

# UNC DSC Contract Management Committee Minutes

Wednesday 19 July 2017

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

## Attendees

Rebecca Hailes (Chair)	(RHa)	Joint Office	Non-Voting
Helen Cuin (Secretary)	(HCu)	Joint Office	Non-Voting

## Shipper User Representatives

Angela Love *	(AL)	Scottish Power	Class A - Voting Alternate
Oorlagh Chapman	(OC)	Centrica	Class A - Voting Alternate
Steve Mulinganie	(SM)	Gazprom	Class B - Voting

## Transporter Representatives

Sue Hilbourne	(SH)	SGN	DNO - Voting
Richard Pomroy	(JF)	Northern Gas Networks	DNO - Voting Alternate
Sean McGoldrick	(SMc)	National Grid NTS	NTS - Voting
Beverley Viney	(BVi)	National Grid NTS	NTS - Voting
Gethyn Howard	(GH)	BUUK	iGT - Voting

## CDSP Change Management Representatives

Dave Turpin	(DT)	Xoserve	Non-Voting
Emma Smith	(ESm)	Xoserve	Non-Voting

## Observers

Andrew Strang	(AS)	PWC	Non-Voting
Chris Warner	(CWa)	Cadent	Non-Voting
James Soundraraju	(JS)	Ofgem	Non-Voting
John Cooper	(JC)	BUUK	Non-Voting
Mark Jones	(MJ)	SSE	Non-Voting
Paul Sewell *	(PS)	npower	Non-Voting
Rachel Hinsley	(Rhi)	Xoserve	Non-Voting
Rob Salter-Church	(RSC)	Ofgem	Non-Voting
Robert Wigginton *	(RWi)	WWU	Non-Voting
Shiv Singh	(SS)	Cadent	Non-Voting
Sian Baldwin	(SB)	Xoserve	Non-Voting
Steve Mullins	(SMu)	PWC	Non-Voting
Tahera Choudhury	(TCh)	Xoserve	Non-Voting

## Apologies

Chris Shanley	(CSh)	Xoserve	Non-Voting
Colette Baldwin	(CB)	E.On	Class A – Voting
Graham Wood	(GW)	Centrica	Class A – Voting
Joanna Ferguson	(JF)	Northern Gas Networks	DNO – Voting
Lorna Lewin	(LL)	Dong	Class B - Voting
Robert Cameron Higgs	(RCH)	Flow Energy	Class C - Voting
Victoria Parker	(VP)	ESP	iGT – Voting

\* Via teleconference

Copies of all papers are available at: <https://www.gasgovernance.co.uk/DSC-Contract>

## 1. Introduction

RHa welcomed all to the meeting. She clarified that quoracy is achieved with at least 3 Shipper Representatives and 3 DNO Representatives/NTS Representatives/iGT Representatives present, with a minimum of 7 votes. The meeting was deemed quorate.

### 1.1. Apologies for absence

See above table.

### 1.2. Alternates

Angela Love for Colette Baldwin; Oorlagh Chapman for Graham Wood; and Richard Pomroy for Joanna Ferguson.

### 1.3. Confirm Voting rights

RHa confirmed the voting rights carried by each member.

Representative	Classification	Vote Count
Angela Love <i>(for Colette Baldwin)</i>	Shipper Class A	1 vote
Oorlagh Chapman <i>(for Graham Wood)</i>	Shipper Class A	1 vote
Steve Mulinganie	Shipper Class B	1 vote
No Alternate <i>(for Lorna Lewin)</i>	Shipper Class B	1 vote
No Alternate <i>(for Rob Cameron-Higgs)</i>	Shipper Class C	2 votes (3.3.2 (a) applies)
Sue Hillbourne	DNO	1 vote
Richard Pomroy <i>(for Joanna Ferguson)</i>	DNO	1 vote
Beverley Viney	NTS	1 vote
Sean McGoldrick	NTS	1 vote
Gethyn Howard	iGT	1 vote
Victoria Parker	iGT	1 vote

### 1.4. Approval of minutes (14 June 2017)

RHa confirmed that the Joint Office had received a number of suggested changes to the 14 June 2017 minutes from Xoserve. A changed marked version of the suggested changes and comments received had been published (<http://www.gasgovernance.co.uk/DSC-Contract/190717>).

The committee representatives agreed to review the changed marked minutes from the previous meeting, with a view to approving them at the August meeting.

