



Contract Management Committee

5. Monthly Contract Management Report
(18th January 2022)

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KPM Reporting (December reporting period)

Agenda item 5.1

Overall Summary - KPMs

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
KPMs (20 total)	17 (1 pending – due 13 th Jan)	2	0

Failure Summary - KPMs

KPM Ref	Measure Detail	Journey / Process	Measure Type	Target	Performance	Failure / Remedial Action	Impacted Constituent/s (GT / iGT / NG / Shipper)
KPM.04	% of AQs processed successfully	Monthly AQ Processes	Right First Time	100.00%	99.98%	14,111,979 AQs were calculated or corrected in UK Link for the month of December '22. 2,455 AQ Updates impacted due to Exceptions being raised. Exception resolution is on schedule	Shipper
KPM.07	Percentage of requests processed within the Completion Time Service Level in DSC	Meter Read / Asset Processing	Cycle Time	100.00%	99.99%	145,079,017 reads and 282,757 asset updates were received. 979 reads and 105 asset updates were not processed due to Exception processes.	GT / iGT / Shipper

Overall Summary - PIs

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
PIs (24 total)	18	2	4

Failure Summary - PIs

PI Ref	Measure Detail	Journey / Process	Measure Type	Target	Performance	Failure / Remedial Action	Impacted Constituent/s (GT / iGT / NG / Shipper)
PI.01	% CMS Contacts processed within SLA (95% in D+10)	Manage Updates To Customer Portfolio	Cycle Time	95.00%	80.39%	<p>RFA contacts remain the central reason for the failure of PI.01. The key reasons for this are as follows:</p> <p>The exponential increase in RFA volumes. 6,261 RFAs were raised in 2018 compared to 41,701 in 2022; this represents a 566% increase. In 2022, an average of 116 RFA contacts were created daily and 3,229 monthly, whereas in 2018 the averages were only 24 RFA submissions per day and 522 per month.</p> <p>Current market volatility. Where a shipper is no longer active in the market, liaising with administrators or third parties to agree the RFA takes additional time and substantially increases the lifespan of the contact.</p>	Shipper/GT
PI.27	% level 1 milestones met	Managing Change	Cycle Time	95.00%	85.70%	One milestone has been missed as a result of extending closedown phase of the move to cloud program to accommodate additional activities.	N/A

DSC Credit and Risk Performance Indicators

Energy Performance Indicators		
Measure Detail (Right First Time)	Target	December
Energy Balancing Credit Rules adhered to, to ensure adequate security in place	100%	100%
Measure Detail (Cycle Time)	Target	December
% of revenue collected by due date	98%	99%
% of revenue collected by due date (+2 days)	100%	100%
CDSP Performance Indicators (Cycle Time)		
Measure Detail (Cycle Time)	Target	December
% of revenue collected by due date	98%	99.87%
% of revenue collected by due date (+3 days)	98%	100%



