Xoserve	GRDS	Service Levels	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
Xoserve	GRDS	General	N/A	5.2 - Root cause of failure TBC, pending further detailed analysis of the issue 7.1.3 - This failure is currently being investigated and failure commentary will be made availabe as soon as possible - Provisional view - Performance failure caused by 2 missing SAM from DCC (1 on 13th Feb and 1 on 15th Feb). We responded to all received SAMs in milliseconds and the metric would score 100% if messages were received in the stated windows.	N/A	FREE TEXT	

Shipper Registrations not recorded in UKLink

Background
- On 13th February 2024, the Central Switching Operator notified the CDSP of new registrations to become effective on 14th February 2024.
- A ticket was raised by CSS on the 22nd February notifying us that the registrations were not actioned in UKLink.
- This has impacted 139 MPRNs across 17 Shippers (Incoming & Outgoing).

Why did this happen?
- Where a high volume of pending switches are received with a short effective date, and no BRN is sent, the event doesn't trigger to create the ASN. When the ASN isn't created the iDoc isn't created for the switch to go live.
- A manual workaround has been in place since go live to mitigate the issue but a step in the workaround process on the 13th February was missed.
- Checks have been completed to ensure that this hasn't happened previously.
- The workaround has now been automated to ensure the issue doesn't happen again.

Actions taken to resolve the issue
- The registrations were processed in UKLink on 23rd February with an effective date of 24th February.
- For the 139 MPRNs there is a misalignment between the Supplier registration effective date (14th February 2024) and Shipper registration effective date (24th February 2024)
- Gas Enquiry Service (GES) will show the correct Shipper & Supplier registration effective dates
- An estimated read for the CSS registration date was calculated over the weekend of the 9th/10th March and issued to Shippers on the 11th/12th March.
- Transportation charges will be based on the UKLink Shipper registration effective date.

NB. We do not have the ability to upload the reads until MOD 0855 & XRN 5675 are implemented in June. In addition, the materiality test and adjustment cannot be processed until post June, pending implementation of the change.

Appendix 1 - KPM slides

Appendix 2 -Customer Issue Dashboard(item 4.5)

APPENDIXES

Appendix1

KPM SLIDES (4.1)

DSC KPM Performance:- February 2024

DSC Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target	Volume	Jan-24
KPM.01	Percentage of shipper transfers processed	Manage Shipper Transfers	Alex Jessup / Neil Laird	Right First Time	100%	948, 975	99.99%
KPM.02	Percentage of meter reads successfully processed	Meter Read / Asset Processing	Alex Jessup / Neil Laird	Right First Time	99.50%	122,523,522	99.91%
KPM.03	% of asset updates successfully processed	Meter Read / Asset Processing	Alex Jessup / Neil Laird	Right First Time	99.50%	297,947	100%
KPM.04	% of AQs processed successfully	Monthly AQ Processes	Alex Jessup / Neil Laird	Right First Time	100%	15,070,375	100%
KPM.05	Percentage of total LDZ AQ energy at risk of being impacted	Monthly AQ Processes	Alex Jessup / Neil Laird	Right First Time	0.75%	12,408	0.01%
KPM.06	Percentage processed within the Completion Time Service Level in DSC	Manage Shipper Transfers	Alex Jessup / Neil Laird	Cycle Time	100%	948, 975	99.99%
KPM.07	Percentage of requests processed within the Completion Time Service Level in DSC	Meter Read / Asset Processing	Alex Jessup / Neil Laird	Cycle Time	100%	129,647,341	99.99%
KPM.08	% Notifications sent by due date	Monthly AQ Processes	Alex Jessup / Neil Laird	Cycle Time	100%	15,064,193	100%
KPM.09	% of invoices not requiring adjustment post original invoice dispatch	Invoicing DSC Customers	Alex Jessup / Neil Laird	Right First Time	98.00%	2,345	100%
KPM.10	% of DSC customers that have been invoiced without issues/ exceptions (exc. AMS)	Invoicing DSC Customers	Alex Jessup / Neil Laird	Right First Time	100%	228	100%
KPM.11	% of DSC customers with less than 1% of MPRNs which have an AMS Invoice exception	Invoicing DSC Customers	Alex Jessup / Neil Laird	Right First Time	97.00%	66	100%
KPM.12	% of invoices sent on due date	Invoicing DSC Customers	Alex Jessup / Neil Laird	Cycle Time	100%	2,345	100%
KPM.13	% of exceptions resolved within 2 invoice cycles of creation date	Invoicing DSC Customers	Alex Jessup / Neil Laird	Cycle Time	100%	1,556,916	99.99%
KPM.14	Number of valid P1 and P2 defects raised within the PIS period relating to relevant change (excluding programmes)	Managing Change	Alex Jessup / 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)	Managing Change	Alex Jessup / 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	Managing Change	Alex Jessup / Linda Whitcroft	Right First Time	5	0	0
KPM.17	% of tickets not re-opened within period	Customer Contacts (technical)	Alex Jessup / Trefor Price	Right First Time	95.00%	588	95.40%
KPM.18	% of customer tickets (Incidents & Requests) responded to within SLA	Customer Contacts (technical)	Alex Jessup / Trefor Price	Cycle Time	90.00%	1,914	99.15%
KPM.19	UK Link Core Service Availability	UKLink	Alex Jessup / Trefor Price	Cycle Time	99.00%	N/A	99.71%
KPM.20	Gemini Core Service Availability	Gemini	Alex Jessup / Trefor Price	Cycle Time	99.00%	N/A	100%