### 1.5. Terms of Reference

DT clarified that a draft Terms of Reference (TOR) had been provided. This was consistent with the TOR provided for the DSC Change Management Committee. The TOR pointed to the relevant sections within the UNC and the DSC Contract Management Procedures Document.

It was requested that links be provided to the master documents and similarly for the Change Management Committee.

The committee considered replacing the text by simply referring to the relevant sections, however it was deemed more useful to have the text and the references.

Xoserve agreed to make the relevant changes to the draft TOR and provide a revised version for approval at the August meeting.

## 2. Transitional Governance arrangements from Project Nexus

RSC was invited by the Committee to provide some slides on behalf of Ofgem on the Transitional Governance arrangements from Project Nexus. However, before presenting the slides he wished for SB to brief the committee on the Xoserve business plan and future vision of Xoserve.

SB explained that Xoserve is undertaking a deep dive audit into Project Nexus risk; and is looking at its business approach, including the engagement of its customers. Emphasis will be placed on what this should look like, and how this will work well. Xoserve are seeking to better understand their customer challenges, and the structures needed to do this. SB confirmed that Xoserve will want a customer focussed structure. She recognised that Xoserve don't collect or maintain customer data in a customer-centric way and doesn't look at data through a customer lens. She wanted Xoserve to understand its customers, and do a good job, with the right tools and techniques. She explained that the right structures are not in place and that Xoserve's change management needs to be built in house to change the platform. The skills and techniques needed to understand the impacts will be examined, to better understand the different commercial and technical views, and to enable Xoserve to have the required information at hand.

SB explained that there is a need to look at the organisation, and move to towards a customer focussed organisation, that collects and thinks about the unique customer characteristics and has the right staff with the right skills to manage that. She recognised there is a lot of work to do, to understand the quality of services to provide.

SB understood that this sounds expensive, and reassured parties that although there will be a cost for the transformation, to make it more sustainable and cost effective, Xoserve have completed a budget build, in order to maintain a level of service without costing customers more. She clarified that Xoserve are not intending to bill customers for additional funds. She asked for people's trust in that this will be the right trajectory, emphasising the commitment that it will not cost more money this year. SB recognised Xoserve will be on a constant journey of evolution and welcomed the support and feedback from all parties.

SH asked about the tightness of the budget and the work that was needed, how Xoserve are going to meet the deadlines and capabilities. SB duly noted the risks and reassured parties that Xoserve will keep an eye on this with a focused team.

SB explained that she may not have the answers to all of the questions and requested parties provide her with feedback on the things they wanted to see and how they want to see them.

BVi suggested that some of the lessons learnt need to be considered. SB confirmed she was keen and wanted to engage with Xoserve's new CFO to get some context and background with the CFO leading the process.

SB acknowledged that Xoserve have never provided a full annual report, or provided performance information against the budget. She explained that the intention will be to now go back over last year and look at the budget, and look at what worked and what didn't work, before building up.

SMc welcomed work being undertaken to make it clear what the cut-off points were, what the elements are, and what information on what cost have been incurred and which year parties will reap the benefits of change.

AL also highlighted it would be useful having information on the timing of when documents are expected and the relevant consultations. SH explained from a customer perspective not enough information is provided, and stressed the importance of timely delivery of information.

BVi stressed the need for granularity within the budget and the list of costs.

SMc enquired about the 5-year plan, and the suggestion that some activities will be included in the next price review. SB was keen to 'get it right' over a shorter timeline, and

wanted to focus on two years ahead. SM suggested that Xoserve look at the short term first and then work to a plan 5 years ahead.

SB thanked parties for their time and welcomed the feedback.

RSC presented the Transitional Governance arrangements from Project Nexus, providing the key points to the committee and emphasising the need to find a proper home for the decisions that need to be made. He confirmed that the Nexus Change Management Programme is closing down and it was appropriate to ask to the industry to form a new committee to ensure adequate time is allowed for the required considerations.

JS (referring to page 4), set the scene on what guided the thinking on the arrangements and looked at the lessons learnt from Project Nexus. He stressed that Ofgem want to keep things simple, low risk, and maintain the industry by-in. Conceptually he saw things moving in 3 phases: 1 - a Lift and Shift; 2 – A modification of Sub-groups; and 3 – A targeted governance model.

JS recapped over the transitional governance, he stressed this is not about dissolving any responsibilities but looking at the strategic directions to be provided and a consolidation of the functions of the PNSG and PNDG into a new DSC Change Management Delivery Sub-committee. JS provided a view of the sub groups (referring to page 8), and the touchpoints and functions of the TPG. He suggested there will still be a need to maintain the industry subject matter experts (SMEs).

