

## Contract Management Steering Group

### Minutes from the Meeting held on 15<sup>th</sup> March 2017 Solihull

#### Attendees

Dave Turpin (DT)	Xoserve
Chris Warner (CW)	National Grid Distribution
Sue Hilbourne (SH)	SGN
Robert Wigginton (RW)	WWU – by telephone
Matt Smith (MS)	Xoserve
Beverley Viney (BV)	National Grid Gas Transmission
Sean McGoldrick (SMg)	National Grid Gas Transmission
Emma Partlett (EP)	Xoserve
Andrew Robinson (AR)	N Power – by telephone
Joanna Ferguson (JF)	NGN
Clare Cantle-Jones (CC)	SSE
Lorna Lewin (LL)	Dong Energy – by telephone
Kishan Nundloll (KN)	ES Pipelines
Steve Mulinganie (SM)	Gazprom – by telephone
Rebecca Hailes (RH)	Joint Office
Helen Bennett (HB)	Joint Office
Andy Miller (AM)	Xoserve (Item 3 only)
Emma Mascall (EM)	Xoserve (Item 7 only)
Gethyn Howard (GH)	Brookfield Utilities – by telephone
Graham Wood (GW)	British Gas – by telephone
Robert Cameron-Higgs	Flowenergy – by telephone

#### Apologies

Sharu Patel (SP)	National Grid Distribution
Colette Baldwin (CB)	Eon

#### 1. Actions from previous meeting

SM asked for 2 amendments to be made to last month's minutes.

#### 2. Change Manager's Meeting Feedback

DT presented a Summary from the previous week's CMSG.

#### 3. DSC Service Description Table

AM attended the meeting to request feedback on the DSC Service Description Table which better describes the services we deliver in line with MODs. JF asked for 2 amendments to be made to Licence ref SA1602 and SA1604 which all were in agreement in the meeting.

**Action** - JF to send the details to AM.

**Action** - AM to make changes with effect from 01/04/2017. This will then be published in the Contract Managers area of Joint Office website.

#### 4. Xoserve Performance Report

MS presented the KPI slides, no failures were reported.

## 5. Financial Performance

Finance are to make the new figures for financial year 2017/18 available by the end of this week. GT's to raise new purchase order numbers once this information has been received. The DSC first invoice will follow on from the last ASA invoice. JF commented on the number of invoices to be issued each month as the contract states that this should be agreed by the customer.

**Action** - Email the network support .box if more than 1 DSC invoice per month doesn't suit your organisation.

## 6. Feedback on Xoserve's Services

RW wanted to discuss the Ofgem letter received regarding the Price Comparison Website Modification as it stated that Xoserve's legal team had not done what was required. JF commented that the request and MOD has only been received just before Christmas and that there was a lot of pressure to make a decision with a limited view. It was agreed to wait until Ofgem sent their next letter in case unnecessary time was being spent looking into this

## 7. Data Protection Questionnaire

EM went through the Data Protection slides.

KN asked if the scope had been extended following Xoserve's last ISO27001 audit.

**Action** - EM to check

SH asked if there will be any reporting provided in these groups. EM answered Xoserve will be reporting to DSC requirements, which can then be provided in this meeting and additional information can be added if required. SM wanted assurance that shippers were protected and that Xoserve was not favouring the Network Operators as quoted in the Quality Statement on the Xoserve web site. DT confirmed that it is the ISO27001 scope may be narrower but the application covers all parties.

GDPR - Regular updates to be a 2 way thing. Is there anything you believe Xoserve should be doing, that we are not currently doing? An Interactive workshop is to be set up after Nexus, updates to be provided through this group.

**Action** – Dates & requirements for workshop to be discussed, agreed and fed back to Xoserve.

## 8. Industry Governance Arrangements

Xoserve had been asked to draft framework for Industry requirements for future change.

DT talked through the Governance slides detailing a proposed framework for discussion. Immediate concerns were raised regarding the requirements for all groups/functions to exist and how these were led (or not) by the DSC Committees. There were lots of questions from the group around where the decision making sat as the felt this group (the DSC Contract Committee) should still be the decision-making body.

DT referred to the last slide ToR Terms of reference, once the ToR has been agreed we can then decide which groups are put in place, the frequency, and the funding. SMg Asked to exclude Gemini in the scope of this framework, there are already arrangements in place for Gemini which work well. BV felt that this framework should be used for exiting Nexus only and not for all MODs going forwards. BV/SH suggested using it as a lessons learned process to put a framework in for enduring change.

General feedback concerned the approach to present a combined picture for both immediate Nexus PIS Nexit requirements and those elements of an enduring industry change governance set of arrangements. The group agreed that the discussions for the PIS period and transition from Nexus Governance forums for the delivery of PIS should/could be progressed immediately and should be developed with the help of PNSG and the appropriate existing Nexus Governance groups. However, any discussions should be focussed on the immediate PIS requirements and it should be clear that these exclude any Gemini change governance and should not be seen as enduring or repeatable. It was also agreed that the Contract Committee were the right group to progress work on an enduring model and assess the need for any functions that sit within or below the DSC Committees.