KPM Customer Relationship Survey Results

Agenda Item 5.2

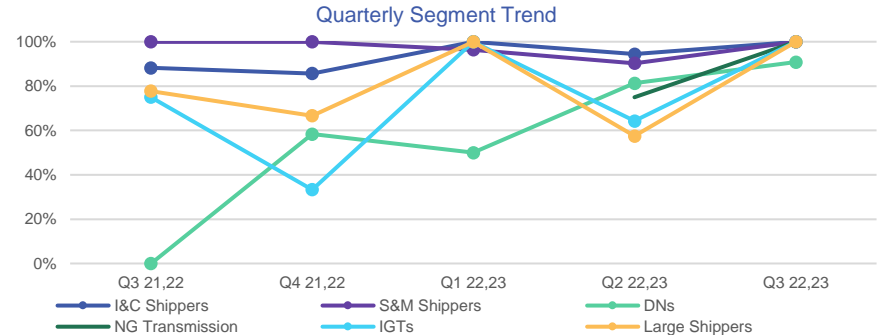
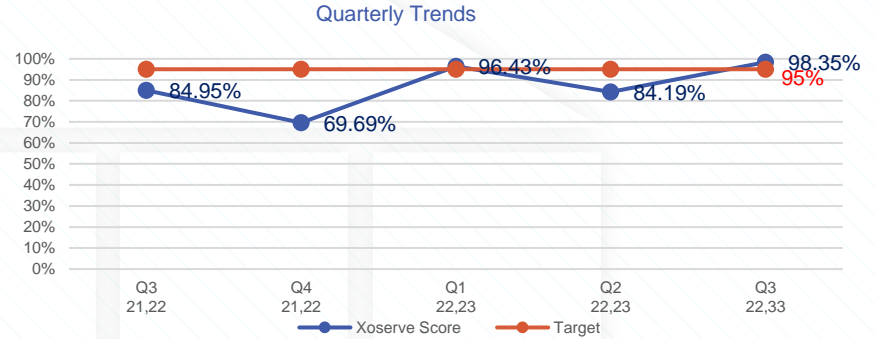
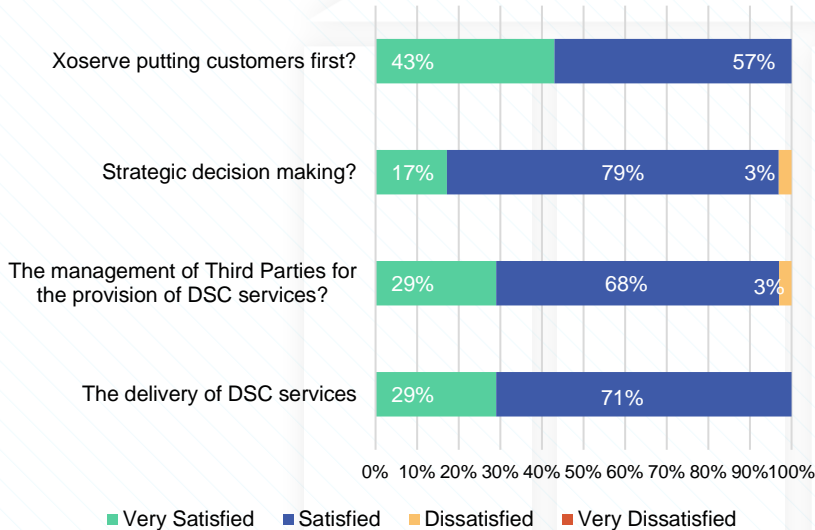
Q3 22/23 - December 2022

KPM Relationship Management Scores

Target	Q3 21,22
95%	98.35%

	Q3 21,22	Q4 21,22	Q1 22,23	Q2 22,23	Q3 22,23
Customer Response Vol.	31	24	21	54	31

All Segment Scores By Question



Notes

- 98.35% is the highest KPM Relationship score to date - Shippers, IGT's and National Grid all scored 100% and DN's scored their highest at 90.83%.
- Customer feedback highlighted 'Help & Support' as the biggest driver of improved customer satisfaction and 'FWACV project learnings' as the most common improvement theme. Further detail on slide 4

Customer Feedback

of customers providing feedback on key topics



Improvement Focus Areas

Focus Area	Customer Feedback	Actions
Change - FWACV Project Learnings	FWACV Project Learnings needed for all industry parties - Missed deadlines, churn of project managers, documentation management and requirements gathering	Xoserve will run an internal and external lessons learnt sessions in Feb-23. Session are in the process of being planned with all relevant parties.
Help & Support - Service Desk Responses	Some complex issues cannot be resolved via the Helpdesk. Not much confidence in the Service Desk box when raising non-standard, one off, complex questions based on past 6-months experience.	<p>Analysis completed to understand caused and improvements made;</p> <ul style="list-style-type: none"> Improved quality checks– supported by a new Coaching Module Improved knowledge transfer –Tech Ops are working with both transition and project teams earlier in the lifecycle to understand the solution and challenge before it comes into BAU Internal Incident training for new teams/projects prior to 'go-lives' and quality checking during PIS periods
Help & Support - Query logging user experience	When logging a ticket, the resolution feedback doesn't include the original query and I have to hunt through to see if the case has been dealt with but I do have the faith it will be dealt with.	<ul style="list-style-type: none"> User research, design and discovery work on the ticket logging journey will start from Feb-23, with the aim of designing a portal that allows customers to view all correspondence and the status of their query/issue through to resolution. Feedback shared with Digital team and customer will be updated of progress.
Management of 3rd Parties - service delivery transparency	Visibility and transparency around delivery of services by 3 rd parties is needed. We need to see efficiencies and benefits.	<ul style="list-style-type: none"> In response to feedback received via BP23 consultation regarding the efficiency of CDSP service delivery, Xoserve is facilitating a DSC customer workshop on 1st February. The purpose of the workshop is to discuss and agree the scope of an efficiency review. Invites have been issued to all DSC contract managers.
Website upgrade impacts	Change packs links changed on website meaning we had to update our own logs / records separately (we list change pack info on our external system which links to website). Can new versions have the existing link name?	The root cause of the issue is currently being investigated and lessons learnt will be factored into future website upgrades.
Consumer Contact data quality issue	Issues with contact data quality recently raised as a defect.	An issue with B46 record, impacting PSR data. Workaround implemented and CR raised to address defect.
Communications - incoming Shipper notified of EUC Code	Batch EUC Codes went out later than expected. We try to track messages amongst a blizzard of emails to work out if you have to take action. This is not to a level where it is critical, but it stops me saying very satisfied.	<ul style="list-style-type: none"> Workaround implemented new EUC codes sent via email. Change XRN4978 will fix the issue going forward and is due to be implanted Feb-23