He confirmed that a proposal was provided the DSC Change Management Committee on 12 July and this was approved. DT clarified that the Change Management Committee had approved the structure to the end of the transition period, by approving the structure to take forward until the end of August.

RW wanted to understand the roles and responsibilities and the dialogue between the groups. SH explained that any budget change would have to come through the DSC Contract Management Committee for approval. It was suggested the diagram on page 9 should clearly define that there is more than a dialogue between the DSC Change and Contract Management Committees. RSC suggested for the enduring model the industry needed to consider the interactions.

DT provided a draft meeting schedule and administration of responsibilities. He confirmed that Xoserve are looking at the release phases to start to build the momentum for market delivery and some groups may need to come back into play. SM questioned the effects of the budget, referring to an indication that shippers will not be expected to pay more money. DT reiterated that all of this was within the capability of the current budget.

CW enquired when discussions on the framework would commence. DT hoped to have a view of release 2 (the next stage) after the 24 July DSC Change Committee t-con. DT anticipated Phase 2 needing more testing, and an understanding of the governance.

SM suggested there was an open-ended risk, dependent on Xoserve getting the right skill sets. He re-emphasised that he does not want to be billed or incur any extra costs.

### **3. Business Continuity Plan**

Deferred until August.

### **4. Information Security Arrangements**

Deferred until August.

### **5. Contract Assurance Audit**

Deferred until August.

### **6. Monthly Contract Management Report (KPIs)**

DT provided an overview of the Key Performance indicators (KPIs), he highlighted the failures related to Meter Readings, these had been highlighted in red within the report with a column to update the committee on the mitigating / subsequent actions taken. DT

confirmed that all red area read failures reported have been resolved and Xoserve did not expect the issues to reoccur.

GH highlighted that IDL files were not in line with the format expected. He enquired what the criteria was for the KPI failures. DT agreed to look into this with GH and provide a report back.

SH asked about the rolling 3-month reporting period and the intention to build a three-month picture.

SM welcomed the summary provided, particularly the graphic and information. He enquired if Xoserve would be in a position to provide information on the aggregate Unidentified Gas (UIG) flows. DT asked SM to clarify what was needed in the report and how he visualised the report. SM explained that he wanted to understand the evolution of UIG over a period, with graphical analysis, he also suggested that it would be helpful to have this by LDZ to see if there were any regional or generic issues and how UIG is evolving, particularly beyond D+5. He wanted to understand if shippers can see a UIG component beyond D+5 as this is a competent of the calculation.

DT agreed to examine some options and provide an update at the next meeting. He confirmed that he would liaise with SM and that he will provide a summary ahead of the next meeting.

**Action 0701: Monthly KPIs - Xoserve to provide a summary position of aggregate UIG flows including graphical analysis by LDZ (by August meeting)**

AL enquired about the reconciliation invoice and if the reconciliation invoice is still to be run and what was happening with the backing data. AL suggested Xoserve should provide further clarification within the report. AL also enquired about price changes due in October and the updates.

SM asked if Xoserve could include a summary of the Transportation invoices provided.

SM made an enquiry about a recent Gemini gas nomination input error which caused a massive impact with a negative consequence on UIG. SM asked about putting in protections to avoid consequential impact of input errors. SM explained the input was so wrong that it resulted in negative allocations. It was suggested the input appeared to have confused kWhs and Therms. BVi confirmed that the UK Link bulletin issued by Xoserve provided a report on the error and it that it was related to a gas nomination input.

SM stressed that this had a material impact on trading business, and he wanted to see the issue addressed. RW confirmed that the issue was also raised at a recent DESC meeting; an action was taken by Fiona Cottam to understand what validations if any exist within Gemini to prevent such errors.

The committee agreed that the industry needed to look at the framework and whether it needed to be corrected. RP questioned if anything has been raised about the Shippers obligations and licence conditions. It was agreed that this issue should be raised at the Transmission Workgroup to ensure the industry look at the framework and progress discussions with an update to DESC.

SMc agreed to take and action to ensure that this is tabled at the Transmission Workgroup and updates are provided to the Transmission Workgroup on the 03 August 2017 with an update at the 16 August 2017 Contract Management Committee.

