

**UNC DSC Contract Management Committee Minutes**  
**Wednesday 20 November 2019**  
**at Lansdowne Gate, 65 New Road, Solihull B91 3DL**

<b>Attendees</b>			
Bob Fletcher (Chair)	(BF)	Joint Office	Non-Voting
Helen Cuin (Secretary)	(HCu)	Joint Office	Non-Voting
<b>Shipper User Representatives</b>			
Clare Cattle-Jones	(CCJ)	SSE	Class A Voting
Claire Louise Roberts	(CLR)	ScottishPower	Alternate for Stephanie Clements Class A Voting
Lorna Lewin *	(LL)	Orsted	Class B Voting
Steve Mulinganie	(SM)	Gazprom Energy	Class C Voting
<b>Transporter Representatives</b>			
Helen Chandler	(HCh)	Northern Gas Networks	
Sally Hardman	(SHa)	Scotia Gas Networks	
Teresa Thompson *	(RL)	National Grid	+Alternate for Richard Loukes
John Cooper *	(JC)	IGT Representative	+Alternate Brandon Rodrigues
<b>CDSP Contract Management Representatives (Non-Voting)</b>			
Jayne M <sup>c</sup> Glone	(JMc)	Xoserve	
Michele Downes	(MD)	Xoserve	
<b>Observers/Presenters (Non-Voting)</b>			
Angela Clarke	(AC)	Xoserve	
Dan Donovan	(DD)	Xoserve	
David Stowe	(DS)	Xoserve	
David Turpin	(DT)	Xoserve	
Dennis Regan	(DR)	Xoserve	
Dionne Thompson	(DTh)	Xoserve	
Emma Lyndon	(EL)	Xoserve	
Fiona Cottam	(FC)	Xoserve	
Hannah Hassanjee (HH)	(HH)	Xoserve	
Jane Goodes	(JG)	Xoserve	
Leteria Beccano	(LB)	Wales & West Utilities	
Mark Pollard	(MP)	Xoserve	
Nick Stace	(NS)	Xoserve	
Oorlagh Chapman *	(OC)	Centrica	
Shiv Singh	(SS)	Cadent	
<i>*Via teleconference</i>			
Copies of all papers are available at: <a href="http://www.gasgovernance.co.uk/dsc-contract/201119">http://www.gasgovernance.co.uk/dsc-contract/201119</a>			

## 1. Introduction

Bob Fletcher (BF) welcomed all to the meeting and confirmed the meeting quorate.

### 1.1. Apologies for absence

Brandon Rodrigues, Richard Loukes and Stephanie Clements.

### 1.2. Alternates

Claire Louise Roberts for Stephanie Clements

John Cooper for Brandon Rodrigues

Teresa Thompson for Richard Loukes

### 1.3. Confirm Voting rights

Representative	Classification	Vote Count
<b>Shipper</b>		
Clare Cattle-Jones	Shipper Class A	1 vote
Claire Louise Roberts (Alternate for Stephanie Clements)	Shipper Class A	1 vote
Lorna Lewin	Shipper Class B	2 votes
Steve Mulinganie	Shipper Class C	2 votes
<b>Transporter</b>		
Sally Hardman	DNO	1 vote
Helen Chandler	DNO	1 vote
Teresa Thompson (+ Alternate for Richard Loukes)	NTS	2 votes
John Cooper (+ Alternate for Brandon Rodrigues)	IGT	2 votes

### 1.4 Approval of Minutes (16 October 2019)

Minutes approved.

### 1.5 Review of Outstanding Actions

**0309:** Xoserve (DT) to investigate if a new updated process for the 'Requesting of New Services' could be implemented ahead of the next cycle.

**Update:** Jayne McGlone (JMc) confirmed that this action should be allocated to Emma Smith who will provide an update at the December meeting. **Carried Forward.**

**0901:** UK Link Update - Xoserve (AS) to provide further details of the £600k funding, impacts on budgets, timescales, risks and benefits and how the funding will be split amongst Transporters and Shippers.