Monthly Contract Management reports and updates

Agenda Item 5.3

Comms Highlights – December 2022

A Look Back

Guest Blog: – Could digitalisation improve collaboration across the UK gas industry?

- Graham Faiz, Head of Growth & Innovation - UK and Ireland Energy Systems, DNV Services UK Limited, explains how digitalisation can drive collaborative partnerships across the industry as gas production becomes increasingly decentralised (published 7/12/22)
- <https://www.xoserve.com/news/guest-blog-could-digitalisation-improve-collaboration-across-the-uk-gas-industry/>

Publication of the Xoserve 2023 Billing Calendar

- The 2023 Billing Calendar contains the key dates customers need to know for the Xoserve invoicing schedule in 2023 (published 13/12/22). These have been provided as image files for customers to save on their desktop backgrounds, as well as iCal invitations.
- <https://www.xoserve.com/news/2023-billing-calendar/>

Delivering Decarb – December Edition

- Latest updates on decarbonisation (published 15/12/22) which covers the next steps for the UK post-COP27, recommendations from IREA on a global H2 market and Government announcements relating to secure UK energy the independence.
- <https://www.xoserve.com/news/deliveringdecarb-december-edition/>

Business Plan 2023 Final Draft

- The publication of the final draft of Xoserve's business plan, which sets out strategic priorities and budget for the next financial year (April 2023 to March 2024) and provides forecasts for the following two financial years (April 2024 to March 2026). (published 20/12/22).
- <https://www.xoserve.com/news/we-ve-published-the-final-draft-of-our-business-plan-2023/>

Looking Ahead

Final Business Plan 2023 Publication

- Aiming to publish the final (board approved) BP23 document mid January (week 2 or 3).

Year in Review Communications Publication of the Xoserve 2023 Billing Calendar

- Provision of a commentary looking back on the achievements of 2022 (calendar year, not financial year). Due to be published WC 09/01/23.

Delivering Decarb – Jan Edition

- Focus on metering. Due for publication week 2 Jan.

Events

CMS Rebuild Customer Focus Group

- 10 January 2023

DSC Delivery Sub-Group

- 23 January 2023

Performance monitoring (December 2022)

- Third Party and Additional Services Reporting

Reporting Area	Dec	Year to date
Additional Services	£1,914.00	£107,139.00
Third Party Services	£13,568.56	£235,393.05

- Gemini Performance and UK Link Availability

Gemini Service Performance	
Target	Actual
99%	99.17%

UK Link Availability and Performance		
	Target	Actual
Batch Transfer	99%	100%
Service Desk Availability	99%	100%

All Transportation Invoice Charging obligations were achieved

Meter Count Report (December 2022)

Class	MPRN Count	Smart Count	Total	Smart %
1	622	0	622	0.00%
2	631	0	631	0.00%
3	205526	4485572	4691098	95.62%
4	11876583	8452595	20329179	41.58%

Overall 51% of the entire Meter Portfolio is Smart



Xoserve Incident Summary

Agenda Item 5.4

Summary

During December we experienced 2 P2 incidents

System Affected	Priority	Impact	Remedial Actions	KPM Breach	Resolved	Customer Segment Impacted	Outage Duration
AMT MarketFlow	P2	As a consequence of the Market Flow outage CMS and UKL Portal customers would have been unable to access those services. No critical file processing was affected.	AMT Market Flow and SAP PO were restarted to avoid any impact to critical files being processed. As SAP PO provides integration services to the UKL Portal and CMS a banner message was added to the UKL Portal and a maintenance page on CMS to indicate the consequential loss of those services.	No	Yes	All Customers	30 mins
Gemini	P2	Customers were unable to access the Gemini application. Therefore, they were unable to place any nominations, complete a Cash Call, perform energy balancing, view any data or complete BAU activities. This also resulted in missing 2 IP auctions and an incorrect UIG figure being published.	The Exit database automatically but unsuccessfully transferred to the HA node. On recovery the Entry database then also became unresponsive. A service restart and a subsequent hard reboot were both unsuccessful. As a result, the DR process was invoked, and services were brought back online.	No	Yes	Shippers	334 minutes