**Action 0702: National Grid NTS to investigate the Gemini input error and provide an update.**

AL enquired if the industry would want to revisit the current KPIs and consider what future KPIs may want to be reported, considering any areas of key importance. DT explained Xoserve are looking at the current SLAs, reporting information and Xoserve performance. He confirmed that Xoserve are looking at new systems, processes and are looking at TPG metric reporting. SM suggested a re-refresh of the Portfolio Summary Reports (PSR) would be welcomed.

AL also mentioned the AQ reporting and requested a timetable of what is coming up, for example budget reporting. AL suggested it would also be useful to have a breakdown on the consultation process for charging.

**Action 0703: All Parties to consider and provide feedback to Xoserve on what they would like included within future KPIs and Xoserve to consider the information required.**

## 7. Financial Information

DT provided a half year position and hoped to circulate more detail with the minutes. He confirmed that the Finance Team are working on the End of Year position. He clarified that the project position and overall position is on its way.

BVi reiterated her earlier request for a budget forecast reporting against actuals. DT confirmed that the Xoserve board are being provided with the budget today and that a summary of this is anticipated at the August meeting.

BVi explained that she had anticipated monthly updates. SH enquired about the budget tracker and once this has been formulated, confirmed that it would be useful for some familiarisation sessions to help parties interpret the information being presented.

**Action 0704: Xoserve to provide a budget update, including a forecast against actuals, with a view to providing a monthly update.**

### 7.1. Cost Allocation Model and Methodology

No change.

### 7.2. CDSP Budget

DT confirmed that this is subject to an approval.

### 7.3. Annual Charging Statement

DT confirmed there was no change to be reported.

### 7.4. Invoicing

DT circulated a schedule of the DSC invoices, highlighting specific services for the data enquiry services forming a part of the UK Link portal with slightly different capability allowing single access/sign on. He explained that this has added some complexity, and Xoserve are working through the charges for this service to ensure the single access/sign on and consolidating accounts has not had an undesired consequence of consolidating accounts by offsetting the charging arrangements.

He explained that there are one or two issues for specific service charging, the set-up of post nexus, and new parties, which are being worked on. This is affecting the billing of new parties in the short term, and there is a need to reconfigure the system to collect revenue from new parties.

## 8. Open Distribution Lists

Referring to Action 0504, 0505 and 0506: DT confirmed the list of Contract Managers has been forwarded to create a framework within the committees to make this workable. All Contract Managers have been contacted about the disclosure of email addresses however a number of parties have expressed a preference not to disclose their email addresses.

BVi confirmed that the committee representatives have agreed to open distribution lists. The committee agreed it would be sensible to keep a closed distribution list for DSC signatory contract managers and open distribution list for Committee members.

RHa suggested that some of the contract managers may not want to receive general communications using open distribution lists. SM expressed the impracticality of DSC Committee representatives not being able to communicate with their constituencies. He emphasised that the DSC representatives are representing all DSC parties.

RP recognised the difficulty of the Joint Office supporting numerous distribution lists and the concerns with not communicating with parties.

SM suggested that the parties who did not want to be included in an open distribution list, should be contacted again and advised of the consequences of not receiving key communications in an open forum.

**Action 0705: Joint Office and Gazprom to formulate a statement to be issued to parties who have requested that email addresses are not disclosed using open distribution lists to ensure they understand the consequence of the request and encourage open communications.**

## 9. Business Plan Approach

Item not discussed.

## 10. Review of Outstanding Actions

**15/03/17-06: Data Protection – (AL/DT) Dates & requirements for workshop to be discussed agreed and fed back to Xoserve.**

**Update:** Note that this action items refers to the Data Protection topic and not to the Data Protection Questionnaire. DT confirmed that no further feedback had been received and Xoserve are still intending to progress this. Offline discussions have taken place to progress issue. SH anticipated that this would be incorporated into the August data protection and business continuity update. **Carried Forward**

**15/02/17-01: I&C Phone Lines & Domestic M No. Helpline - 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.**

**Update:** DT confirmed that internal discussions with the operational team have taken place and further information is pending. **Carried forward**

**15/02/17-03: I&C Phone Lines & Domestic M No. Helpline - 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.**

**Update:** An update will be provided ahead of the August meeting. **Carried forward**

**15/02/17-04: Feedback on Xoserve Services DSC - 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.**

**Update:** Summary been provided and no further questions received. **Closed**

**0402: Draft a document for use as TOR including reference to General Terms D section 4.1.5 and including a note that both the DSC Change and Contract Committees are Sub Committees of Network Code.**