**Update:** Dennis Regan (DR) confirmed this will be covered under item 3.0. **Closed.**

**0907:** Xoserve (JMc) to review the constitution of the Contract Management Committee, Voting Arrangements, Quoracy, Classes of Shipper User Groups, and the appointment process; and consider whether Shipper User Groups B&C should be combined or whether a different voting/weighting arrangement should be applied.

**Update:** JMc confirmed that Xoserve are looking at the voting arrangements and quoracy, she acknowledged any change would require a UNC Modification. She wished to fully understand the concerns about ensuring there is sufficient representation of the Shipper Classes and how to better promote the DSC committees. Clare Cattle-Jones (CCJ) suggested contacting ICoSS and Energy UK for views on promoting the committees. The process of interim appointments was discussed where mid-year changes wish to be made.

Steve Mulinganie (SM) also wished for consideration to be given to a change in circumstances when for example a Shipper Representative has been appointed to represent a Shipper Class and the Shipper Class of the representative changes during the term of their appointment. JMc confirmed that further consideration is required. The committee agreed to close this action based on the need for this to be an ongoing review. **Closed.**

**1001:** Xoserve (JMc) to issue a communication to ensure that the correct Customer contact details and permissions are held on distribution lists for reporting breaches.

**Update:** See item 12.5. Xoserve agreed to confirm the process and continue to collate contact details. **Closed.**

## 2. Approvals

### 2.1. DRR – Amendments to the Supply Point Enquiry API service

Jane Goodes (JG) confirmed that the intent of the Disclosure Request Report (DRR) is to make a change to the API supply point enquiry service to enhance the process and extend the items reported to Suppliers.

SM asked about the justification for providing information to Suppliers when the Supplier is not both a Supplier and Shipper. He wished to ensure there was robust justification for having access to information that only a Shipper should have. He expressed that a universal approach of providing data to a Supplier was not suitable. SM wanted to understand why it would be appropriate to provide information to a Supplier, highlighting that if a Supplier requires information this could be obtained through their relationship with their Shipper.

It was agreed this change needed to be re-considered to ensure there is robust justification for a Supplier to have access to information. The committee therefore deferred approving this proposed change to the DRR until the December meeting.

## 3. UK Link Update Relating to APM and Resourcing

Dennis Regan (DR) provided the Committee with an update on the UK Link Performance improvement activities. He provided a summary of the issues and the service improvement plan. The high-level focus areas were; UK Link Performance, Balancing Changes and Platform Maintenance, Continual fire-fighting, and Technical Audit Findings.

DR emphasised the need to ensure stability of the system and to ensure customer needs are met. Following on from the work undertaken Xoserve have now moved into considering the technical operations and focussing on the areas of improvement. In consideration of the £100k spend to improve application performance monitoring, DR confirmed that following a review and challenge to better understand the potential solutions, it is believed this can be done within the existing budget.

In relation to £200k new spend, DR confirmed that Xoserve are not seeking additional funds at the moment whilst they look at the ability to utilise existing resources.

## 4. BP20 Update

Dave Turpin (DT) confirmed that the 2<sup>nd</sup> BP20 Consultation had recently ended and Xoserve are in the process of compiling the feedback report to provide visibility of the items raised. He reported there are still some questions around security and the value for money on this topic. It was anticipated that Xoserve will be responding to customers directly in the next 7-10 days to enable a final draft to be compiled. This will be published on the Xoserve website and circulated to Contract Managers. DT offered to provide an update at the next ICoSS meeting or any other relevant body if needed and considered appropriate.

SM enquired about the inclusion of a contingency for fasting switching. DT confirmed this will be included within the report including CSS impacts. DT confirmed the varying elements that will be covered with the feedback report.

## 5. Monthly Contract Management Report (KPIs)

## 5.1. Contract Metrics (including Invoicing)

Michele Downes (MD) provided the Contract Metrics update. She provided the highlights which included the published 2<sup>nd</sup> draft on the 2020 Business Plan, an update on the seasonal normal review, the announced development of Switchstream, the launch of the new online Change Proposal form and the first release of Network Management Information from the Data Discovery Platform.