High-level summary of P1/2 incidents: Dec 2022

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
INC0305173	Our Health checks identified that following a scheduled AMT MarketFlow restart after deployment of a change, that SAP PO channels were in error and file processing had stopped.	RCA remains in progress whilst the issue is replicated in the testing environment.	As a consequence of the Market Flow outage CMS and UKL Portal customers would have been unable to access those services. No critical file processing was affected.	AMT Market Flow and SAP PO were restarted to avoid any impact to critical files being processed. As SAP PO provides integration services to the UKL Portal and CMS a banner message was added to the UKL Portal and a maintenance page on CMS to indicate the consequential loss of those services.	2 nd Dec	2 nd Dec
INC0312096	The Gemini Exit database services automatically (as per design) transferred to an alternative node in the High Availability (HA) cluster due to a failure in the primary service. Not all the services automatically started as expected. Investigations identified that the Entry database had also become unresponsive.	RCA in progress - no definitive cause yet identified. Multiple potential causes identified.	Customers were unable to access the Gemini application. Therefore, they were unable to place any nominations, complete a Cash Call, perform energy balancing, view any data or complete BAU activities. This also resulted in missing 2 IP auctions and an incorrect UIG figure being published.	The Exit database automatically but unsuccessfully transferred to the HA node. On recovery the Entry database then also became unresponsive. A service restart and a subsequent hard reboot were both unsuccessful. As a result, the DR process was invoked, and services were brought back online.	21 st Dec	21 st Dec



Customer Issue Dashboard

Agenda item 5.5

Open Issues Impacting Customers

Issue Area	Issue Summary	Action Being Undertaken	Customers Impacted
Missing Secured Active Messages	<ul style="list-style-type: none"> - 200 missing SAM's relating to switching activities 	<ul style="list-style-type: none"> - 119 due to a server timing issue between CSS & Xoserve servers. IA for each scenario in progress to carry out a prospective registration. - 12 confirmed by DCC as cancelled switches, UKLink updated, no further action required - 54 under investigation with DCC - 9 with DCC for fix, due to being Supplierless/Shipperless MPRNs - 4 new under investigation - 2 under investigation, MPRN status is extinct 	Shippers DNs IGTs
Amendment Invoice Defects	<ul style="list-style-type: none"> - 18 open defects impacting the Amendment invoice 	<ul style="list-style-type: none"> - Profiling carried out monthly to identify impacted MPRNs - Charges for impacted MPRNs are held and not invoiced until the fix is deployed and energy is corrected, where required, prior to the charges being released 	Shippers DNs
AQ Defects	<ul style="list-style-type: none"> - 26 AQ impacting defects (defects impacting AQ calculation) 	<ul style="list-style-type: none"> - Profiling carried out to identify impacted MPRNs - Aqs are corrected to limit impact on the customer for the majority, the remaining MPRNs will be corrected (AQ & FYAQ) by 1 February. - Communications in place with DN Pricing Managers to ensure FYAQ values are accurate - Adhoc BOPRI reports were successfully generated and delivered to DN Contract & Pricing Managers in December 	Shippers DNs
Contact Data	<ul style="list-style-type: none"> - Consumer contact data provided by Shippers is not complete when sent in the daily/quarterly portfolio files to IGTs 	<ul style="list-style-type: none"> - Defect raised and is being progressed. All consumer data is being checked on both IDL & IQL report. For completeness, the DNs portfolio report is also being reviewed (EDL & EQL) - Report of the Emergency Contacts held on UKLink issued to IGTs on 2 December - Report providing all consumer contact data sent 22 December 	IGTs DNs