**Update:** See item 1.5. An update will be provided at the August meeting. **Carried forward**

**0404: To seek confirmation of which Committees require updates.**

**Update:** The committee considered the overlapping discussions and having the same debates at the Change and Contract Management Committee meetings. RHa confirmed that Andrew Margan had suggested a governance review is undertaken. The committee suggested that this governance committee should consider both committees. The committee considered the reporting of the sub-committee and coming up with a structure that would work. SM

suggested a review is undertaken to look back at the whole construction. The committee considered the construction of the Governance sub-committee and how it would be governed taking into account the reporting lines and vires that the one committee could not have power over the other. This committee considered having a joint governance sub-committee meeting or whether it would be better to raise a UNC Request to govern the review. ESm confirmed an initial meeting had been tentatively planned to discuss the way forward. CW questioned the value of a review and considering potential changes at such an early stage of DSC implementation. It was agreed that all DSC Committee representatives would be invited to an initial meeting to discuss this further. **Closed**

**0406:** To provide draft April KPIs using the new dashboard format at the next meeting, where possible.

**Update:** See item 6.0. Committee agreed closure. **Closed.**

**0501:** *Financial Information:* DT to recirculate invoicing timeline

**Update:** DT confirmed an invoicing timeline was available and provided a link to the Xoserve web site which details the DSC General Services and Specific Services invoicing schedule. <http://www.xoserve.com/wp-content/uploads/DSC-Invoicing-and-Schedule-update.pdf>.

**Closed.**

**0502:** *Financial Information:* DT to check if National Grid NTS (SM) April Invoice payment has been received

**Update:** DT confirmed that payments have been received. **Closed.**

**0503:** DT to arrange update on ISO270001 compliance audit process from the Audit Team

**Update:** DT confirmed that this had been undertaken. **Closed.**

**0504:** *Open Distribution Lists:* Xoserve (DT) is to consider the relevance and recorded membership of their distribution lists. Each company is to be identified and list of registered email addresses is to be identified by company and circulated to the relevant Contract Manager for confirmation that the email address is still relevant.

**Update:** See item 8.0. **Carried forward.**

**0505:** *Open Distribution Lists:* Contract Managers to review distribution lists that Xoserve hold to make sure they hold the correct/relevant employees.

**Update:** Merged within 0504. See item 8.0. **Closed.**

**0506:** *Open Distribution Lists:* Xoserve (DT) to write out to each organisation for confirmation that they are satisfied with the usage of open distribution lists for its communications.

**Update:** Merged within 0504. See item 8.0. **Closed.**

**0508:** *PAC Interactions:* Xoserve to share with Contract how it envisages dealing with ad-hoc requests that come out of PAFA

**Update:** DT clarified that for PAC interactions and ad-hoc requests if there is a requirement for a delivery outside the normal course of business this would need to be managed with a change request. The committee considered the remit of PAC and the potential to have a formal route and visibility. It was requested that a standard agenda item would be tabled on the Contract Management Committee, in AOB and assess the value of this going forward.

**Closed.**

### **Referred from Change Management Committee**

**Ch0602:** Xoserve (DT) to discuss with the Contract Managers how the Policies for Board Recruitment would be managed in the future from a funding/budgetary and process perspective.

**Update:** DT explained that the current replacement is under way and is currently approved to be a shipper funded activity. However, DT was keen to have a discussion of how the funding should be achieved as he understood there were two perspectives.

SM was reluctant to approve funding the appointment. He believed that Shippers should not have been asked to directly and fully fund this task. He suggested that the charges associated with the recruitment of Non-Executive Directors should form part of the general administrative costs of the Xoserve Board operation. He challenged how this is taken forward. DT explained why this item had been raised as a Change Proposal which was subsequently approved. DT confirmed that the Change Management committee approved the change to move forward the appointment of a director but with no certainty that this was the ongoing provision. This was to be considered by the Contract Management Committee. The committee discussed the remuneration of directors and the cost of recruiting and if this should be a socialised cost. SM believed the cost associated with replacing directors should be managed by the socialisation of costs and not charged directly to Shippers. RP said this was a legitimate area of debate. However, it was agreed to defer any voting on this issue, with a view to providing a written summary of what the Committee needs to vote on at next month's meeting. **Carried Forward**

**0601:** DT to confirm the scope of the Solution Development Group (SDG) .

**Update:** DT confirmed that the formation of the SDG as a sub-committee of DSC Change had been agreed and meetings had been planned every fortnight, with an open membership. **Closed.**

**0602:** DT to notify Contract /Management Committee members of the planned SDG dates.

**Update:** DT confirmed that planned meeting dates will be added to Xoserve website. **Closed.**

**0603:** DS to circulate the Business Continuity Management (BCM) example to the Contract Management Committee meeting attendees.