SH enquired about the KPI3 failure regarding the M-Number service and the ability for Transporters to achieve the 90% target of calls being answered within 30 seconds. MD explained the KPI had failed for number of reasons relating to system and performance issues combined with resource challenges. Xoserve are working on different strategies to explore ways to stabilise resources. MD reported that the rolling 12-month position is still above 90%. An update will be provided next month.

Helen Chandler (HCh) enquired if there were any issues with the website service and if there was any obligation on the availability of the website service. The committee considered if compliance had failed if the website service was still available in addition to the M-Number helpline. JMc agreed to check the Transporters licence obligation to confirm if this included the website service.

**New Action 1101:** Xoserve (JMc) to check the Transporters licence obligation to provide an M-Number Helpline service and confirm if this is limited to the phone service.

**New Action 1102:** Xoserve (JMc) to confirm whether or not the 90% measurement of the M-Number helpline performance also includes the availability of 'find my supplier' on the website.

## 5.2. Issue Management Updates

### 5.2.1. Issue Management Dashboard

MD provided a brief overview of the October Customer Issue Management Dashboard briefing the Committee on the key issues. In summary she confirmed:

- Open customer issues increased from 7 to 11
- Open defects had decreased from 60 to 54
- No P1s and no change to P2s
- Amendment invoice related defects increased from 8 to 9
- AQ related defects increased from 10 to 14
- No UK Link or Gemini availability incidents raised.

MD provided further information on the 14 open AQ Related defects. She confirmed that for all of the defects where profiling had been carried out 714,000 MPRNs were affected by a wrong AQ. 664,000 MPRNS have been fixed. A total number of 50,000 MPRNS will not be fixed by 01 December, these still require a data correction and AQ re-calculation. MD also explained that this will require a change to the data correction tool.

MD explained that the 664,000 MPRNs are all good for 01 December and will have the correct rolling AQ and formula AQ(FY AQ). She explained that for any defects not resolved before 01 December, plans are in place to ensure a datafix is carried out to correct the FY AQ. MD re-assured the committee that Xoserve will ensure that the formula AQ will be protected and a communication will be provided to the Transporters and shippers providing information on the outstanding defects and provided assurance that all known MPRNs and FY AQ will be corrected well before 01 April 2020.

SM expressed concern about the financial impact to Shippers and wanted a better understanding of the potential impacts. MD agreed to provide this on future communications

Sally Hardman (SHa) wished to understand the impact on each LDZ, the spread of erroneous AQs and how this will impact the amendment invoice. She also expressed concern about the errors with the formula AQ. MD confirmed a materiality view will be provided to Networks and that reports will be issued for everything that has not been corrected 01 December by aggregate AQ for each LDZ.

Lorna Lewin (LL) enquired about the number of meter points requiring a fix. MD summarised there are 50,000 MPRNs which have got to be fixed after 01 December but there is also an additional unknown volume. More information on this unknown volume will be provided week commencing Monday 25 November. LL enquired if Shippers will be provided the formula AQ. MD confirmed this information will be provided.

LL enquired if there is still a fundamental issue with AQs as there appears to be repetitive issues concerning AQs which are starting to have a consequential impact on customers financially. LL wished to understand what the fundamental issues were. MD re-assured the committee that this is not a result of the AQ process it's the data being used for the AQ calculation. A taskforce has been established to complete an end-to-end review of the AQ process and over the next few two weeks Xoserve will identify if there are any issues that need to be addressed.

HCh highlighted that when parties receive a notification of an AQ defect, most either indicate there is a manual error or other issue, but she challenged this should not be the case, there should not be a manual error for AQs. HCh stressed her concerns about the consequential impacts. MD reassured the committee the taskforce will examine every part of the process. HCh explained that parties need to understand the financial impacts and asked Xoserve if they could include this in future communications.

Shiv Singh (SS) enquired if this would impact any Transporter system planning activities. MD confirmed it would potentially impact network planning, but further information is to be provided to the pricing managers to allow the estimation of any over or under recovery.