Issue Summary – Distribution Networks

- Missing Secured Active Messages (SAMs)
 - Total of 200 missing SAMs (as of 05/01/2023) relating to Registration notifications from CSS.
 - 119 due to a server timing issue between CSS & Xoserve servers. IA for each scenario in progress to carry out a prospective registration.
 - 12 confirmed by DCC as cancelled switches, UKLink updated, no further action required
 - 54 under investigation with DCC, awaiting outcome
 - 9 with DCC for fix, due to being Supplierless/Shipperless MPRNs
 - 4 new under investigation
 - 2 under investigation, MPRN status is extinct
 - Potential Impacts:
 - Transportation charges issued to the incorrect Shipper
 - Portfolio reports showing incorrect Shipper/Supplier
- AQ Defects:
 - There are currently 26 defects impacting the AQ calculation
 - AQs are corrected where required to limit impact on customer
 - Data corrections were completed for majority of MPRNs for 1 December, remaining will be completed by 1 February and AQ/FYQA updated. The December adhoc BOPRI reports were updated & delivered to DN Pricing Managers.
 - Potential Impacts:
 - Incorrect transportation rates applied to charges, financial adjustments processed once defect fixed and data corrected
- Amendment Invoice Defects
 - 18 open defects impacting the Amendment invoice: reconciliation charges
 - Charges for impacted MPRNs are held and not invoiced until the fix is deployed and energy is corrected, where required, prior to the charges being released
 - Potential Impact:
 - Reconciliation charges are incorrect if defect is not identified prior to invoice issue
 - Reconciliation charges are held until the defect is fixed and data corrected

Issue Summary – Shippers

- Missing Secured Active Messages (SAMs)
 - Total of 200 missing SAMs (as of 05/01/2023) relating to Registration notifications from CSS.
 - 119 due to a server timing issue between CSS & Xoserve servers. IA for each scenario in progress to carry out a prospective registration.
 - 12 confirmed by DCC as cancelled switches, UKLink updated, no further action required
 - 54 under investigation with DCC, awaiting outcome
 - 9 with DCC for fix, due to being Supplierless/Shipperless MPRNs
 - 4 new under investigation
 - 2 under investigation, MPRN status is extinct
 - Potential impacts:
 - Shipper / Supplier not recorded on UKLink or Gemini
 - Outgoing Shipper continues to receive transportation charges
- AQ Defects:
 - There are currently 26 defects impacting the AQ calculation
 - AQs are corrected where required to limit impact on customer
 - Data corrections were completed for majority of MPRNs for 1 December, remaining will be completed by 1 February and AQ/FYAQ updated. The December adhoc BOPRI reports were updated & delivered to DN Pricing Managers.
 - Potential Impacts:
 - Incorrect transportation rates applied to charges, financial adjustments processed once defect fixed and data corrected
 - Over/under allocation of energy for demand estimation processes, impacts to UIG
- Amendment Invoice Defects
 - 18 open defects impacting the Amendment invoice: reconciliation charges
 - Charges for impacted MPRNs are held and not invoiced until the fix is deployed and energy is corrected, where required, prior to the charges being released
 - Potential Impact:
 - Reconciliation charges are incorrect if defect is not identified prior to invoice issue
 - Reconciliation charges are held until the defect is fixed and data corrected

Issue Summary – IGTs

- Missing Secured Active Messages (SAMs)
 - Total of 200 missing SAMs (as of 05/01/2023) relating to Registration notifications from CSS.
 - 119 due to a server timing issue between CSS & Xoserve servers. IA for each scenario in progress to carry out a prospective registration.
 - 12 confirmed by DCC as cancelled switches, UKLink updated, no further action required
 - 54 under investigation with DCC, awaiting outcome
 - 9 with DCC for fix, due to being Supplierless/Shipperless MPRNs
 - 4 new under investigation
 - 2 under investigation, MPRN status is extinct
 - Potential impacts:
 - IGT Transportation charges issued to the incorrect Shipper
 - Portfolio reports showing incorrect Shipper/Supplier
- AQ Defects:
 - There are currently 26 defects impacting the AQ calculation
 - Aqs are corrected where required to limit impact on customer
 - Data corrections were completed for majority of MPRNs for 1 December, remaining will be completed by 1 February and AQ/FYAQ updated.
- Contact Data not complete in the Daily Portfolio Files:
 - Consumer Contact data provided by Shippers is not complete when sent in the daily/quarterly portfolio files
 - A defect has been raised and this is being progressed
 - Further report provided to IGTs on 2 December containing refreshed Emergency Contacts held on UKLink
 - Report containing all consumer contact data sent on 22 December 2022



GRDA Performance
Agenda Item 5.6

GRDA Performance – December 2022 target actual

- Key points to note December 2022:

- Fix deployed to resolve missing message issue on 7th December did not resolve issue
- Figures quoted based on draft RPA report due to CoMC paper deadline – indicates 4 of 17 days at average volume with at least one missing message; 11 of 14 days at sub peak volume with at least one missing message
- Free text populated to highlight reason for failed metrics 7.1.1/7.1.3