**Update:** It was noted in the draft amended minutes for June that Xoserve will provide a BCM template for reference at the August meeting. **Carried forward.**

**0604:** DS to review the options, costs and benefits of Business Continuity certification to be presented at the August meeting.

**Update:** Action reworded to reflect draft amended minutes. Consideration Deferred. **Carried forward.**

**0605:** DS to change the timeline to run from April to March.

**Update:** It was noted in the draft amended minutes for June that there was no material change. Consideration deferred. **Carried forward**

**Post meeting update:** *The reporting has been amended to reflect the required date range.* **Closed**

**0606:** DS and EB summary documents to be circulated to the voting members of the DSC Contract Management Committee, their alternates and the non-voting members of the DSC Contract Management Committee (using lists already provided by Xoserve) for feedback by the August meeting. EB requested the documents are not published on the Joint Office website.

**Update:** DT suggested that all feedback is provided by the end of July. Item deferred until August meeting. **Carried forward.**

**0607:** EM to circulate a one page summary of Xoserve's GDPR activities for discussion at the August 2017 meeting.

**Update:** Deferred. **Carried forward.**

**0608:** EM to arrange re-circulation of the presentation entitled Information Protection at Xoserve to the Contract Managers.

**Update:** Deferred. **Carried forward.**

**11. Items referred from DSC Change Management Committee**

**11.1. CDSP File Retention Policy**

DT confirmed that the CDSP file retention policy was currently being reviewed and he expected to provide a summary of the required changes in the next few months.

## 12. Any Other Business

### 12.1. Ofgem Switching Programme Update

RHi re-presented the slides provided at the 13 July Change Management Committee. These included: the items outside scope of the Ofgem Switching Programme (OSP); Reform Packages; Market Intelligence; Service; Retail Energy Code; Reform Package 2a; a Switch event example; the Implications of the OSP on Shippers and UK Link; and the Next steps. A link was also provided to the EDAG at:

[https://www.ofgem.gov.uk/system/files/docs/2017/06/edag\\_13\\_presentation\\_0.pdf](https://www.ofgem.gov.uk/system/files/docs/2017/06/edag_13_presentation_0.pdf)

RHi confirmed that the items out of scope were: Supply points connected to the NTS; Settlement (and its supporting activities); the supply point register and the processes by which data is maintained; and MPRN creation (leading to the corresponding record on the Central Switching System), this will be retained by the GTs and iGTs.

RP asked parties to note there will be a formal review of the next phase and moving to next day switching.

RHi provided a summary of the RP2a phasing options and an example of a switching event, explaining the “shell record”. To enable the incoming Shipper to create the Supply Point as required, the incoming Shipper will be able to create a “shell record” of the Supply Point. In future, where the switch is next day, or where a Shipper does not create the “shell record”, the existing settlement parameters will be carried forward.

Rhi explained that the Big-ticket items (page 20) are next calendar day switching, which will impact the confirmation period and understanding the Gemini system requirements, for example, more frequent gas nominations

RHi reported that Ofgem are continuing to present their RP2a proposal and will consult on this later in the year. RHi questioned if the industry should form a Review Group as a means for progressing the OSP consequential changes to the UNC and UK Link.

CW acknowledged that the industry will need to review this, it will simply be about the timing. OC emphasised the importance of having certainty. CW agreed to look into what work is required and how best to move the considerations forward. It was agreed that the best approach would be to start considerations earlier rather than later.

### 12.2. Xoserve/Gemserv joint collaboration

TCh provided an update on the Xoserve and Gemserv joint collaboration and confirmed that this presentation had been provided at the Ofgem Switching Programme External Design Advisory Group meeting on 22 June 2017 and at the Change Management Committee on 13 July 2017.

TCh reported that Gemserv and Xoserve are looking at delivering a more reliable switching process through a joint collaboration. Ofgem’s RFI on the 19 January 2017 set out the aspirations and benefits for a single Management Information System (MIS).