SM enquired about the possibility of disclosing email addresses to provide visibility of contacts when issuing communications as he is unsure who in his organisation has received the communication. The committee briefly considered the need to protect personal information as required under GDPR. SM challenged the misconception about the visibility of a work email addresses, he understood under GDPR a works email address is not personal data. BF confirmed that the advice provided to the Joint Office is that if an email address can identify a person it is classed as personal data, that said it is not sensitive data.

JMc advised that they would discuss this point further to consider ways to manage email communications.

### 5.2.2. Amendment Invoice Taskforce Update

Dan Donavan (DD) provided an update to the Summary Resolution Plan detailing the progress of the 5 areas requiring resolution. He confirmed that progress is being made on all of the issues. He highlighted that the Exclusions had been re-classified as Red, due to a new defect being identified.

DD provided further detail on each of the 5 areas and concluded the presentation with a one-page overview for: Mismatches, Exceptions, Exclusions, Defects and MI Reporting and their status.

Clare Cantle Jones (CCJ) enquired if Xoserve would consider the number and timing of email communications. Clare Louise Roberts (CLR) also expressed concern about the lack on content within some emails which can cause unnecessary panic.

SM enquired about mismatch files, exclusions and the impacts. He asked for clarification of any data impacted in January.

**New Action 1103:** Xoserve (DD) to advise any difference in the planned dates for the exception resolution backlog relating to the Amendment Invoice.

### 5.2.3. Enabling large scale utilisation of Class 3

JMc confirmed volumes are being managed with no perceived issues.

SM noted it would helpful to understand if there could be any concerns around the Christmas holiday period.

**New Action 1104:** Xoserve (JMc/DA) to request out of hours contact details if required for the Christmas Period for Class 3 updates.

#### **5.2.4. UIG Update**

Fiona Cottam (FC) provided a progress update report on the UIG Taskforce for information purposes and confirmed this was the same update as the one provided to the previous DSC Change Management Committee. FC confirmed the dashboard status was Green, with one exception for the development of the online automated UIG reporting tool which has suffered some technical issues getting data to the website.

FC confirmed that Xoserve will be shortly issuing an update on the UIG investigation guide, which will include the machine learning. This is due in January, once the next phase has completed.

FC provided a summary reminder of the work being undertaken to migrate UIG task force activities into Business as Usual (BAU).

SM enquired where/how machine learning is to progress and be funded. FC explained this will depend on the outcomes of the machine learning and the NDM algorithm. It is envisaged that the machine learnt algorithm could replace the NDM algorithm. This did require further consideration and is likely to require a change to the UNC.

#### **5.3. KVI Summary**

##### **5.3.1. Customer Service KVI**

MD provided a brief walkthrough of the Key Value Indicators for October 2019. The key performance areas were: Customer Service, Service Delivery, Financial Reporting, Customer Data Security, Change Management, Customer Issue Resolution, and Relationship Management.

MD confirmed Xoserve will be issuing a survey to provide an opportunity for parties to feedback on how Xoserve manage issues.

##### **5.3.2. KPI and KVI Review Update**

MD provided a brief update on the KVI Review Plan and confirmed a further update will be provided in December. She confirmed 75% of the DSC Service lines had been reviewed and it is proposed that 15% of those checked would require an update.

MD noted that the development of measures still needs to be undertaken, the plan will be to catch up at the beginning of December.

MD explained the themes that are being considered and provided a list of some areas to consider developing. Xoserve will be liaising with customers to obtain feedback on the areas being considered. SM asked for innovation and financial impacts to be considered.

#### **6. CSS Update**

Emma Lyndon (EL) provided a brief overview on the switching programme, confirming the primary CSS interface design had concluded with the approval by Ofgem's Design Authority.

EL reported that the programme is now moving out of the design phase, data migration has been reviewed this will be finalised next month, and the Reconciliation data validation will need to be considered.

EL confirmed that the technical testing workgroup are looking at the various testing phases and the scenarios for the implementation group to review and approve. She explained although it may seem quiet at the moment there is a lot of work being undertaken on the background. Low level details are being worked on with the first testing phase due in April.

DT explained to compliment the work on the consequential changes, a centralised solution for an Adapter Service to interface with the various mechanisms and systems, a Switchstream product, is being considered and discussed with the industry. He confirmed a range of options are available on the Xoserve website and encouraged discussions on the value and interest in the product to progress. DT asked for feedback if Switchstream would mitigate the risks of any potential CSS delays.