Service F	Service C	Service L	Section n	Metric Description	Performance	Metric T	Value
Xoserve	GRDS	Service A	5.2	Percentage Service Availability for the receipt and acknowledgement of Market Messages from the CSS Provider (excluding scheduled maintenance)	0.9995	DECIMAL	0.9998
Xoserve	GRDS	Service A	5.3	Number of instances where scheduled maintenance occurred between 16:00 and 01:00 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 A	5.4	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	0.7647
Xoserve	GRDS	Service L	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 90th Percentile response time from GRDS 25 minutes or less	1	INT	1
Xoserve	GRDS	Service L	7.1.2	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	0.2143
Xoserve	GRDS	Service L	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 90th percentile response time from GRDS 40 minutes or less	1	INT	1
Xoserve	GRDS	Service L	7.1.4	(relating to secured switches at gate closure) were at or below the average daily volume	N/A	INT	17
Xoserve	GRDS	Service L	7.1.5	Number of days in the reporting month were market messages from the CSS Provider (relating to secured switches at gate closure) were at or below the peak daily volume	N/A	INT	14
Xoserve	GRDS	Service L	7.1.6	Number of days in the reporting month were 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 L	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 L	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 30th percentile response time from GRDS 10 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service L	7.2.3	Where market messages from the CSS Provider (other than at gate closure) are at or below peak hourly volume what percentage of hours was the mean response time from GRDS 10 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service L	7.2.4	Where market messages from the CSS Provider (other than at gate closure) are at or below peak hourly volume what percentage of hours was the 30th percentile response time from GRDS 15 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service L	7.2.5	Number of hours in the reporting month were market messages from the CSS Provider (other than at gate closure) were at or below the average hourly volume	N/A	INT	623
Xoserve	GRDS	Service L	7.2.6	Number of hours in the reporting month were market messages from the CSS Provider (other than at gate closure) were at or below the peak hourly volume	N/A	INT	101
Xoserve	GRDS	Service L	7.2.7	Number of hours in the reporting month were market messages from the CSS Provider (other than at gate closure) were above the peak hourly volume	N/A	INT	20
Xoserve	GRDS	Service L	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	Re 7.1.1 and 7.1.3 - Performance failure caused by late SAM receipt from DCC. We responded to all received SAMs in milliseconds and both metrics would score 100% if messages were received in the stated windows.	N/A	FREE TEXT	



Appendix 1 - KPM slides

Appendix 2 - Xoserve Incident Summary (item 5.4)

Appendix 3 -Customer Issue Dashboard(item 5.5)

APPENDIXES



Appendix1

KPM SLIDES

DSC KPM Performance for December 2022

DSC Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target Metric	Volume	Dec-22
KPM.01	Percentage of shipper transfers processed	Manage Shipper Transfers	Andy Szabo / Alex Stuart	Right First Time	100.00%	587,393	100.00%
KPM.02	Percentage of meter reads successfully processed	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Right First Time	99.50%	145,335,972	99.98%
KPM.03	% of asset updates successfully processed	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Right First Time	99.50%	293,646	99.98%
KPM.04	% of Aqs processed successfully	Monthly AQ Processes	Andy Szabo / Alex Stuart	Right First Time	100.00%	14,111,979	99.98%
KPM.05	Percentage of total LDZ AQ energy at risk of being impacted	Monthly AQ Processes	Andy Szabo / Alex Stuart	Right First Time	0.75%	258	0.44%
KPM.06	Percentage processed within the Completion Time Service Level in DSC	Manage Shipper Transfers	Andy Szabo / Alex Stuart	Cycle Time	100.00%	587,393	100.00%
KPM.07	Percentage of requests processed within the Completion Time Service Level in DSC	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Cycle Time	100.00%	145,361,774	99.99%
KPM.08	% Notifications sent by due date	Monthly AQ Processes	Andy Szabo / Alex Stuart	Cycle Time	100.00%	14,109,584	100.00%
KPM.09	% of invoices not requiring adjustment post original invoice dispatch (Excludes all Gemini Invoices)	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Right First Time	98.00%	2,418	100.00%
KPM.10	% of DSC customers that have been invoiced without issues/ exceptions (exc. AMS) (Excludes all Gemini Invoices)	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Right First Time	100.00%	244	100.00%
KPM.11	% of DSC customers with less than 1% of MPRNs which have an AMS Invoice exception	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Right First Time	97.00%	72	100.00%
KPM.12	% of invoices sent on due date (Excludes all Gemini Invoices)	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Cycle Time	100.00%	2,418	100.00%
KPM.13	% of exceptions resolved within 2 invoice cycles of creation date	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Cycle Time	100.00%	TBC 13/01	TBC 13/01
KPM.14	Number of valid P1 and P2 defects raised within the PIS period relating to relevant change (excluding programmes) (Excludes all Gemini Investment Changes)	Managing Change	Andy Szabo / 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) (Excludes all Gemini Investment Changes)	Managing Change	Andy Szabo / 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) (Excludes all Gemini Investment Changes)	Managing Change	Andy Szabo / Linda Whitcroft	Right First Time	5	0	0
KPM.17	% of tickets not re-opened within period	Customer Contacts (technical)	Andy Szabo / Trefor Price	Right First Time	95.00%	485	99.79%
KPM.18	% of customer tickets (Incidents & Requests) responded to within SLA	Customer Contacts (technical)	Andy Szabo / Trefor Price	Cycle Time	90.00%	1,553	96.06%
KPM.19	UK Link Core Service Availability	UKLink	Andy Szabo / Trefor Price	Cycle Time	99.00%	N/A	99.95%
KPM.20	Gemini Core Service Availability	Gemini	Andy Szabo / Trefor Price	Cycle Time	99.00%	587,393	99.17%