**Action** - DT to confirm when this was being presented at PNSG and feedback the groups concerns.

## 9. AOB

RW raised whether a post-implementation review of FGO should be completed. The group suggested waiting until after implementation to assess success of the arrangements.

SH was struggling to juggle meetings to attend the Joint Office meeting arranged for next Tuesday. RH confirmed that this meeting was to discuss when to have these meetings going forward and should only take about an hour and half at most.

Dave Turpin would like to thank everyone for their valuable participation at this meeting over the duration of the ASA governance period.

## Actions

Ref	Title	Owner	Progress
15/03/17-01	<b>DSC Service Description Table</b> To send AM the details of the 2 amendments to be made to Licence ref SA1602 and SA1604	JF	New
15/03/17-02	<b>DSC Service Description Table</b> To make changes with effect from 01/04/2017 and publish in the Contract Managers area of Joint Office website.	AM	New
15/03/17-03	<b>Annual Pricing Statements</b> To check it there is an ability to hold different rates for each Network. Are there triggers to check the prices now and can we add an annual checkpoint to the process.	DT	New
15/03/17-04	<b>Financial Performance</b> DSC customers have to agree to receive more than one invoice a month. If this doesn't suit your organisation please email the network support .box	Industry	New
15/03/17-05	<b>Data Protection Questionnaire</b>	EM	New

	To check If the scope had been extended following Xoserves last audit.		
15/03/17-06	<b>Data Protection Questionnaire</b> Dates & requirements for workshop to be discussed agreed and fed back to Xoserve.	All	New
15/03/17-07	<b>Industry Governance Arrangements</b> To confirm when this will be presented at PNSG and feedback the groups concerns.	DT	New
15/02/17-01	<b>I&amp;C Phone Lines &amp; Domestic M No. Helpline</b> A review of the current Terms of Use regarding extending the use of the Data Enquiry Service accounts to parties outside of the contracting Organisation.	Xoserve	C/F Update 15/03 - Dave Ackers is looking into this.
15/02/17-03	<b>I&amp;C Phone Lines &amp; Domestic M No. Helpline</b> DT is to look into devising a note to go out to all Shippers from Xoserve's Communications team regarding the suspicions discussed. Slides are to be sent out with the Minutes.	DT	C/F – Update 15/03 Xoserve to draft a communication by next week and share with SM to review by April.
15/02/17-04	<b>Feedback on Xoserve Services DSC</b> A summary of changes to the table of services are to be provided with track changes as well as a one pager recommendation of why changes have been made.	DT/A. Miller	C/F – Update 15/03 AM to make agreed amendments with effect from 01/04/2017 and publish on joint office website.
15/02/17-05	<b>AOB FGO Go-live</b> DT to circulate the internal engagement plan ahead of the next meeting in order to discuss at the next meeting.	DT	C/F Update 15/03 – DT to send out after this meeting.
18/01/17-03	<b>Xoserve Performance Report</b> BV and JF are to provide DT with the key change updates that they want to see on a dashboard.	BV/JF	C/F - Update 15/03 – Continue to work on draft, BV and JF to provide comments. C/F Update 15/02 – will continue to develop for April
14/12/16-01	<b>Access to information for Price Comparison Websites and Third Party Intermediaries</b> DT to find out from our data protection lawyers on the order from the CMA and the letter by ICO to see whether there are any data protection issues by giving DES access to PCW.	DT	C/F – Update - 15/03 MS to check schedule 22 has been updated with the community view items. C/F - Update 18/01 – DT is to send list of Community View Items
15/02/17-02	<b>I&amp;C Phone Lines &amp; Domestic M No. Helpline</b> DT is to check the termination clause in the DSA	DT	Closed – 15/03 None required
18/01/17-04	<b>Xoserve Performance Report</b> DT to find out whether Xoserve's Line of Sight can be circulated.	DT	Closed 15/03 - Line of Sight sent. C/F Update 15/02 – MS to

			check
18/01/17-05	<b>Date Protection Questionnaire</b> DT to ask Eve Bradley to attend a meeting to discuss Data Protection and Auditing Assurances.	DT	Closed - 15/03 Emma joined to give presentation C/F Update 15/02 – Emma Mascall is working on information to bring to the March meeting
18/01/17-06	<b>AOB</b> <b>Must Reads</b> DT to ask Andy Miller to continue to issue out GT charges on the existing basis, as agency services in the DSC.	DT	Closed – 15/03 Information will feed from the Charging Statement from 01/04/2017 C/F Update 15/02 will be fed out through invoicing route.