SM explained that the Switchstream service would not mitigate delays, the risk will be the potential ability to participate and the potential loss of customers where Shippers cannot participate. SM believed Xoserve need to provide a case to explain the rationale for the approach, the case for the service and incremental cost considerations.

LL enquired when parties should expect to see the product description and any other relevant information. DT hoped to provide this early next week.

## **7. Information Security Arrangements**

Next update due January 2020.

## **8. Business Continuity Plan**

David Stowe (DS) confirmed that material had been emailed to committee representatives. He provided an update on the recent BCM Incident Management Team scenario exercise held in September, confirming that process improvement opportunities will be undertaken by the end of the year.

## **9. Contract Assurance Audit**

Hannah Hassanjee (HH) confirmed that material had been emailed to committee representatives. She provided the quarterly update confirming the next update will provide more detail in the 6-month summary due February 2020.

## **10. Financial Information – Q2 Forecast Update**

Nick Stace (NS) referred to the quarterly update provided highlighting that Quarter 2 was consistent with Quarter 1. He provided an overview of the key themes arising from the Q2 forecast and how Xoserve are progressing with the investment programme.

SM enquired about Appendix 1 – Investment Project Status at half year 2019/20. He wished to understand the reporting of the percentages for live projects. NS explained the percentages reported by measuring; has the project started; what is the variant of the budget; and work completed based on milestones.

NS explained that the next forecast is the Key 3 forecast which is due in January. He confirmed that due to the timing of the January meeting and availability of data, the meeting documentation would not be available ahead of the 5-day publication deadline.

The committee briefly considered the provision of a late paper rather than moving the meeting. DT enquired if it would be possible to provide an initial draft with a caveat there could be changes closer to the meeting. It was accepted that the paper would be late.

## **11. Key Committee Updates**

Paul Orsler (PO) provided the Performance Assurance Committee (PAC) update highlighting the key messages from the 12 November PAC meeting. He also provided an update from the DSC Change Management Committee from the 13 November.

The committee briefly considered the implementation of Urgent Modification 0700 - Enabling large scale utilisation of Class 3.

## **12. Any Other Business**

### **12.1. Request for Supplier Switching data to the DCC (Monthly provision of AMR Supply Points by supplier)**

PO wished to provide an update on the request for the monthly provision of automated meter read equipment supply point counts by Supplier to the Data Communications Company (DCC). He explained that the Department for Business, Energy and Industrial Strategy (BEIS) have raised a request for data to be provided to DCC. PO provided an overview of the request and the need for a UNC Modification.

PO asked for views on whether the request was deemed reasonable from BEIS and if this could be managed with a change to the Data Disclosure Request route. SM confirmed that the data being requested is already provided by Suppliers. SM suggested Xoserve ask for feedback on why the current reported data is not sufficient. CCJ also expressed concern about the potential for disparity in numbers from the timing of reports being provided by two parties.

PO agreed to discuss the existing data flows from Suppliers with BEIS.

### **12.2. Request for Supplier Switching data to the DCC (Daily Provision of prospective supplier details in support of SMETS1)**

PO wished to highlight a request from the DCC for Xoserve to provide them with information of Prospective Supplier details for Supply Point Switches. He explained that DCC want earlier indication of a switch to overcome any timing issues with SMETS1 transition and migration approach activities. PO asked what the appropriate route would be to progress such a change.

SM asked Xoserve to provide more detail on the justification for the provision of this information.

### **12.3. User Telephone Enquiry Service (Data Search Line)**

JMc provided an update on the use of the Telephone Enquiry Service and asked for feedback from Shippers if the use of passwords provided to third parties is working as it should be and if Shippers wanted tighter control with an offer of frequent password changes to avoid any potential misuse.

SM believed the provision of passwords given to third parties by Shippers has been considered previously when it was believed there had been some misuse. When this was investigated it was ascertained that passwords were being used appropriately. CCJ highlighted it is quite normal for the password to be used by a number of different phone numbers. Shippers supported that if the caller can provide the appropriate password the information requested should be provided.