DSC PI Performance:- February 2024

DSC Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target	Volume	Jan-24
PI.01	% CMS Contacts processed within SLA (95% in D+10)	Manage Updates To Customer Portfolio	Alex Jessup / Neil Laird	Cycle Time	95.00%	16,789	99.59%
PI.02	% CMS Contacts processed within SLA (80% in D+4)	Manage Updates To Customer Portfolio	Alex Jessup / Neil Laird	Cycle Time	80.00%	16,297	96.67%
PI.03	% CMS Contacts processed within SLA (98% in D+20)	Manage Updates To Customer Portfolio	Alex Jessup / Neil Laird	Cycle Time	98.00%	16,808	99.70%
PI.04	% (P5) customer queries responded to within SLA/OLA	Customer Contacts	Alex Jessup / Neil Laird	Cycle Time	90.00%	1,704	98.88%
PI.05	Percentage of queries resolved RFT	Customer Contacts	Alex Jessup / Neil Laird	Right First Time	95.00%	1,704	99.77%
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Alex Jessup / Neil Laird	Cycle Time	100%	973	100%
PI.07	% of RFT against all reports dispatched	Customer Reporting (all forms)	Alex Jessup / Neil Laird	Right First Time	99.00%	973	100%
PI.08	% of valid CMS challenges received (PSCs)	Manage Updates To Customer Portfolio	Alex Jessup / Neil Laird	Right First Time	1.00%	202	1.20%
PI.09	% of Telephone Enquiry Service calls answered within SLA (Amended Volume and Performance)	Customer Contacts	Alex Jessup / Neil Laird	Cycle Time	90.00%	4,453	93.24%
PI.10	Confidence in DE Team to deliver DESC obligations (via Survey of DESC Members)	Demand Estimation Obligations	Alex Jessup / Neil Laird	Right First Time	75.00%	N/A	N/A
PI.11	DESC / CDSP DE obligations delivered on time	Demand Estimation Obligations	Alex Jessup / Neil Laird	Cycle Time	100%	10	100%
PI.12	KPM relationship management survey	Customer Relationship Management	Alex Jessup / Neil Laird	Right First Time	95.00%	N/A	N/A
PI.13	Plan accepted by customers & upheld (Key Milestones Met as agreed by customers)	Management Of Customer Issues	Alex Jessup / Neil Laird	Cycle Time	90.00%	2	100%
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	Alex Jessup / Neil Laird	Right First Time	100%	0	100%
PI.15	Survey results delivered to CoMC in Month +1	Customer Relationship Management	Alex Jessup / Neil Laird	Cycle Time	100%	N/A	N/A
PI.16	% closure/termination notices issued in line with Service Lines (leave) Shipper	Customer Joiners/Leavers (UK Gas Market)	Alex Jessup / Neil Laird	Cycle Time	100%	N/A	N/A
PI.17	% key milestones met on readiness plan (join) Non Shipper	Customer Joiners/Leavers (UK Gas Market)	Alex Jessup / Neil Laird	Cycle Time	100%	N/A	N/A
PI.18	% key milestones met on readiness plan (join) Shipper	Customer Joiners/Leavers (UK Gas Market)	Alex Jessup / Neil Laird	Cycle Time	100%	1	100%
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)	Alex Jessup / Neil Laird	Cycle Time	100%	N/A	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)	Alex Jessup / Neil Laird	Right First Time	100%	N/A	N/A
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)	Alex Jessup / Neil Laird	Right First Time	100%	N/A	N/A
PI.22	% of readiness criteria approved by customer (join) Non Shippers	Customer Joiners/Leavers (UK Gas Market)	Alex Jessup / Neil Laird	Right First Time	100%	N/A	N/A
PI.23	% of readiness criteria approved by customer (join) Shippers	Customer Joiners/Leavers (UK Gas Market)	Alex Jessup / Neil Laird	Right First Time	100%	1	100%
PI.27	% level 1 milestones met	Managing Change	Alex Jessup / Linda Whitcroft	Cycle Time	95.00%	5	83.30%
PI.28	DDP Core Service Availability (0900-1700 normal business hours)	DDP	Alex Jessup / Neil Laird	Cycle Time	99.00%	N/A	100%
PI.29	Number of valid DDP defects raised per release (Post PIS)	Managing Change	Alex Jessup / Neil Laird	Right First Time	3	0	0

Appendix 2

XOSERVE CUSTOMER ISSUE DASHBOARD (4.5)

Issue Summary – Distribution Networks

- Missing Secured Active Messages (SAMs)
  - Two outstanding missing messages
    - One pending customer response
    - One pending DCC response
  - Two missing messages received in February 2024, one of which has been resolved (cancelled switch).
  - In total of c. 83,000 missing messages since CSS implementation.
    - 82,500 impacted by the P1 CSS major incident in July 2023.