TCh confirmed that Xoserve have now reached a good understanding with respect to the joint programme of work. This included a single dual fuel PCW solution. The collaboration will bring together complementary skills and knowledge - gas, electricity, data, systems, information security, governance and a wide stakeholder understanding

Gemserv and Xoserve have agreed to collaborate in order to:

- a) evaluate the opportunities for a single industry dual fuel Market Intelligence Service (MIS) solution, and to do so in a manner that advances the development of a MIS as described in Ofgem's Faster and More Reliable Switching Request for Information (RFI);
- b) deliver a CMA compliant solution with respect to access to gas and electricity data for Price Comparison Websites. The service will be extended to energy suppliers; and
- c) seek to develop a single enquiry service for the delivery of information, data and services for the benefit of the wider Energy Industry.

TCh set out the different agreements and the strategic central data solution. She outlined the next steps wider engagement, input from stakeholders to ensure consistency, and hoped to provide a report back in 6 weeks.

TCh also provided the EDAG feedback – overall positive, matters for consideration Governance, Funding and Alignment to the Ofgem switching programme to ensure consistency

TCh provide a slide of three proposed phases: Mobilisation, Scoping and requirements, detailed requirements and design to delivery.

The committee considered the engagement with the industry required to get the initiative on a firm footing; funding needs to be considered.

DT explained that the funding for API capability was currently captured with the current budget. The Xoserve work, to engage, is part of the service development industry engagement arena. Any delivery to take data to PCW does not have any funding and needs to come through the change budget if required to do it. The cost of joint collaboration of providing data needs to be considered and the funding for this needs to be considered.

DT explained that this was outside of the UK Link product. SH believed despite this being a development outside of UK Link that this still need to be considered within the release of changes.

BVi expressed concern in the way this had been presented to the committee and that this had not been tabled within the release program discussions and questioned its non-inclusion. DT explained that this had not been included within the meeting considerations on 24 July as that meeting was for UK Link backlog changes. It was clarified that this was a piece of work that was required going forward and has been raised party for visibility to advise parties of the work that needs to be undertaken.

The Contract Committee asked Xoserve to clarify what exactly is required moving forward and when Xoserve will be making a funding request.

**Action 0706: Xoserve to provide clarity of what is in the general business plan and future funding requirements.**

SMc expressed concern that before work was undertaken by Xoserve that the funding considerations should have been undertaken first. SMc wanted to know as soon as possible how much money Xoserve considered involved, and what the split is.

It was agreed further clarity was required and further discussions needed to take place.

### 12.3. Changes to Service Description Table

ESm provided Version 2.0 of the Service Description Table for UNC 0610S - Project Nexus - Miscellaneous Requirements. ESm confirmed that Andy Miller had published the changed marked edition for approval at the next Contract Management meeting. She requested that any clarifications and/or concerns are raised ahead of the next meeting.

SM asked if Xoserve could pinpoint any significant changes to focus attention on the significant changes and asked about the alignment with the KPIs.

Feedback was requested to Andy Miller before the next Contract Meeting in August.

### 13. Diary Planning

Further details of planned meetings are available at: [www.gasgovernance.co.uk/Diary](http://www.gasgovernance.co.uk/Diary)

Meetings will take place as follows:

Time / Date	Venue	Programme
10:30, Wednesday 16 August 2017	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda
10:30, Wednesday 20 September 2017	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda
10:30, Wednesday 18 October 2017	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda
10:30, Wednesday 15 November 2017	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda

**Action Table (as at 19 July 2017)**

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
15/03/17-06	15/03/17		<b>Data Protection</b> - Dates & requirements for workshop to be discussed agreed and fed back to Xoserve.	Xoserve (DT) & AL	<b>Carried Forward</b>
15/02/17-01	15/02/17		<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	<b>Carried Forward</b>
15/02/17-03	15/02/17		<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.	Xoserve (DT)	<b>Carried Forward</b>
15/02/17-04	15/02/17		<b>Feedback on Xoserve Services</b> – DSC. 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	<b>Closed</b>
0402	18/04/17	1.5	Draft a document for use as TOR including reference to General Terms D section 4.1.5 and including a note that both the DSC Change and Contract Committees are Sub Committees of Network Code.	DT	<b>Carried forward</b>
0404	18/04/17	3.0	To seek confirmation of which Committees	DT	<b>Closed</b>