DSC PI Performance for December 2022

DSC Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target Metric	Volume	Dec-22
PI.01	% CMS Contacts processed within SLA (95% in D+10)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	95.00%	10,755	80.39%
PI.02	% CMS Contacts processed within SLA (80% in D+4)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	80.00%	10,789	80.14%
PI.03	% CMS Contacts processed within SLA (98% in D+20)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	98.00%	13,260	98.80%
PI.04	% customer queries responded to within SLA/OLA	Customer Contacts	Andy Szabo / Alex Stuart	Cycle Time	90.00%	1,011	98.32%
PI.05	Percentage of queries resolved RFT	Customer Contacts	Andy Szabo / Alex Stuart	Right First Time	95.00%	1,011	99.90%
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Andy Szabo / Alex Stuart	Cycle Time	100.00%	696	100.00%
PI.07	% of RFT against all reports dispatched	Customer Reporting (all forms)	Andy Szabo / Alex Stuart	Right First Time	99.00%	696	100.00%
PI.08	% of valid CMS challenges received (PSCs)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Right First Time	1.00%	2	0.02%
PI.09	% of Telephone Enquiry Service calls answered within SLA	Customer Contacts	Andy Szabo / Alex Stuart	Cycle Time	90.00%	5,774	94.16%
PI.10	Confidence in DE Team to deliver DESC obligations (via Survey of DESC Members)	Demand Estimation Obligations	Andy Szabo / Alex Stuart	Right First Time	75.00%	7	100.00%
PI.11	DESC / CDSP DE obligations delivered on time	Demand Estimation Obligations	Andy Szabo / Alex Stuart	Cycle Time	100.00%	8	100.00%
PI.12	KPM relationship management survey	Customer Relationship Management	Andy Szabo / Alison Jennings	Right First Time	95.00%	31	98.30%
PI.13	Plan accepted by customers & upheld (Key Milestones Met as agreed by customers)	Management Of Customer Issues	Andy Szabo / Alex Stuart	Cycle Time	90.00%	3	100.00%
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	Andy Szabo / Alex Stuart	Right First Time	100.00%	0	100.00%
PI.15	Survey results delivered to CoMC in Month +1	Customer Relationship Management	Andy Szabo / Alison Jennings	Cycle Time	100.00%	N/A	N/A
PI.16	% closure/termination notices issued in line with Service Lines (leave) Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Cycle Time	100.00%	1	100.00%
PI.17	% key milestones met on readiness plan (join) Non Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Cycle Time	100.00%	2	100.00%
PI.18	% key milestones met on readiness plan (join) Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Cycle Time	100.00%	N/A	N/A
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)	Andy Szabo / Alex Stuart	Cycle Time	100.00%	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)	Andy Szabo / Alex Stuart	Right First Time	100.00%	1	100.00%
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)	Andy Szabo / Alex Stuart	Right First Time	100.00%	N/A	N/A
PI.22	% of readiness criteria approved by customer (join) Non Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Right First Time	100.00%	2	100.00%
PI.23	% of readiness criteria approved by customer (join) Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Right First Time	100.00%	1	100.00%
PI.27	% level 1 milestones met	Managing Change	Andy Szabo / Linda Whitcroft	Cycle Time	95.00%	6	85.70%

KPM Resolution Progress Update *(from Nov'22's KPM.06 Failure)*

	DSC Target	Sept'22	Oct'22	Nov'22	Dec'22
KPM.06		100%	100%	95.29%	100%
% processed within the Completion Time Service Level in DSC	100%	100%	100%	95.29%	100%

	Nov'22	Dec'22
Total Switching Record Transactions	3,430,217	2,955,839
Total Impacted as a result of file batching issues	161,584	0
KPM.06 Performance	95.29%	100.00%

Why did the KPM fail in Nov'22?