The committee considered the appropriate controls and how to address any suspicious activity. SM suggested where there is suspicious behaviour Xoserve should take steps to manage this. JMc explained the difficulties Xoserve would have policing any misuse of passwords. It was suggested that if Xoserve have been provided with the correct password, it should be accepted this has been passed on in good faith. If, however Xoserve believe due to unusual level of activity a password is being used inappropriately this should be communicated with the Shipper for verification.

SM asked for Xoserve to provide Shippers with details of any suspicious misuse. The committee discussed the possibility of providing Shippers a list of phone numbers to check however CCJ suggested Shippers would not want to undertake regular checks as this would add too much administration burden. SM suggested if Xoserve see an unusual use of the service he asked for this to be reported for the Shipper to consider and verify.

There was an agreement that if Xoserve suspect any suspicious activity this should be reported to the Shipper to consider.

#### 12.4. Xoserve IX Refresh

Mark Pollard (MP) provided a brief update on the IX refresh process involving a move from Vodafone to Gamma. He confirmed Gamma has now been in contact with all customers. MP explained that the Vodafone contract ends in February 2020 and Xoserve will need to ensure there is a fixed implementation date with all organisations. He expressed concern that some parties have cancelled migration dates and if an alternative date cannot be agreed before the Vodafone contract ends this will involve additional costs. He stressed the importance of ensuring all organisations agree a migration date.

MP asked if any companies wish to expediate their migration dates are available in November and December.

MP confirmed a communication will be issued next week.

#### 12.5. Process for reporting a breach

The committee discussed the appropriate process for reporting potential or an actual data breach. Xoserve agreed to confirm the process and continue to collate contact details to be used in the event of various types of data breaches or incidents.

#### 12.6. Action Log Update

JMc confirmed that Xoserve would review the actions captured to ensure they have all been recorded.

### 13. Diary Planning

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

Meetings will take place as follows:

Time/Date	Venue	Programme
10:30 Wednesday 18 December 2019	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
10:30 Wednesday 15 January 2020	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
10:30 Wednesday 19 February 2020	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
10:30 Wednesday 18 March 2020	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
10:30 Wednesday 15 April 2020	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.

#### Action Table (as at 20 November 2019)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0309	20/03/19	10.6	Xoserve (ES) to investigate if a new updated process for the 'Requesting of New Services' could be implemented ahead of the next cycle.	Xoserve (ES)	Carried Forward
0901	18/09/19	3.0	UK Link Update - Xoserve (AS) to provide further details of the £600k funding, impacts on budgets, timescales, risks and benefits and how the funding will be split amongst	Xoserve (AS)	Closed

Transporters and Shippers.					
0907	18/09/19	12.1	Xoserve (JMc) to review the constitution of the Contract Management Committee, Voting Arrangements, Quoracy, Classes of Shipper User Groups, and the appointment process; and consider whether Shipper User Groups B&C should be combined or whether a different voting/weighting arrangement Should be applied.	Xoserve (JMc)	<b>Closed</b>
1001	16/10/19	5.3.1	Xoserve (JMc) to issue a communication to ensure that the correct Customer contact details and permissions are held on distribution lists for reporting breaches.	Xoserve (JMc)	<b>Closed</b>
1101	20/11/19	5.1	Xoserve (JMc) to check the licence obligation to provide an M-Number Helpline service and confirm if this is limited to the phone service.	Xoserve (JMc)	<b>Pending</b>
1102	20/11/19	5.1	Xoserve (JMc) to confirm whether or not the 90% measurement of the M-Number helpline also includes the availability of 'find my supplier' on the website.	Xoserve (JMc)	<b>Pending</b>
1103	20/11/19	5.2.2	Xoserve (DD) to advise any difference in the planned dates for the exception resolution backlog relating to the Amendment Invoice.	Xoserve (DD)	<b>Pending</b>
1104	20/11/19	5.2.3	Xoserve (JMc/DA) to request out of hours contact details if required for the Christmas Period for Class 3 updates.	Xoserve (JMc/DA)	<b>Pending</b>