			require updates.		
<b>0406</b>	18/04/17	6.0	To provide draft April KPIs using the new dashboard format at the next meeting, where possible.	MS	<b>Closed</b>
<b>0501</b>	17/05/17	6.0	<i>Financial Information:</i> To recirculate invoicing timeline.	DT	<b>Closed</b>
<b>0502</b>	17/05/17	6.0	<i>Financial Information:</i> To check if National Grid NTS (SM) April Invoice payment has been received.	DT	<b>Closed</b>
<b>0503</b>	17/05/17	From Action 15/03/17-05	<i>ISO27001:</i> To arrange update on ISO270001 from the Audit Team.	DT	<b>Closed</b>
<b>0504</b>	17/05/17	From Action 0403	<i>Open Distribution Lists:</i> To circulate email address lists to the group to confirm the list is up to date. Contract managers to review distribution lists that Xoserve hold to make sure they hold the correct users. Xoserve to write out to each organisation for confirmation that they are satisfied with the usage of open distribution lists.	DT  All  Xoserve	<b>Carried Forward</b>
<b>0505</b>	n/a	n/a	Merged with 0504	n/a	n/a
<b>0506</b>	n/a	n/a	Merged with 0504	n/a	n/a
<b>0508</b>	17/05/17	11.0	<i>PAC Interactions:</i> Xoserve to share with Contract how it envisages dealing with adhoc requests that come out of PAFA.	Xoserve (DT)	<b>Closed</b>
<b>Ch 0602</b>	Change 08/06/17	2.0	Xoserve (DT) to discuss with the Contract Managers how the Policies for Board Recruitment would be managed in the future from a funding/budgetary and process perspective.	Xoserve (DT)	<b>Carried Forward</b>
<b>0601</b>	14/06/17	1.4	<i>Terms of Reference:</i> To confirm the scope of the Solution Development Group (SDG).	Xoserve (DT)	<b>Closed</b>
<b>0602</b>	14/06/17	1.4	<i>Terms of Reference:</i> To notify Contract Management Committee members of the planned SDG dates.	Xoserve (DT)	<b>Closed</b>
<b>0603</b>	14/06/17	2.0	<i>Business Continuity Plan:</i> To circulate the Business Continuity Management (BCM) example to the Contract Management Committee meeting attendees.	Xoserve (DS)	<b>Carried Forward</b>
<b>0604</b>	14/06/17	2.0	<i>Business Continuity Plan:</i> To review Business Continuity accreditation requirements.	Xoserve (DS)	<b>Carried Forward</b>
<b>0605</b>	14/06/17	2.0	<i>Business Continuity Plan:</i> To change the timeline to run from April to March.	Xoserve (DS)	<b>Closed</b>

<b>0606</b>	14/06/17	2.0	<i>Business Continuity Plan:</i> DS and EB summary documents to be circulated to the voting members of the DSC Contract Management Committee, their alternates and the non-voting members of the DSC Contract Management Committee (using lists already provided by Xoserve) for feedback by the August meeting.	Xoserve (EB/DS)	<b>Carried Forward</b>
<b>0607</b>	14/06/17	3.0	<i>Information Security Arrangements:</i> To circulate a one page summary of Xoserve's GDPR activities for discussion at the August 2017 meeting.	Xoserve (EM)	<b>Carried Forward</b>
<b>0608</b>	14/06/17	3.0	<i>Information Security Arrangements:</i> To arrange re-circulation of the presentation entitled Information Protection at Xoserve to the Contract Managers.	Xoserve (EM)	<b>Carried Forward</b>
<b>0701</b>	19/07/17	6.0	Monthly KPIs - Xoserve to provide a summary position of aggregate UIG flows including graphical analysis by LDZ (August).	Xoserve (DT)	<b>Pending</b>
<b>0702</b>	19/07/17	6.0	National Grid NTS to investigate the Gemini input error and provide an update.	NTS (SMc)	<b>Pending</b>
<b>0703</b>	19/07/17	6.0	All Parties to consider and provide feedback to Xoserve on what they would like included within future KPIs and Xoserve to consider the information required.	All Xoserve (DT)	<b>Pending</b>
<b>0704</b>	19/07/17	7.0	Xoserve to provide a budget update, including a forecast against actuals, with a view to providing a monthly update.	Xoserve (DT)	<b>Pending</b>
<b>0705</b>	19/07/17	8.0	Joint Office and Gazprom to formulate a statement to be issued to parties who have requested that email addresses are not disclosed using open distribution lists to ensure they understand the consequence of the request and encourage open communications.	Joint Office (Rha) and Gazprom (SM)	<b>Pending</b>
<b>0706</b>	19/07/17	12.2	Xoserve to provide clarity of what is in the general business plan and future funding requirements.	Xoserve (DT)	<b>Pending</b>