- Portfolio Files
  - One remaining issue will be fixed prior to the quarterly portfolio files being issued in April 2024.
  - Issue relates to more than 1 PSR code for an MPRN is included in the same line in the file, there should be a separate line for each PSR code per MPRN.

- Shipper Registration not recorded in UKLink
  - On 13 February 2024, the Central Switching Operator notified the CDSP of new registrations to become effective on 14 February 2024. The registrations were not actioned in UKLink.
  - This has impacted 139 MPRNs across 17 Shippers (Incoming & Outgoing).
  - The registrations were processed in UKLink on 23 February with an effective date of 24 February.
  - For the 139 MPRNs there is a misalignment between the Supplier registration effective date (14 February 2024) and Shipper registration effective date (24 February 2024)
  - Gas Enquiry Service (GES) will show the correct Shipper & Supplier registration effective dates (complete)
  - An estimated read for the CSS registration date will be calculated, loaded to UKL and issued to Shippers
  - Transportation charges will be based on the UKLink Shipper registration effective date.

Issue Summary - Shippers

- Missing Secured Active Messages (SAMs)
  - Two outstanding missing messages
    - One pending customer response
    - One pending DCC response
  - Two missing messages received in February 2024, one of which has been resolved (cancelled switch).
  - In total of c. 83,000 missing messages since CSS implementation.
    - 82,500 impacted by the P1 CSS major incident in July 2023.

- Estimated Shipper Transfer Meter Reading not Calculated
  - Between September 2023 and January 2024 an estimated meter reading for the Shipper transfer effective date was not calculated or recorded in UKLink
  - Impacted 1,222 meter points across 6 Shippers.
  - Root cause continues and re-profiling to identify of any further instances.
  - Communication issued 14 February 2024 to impacted Shippers with data set of impacted MPRNs.
  - Meter readings were calculated, recorded in UKLink and sent to Shippers for impacted MPRNs.

- Shipper Registration not recorded in UKLink
  - On 13 February 2024, the Central Switching Operator notified the CDSP of new registrations to become effective on 14 February 2024. The registrations were not actioned in UKLink.
  - This has impacted 139 MPRNs across 17 Shippers (Incoming & Outgoing).
  - The registrations were processed in UKLink on 23 February with an effective date of 24 February.
  - For the 139 MPRNs there is a misalignment between the Supplier registration effective date (14 February 2024) and Shipper registration effective date (24 February 2024)
  - Gas Enquiry Service (GES) will show the correct Shipper & Supplier registration effective dates (complete)
  - An estimated read for the CSS registration date will be calculated, loaded to UKL and issued to Shippers
  - Transportation charges will be based on the UKLink Shipper registration effective date.

Issue Summary – IGTs

- Missing Secured Active Messages (SAMs)
    - Two outstanding missing messages
        - One pending customer response
        - One pending DCC response
    - Two missing messages received in February 2024, one of which has been resolved (cancelled switch).
    - In total of c. 83,000 missing messages since CSS implementation.
        - 82,500 impacted by the P1 CSS major incident in July 2023.

- Portfolio Files
    - One remaining issue will be fixed prior to the quarterly portfolio files being issued in April 2024.
    - Issue relates to more than 1 PSR code for an MPRN is included in the same line in the file, there should be a separate line for each PSR code per MPRN.

- Shipper Registration not recorded in UKLink
    - On 13 February 2024, the Central Switching Operator notified the CDSP of new registrations to become effective on 14 February 2024. The registrations were not actioned in UKLink.
    - This has impacted 139 MPRNs across 17 Shippers (Incoming & Outgoing).
    - The registrations were processed in UKLink on 23 February with an effective date of 24 February.
    - For the 139 MPRNs there is a misalignment between the Supplier registration effective date (14 February 2024) and Shipper registration effective date (24 February 2024)
    - Gas Enquiry Service (GES) will show the correct Shipper & Supplier registration effective dates (complete)
    - An estimated read for the CSS registration date will be calculated, loaded to UKL and issued to Shippers

Further Information

Please contact the Issue Management Team
box.xoserve.IssueResolution@xoserve.com

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/