- Three issues manifested themselves during the calendar month of November, primarily as a result of 'above average' (in some instances 'excessive') inbound file traffic into the UK Link estate.
- Each issue resulted in file creation performance issues that hindered the processing of all outbound TMC idocs into TMC files that could be sent out onto the IX within the new CSS DSC 4-hour SLA (for gaining shippers).

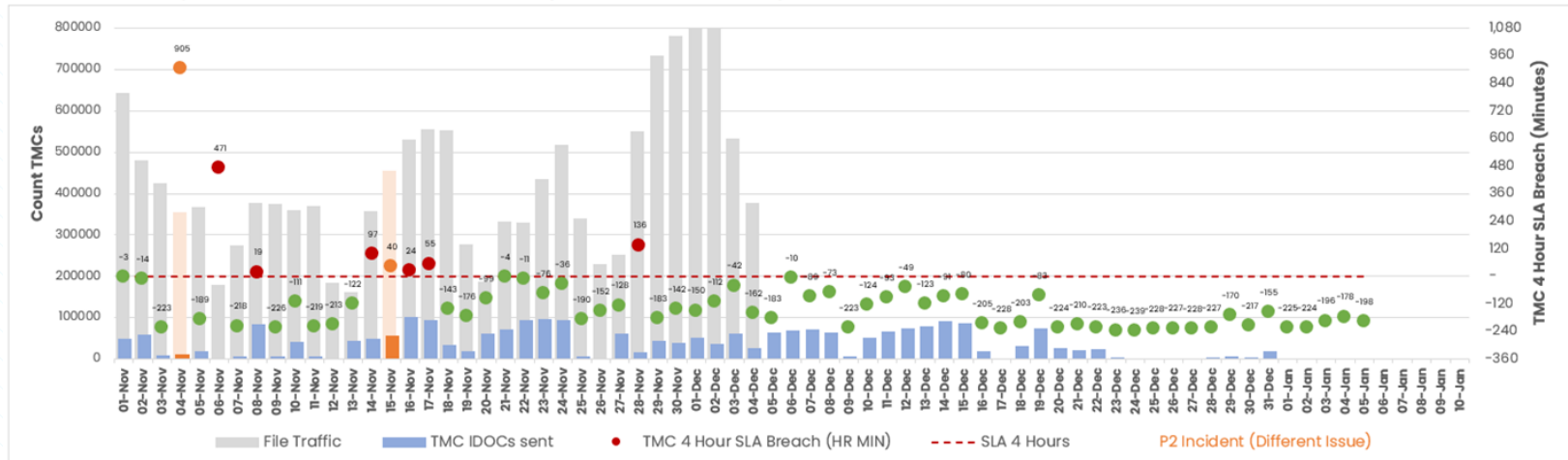
What was the impact to end customers?

- TMC files, for gaining shippers, for 9-days within November were not issued out from UK Link onto the IX within the new 4-hour DSC SLA.
- No impact to the actual switch being processed into UK Link and Gemini ahead of the start of the Gas Day.
- **No customer tickets or complaints have been received in relation to days whereby gaining shipper TMC notifications were issued out late onto the IX.**

What have we done so far to return the KPM to Green?

- From 29th November onwards, TechOps resources have **successfully performed all required manual interventions** to ensure that daily TMC files were delivered to shipper customers within the new CSS 4-hour SLA.
- In parallel with this daily evening activity, TechOps and CustomerOps resources successfully designed, built, tested and deployed (on Saturday 7th Jan'23) a **UK Link SAP ISU enhancement** to overcome the specific issues that in November had led to the lateness of the daily creation and batching of all outbound TMC files. This fix is now being utilised in production UK Link and will continue to be under hypercare monitoring throughout the course of January'23.

1. Total TMC Sent by SLA Breach in Mintes + Total ALL Files processed in AMT on Day





Appendix 2

XOSERVE INCIDENT SUMMARY

What is happening Overall?

Key:

Dec 2022

Performance Year to Date

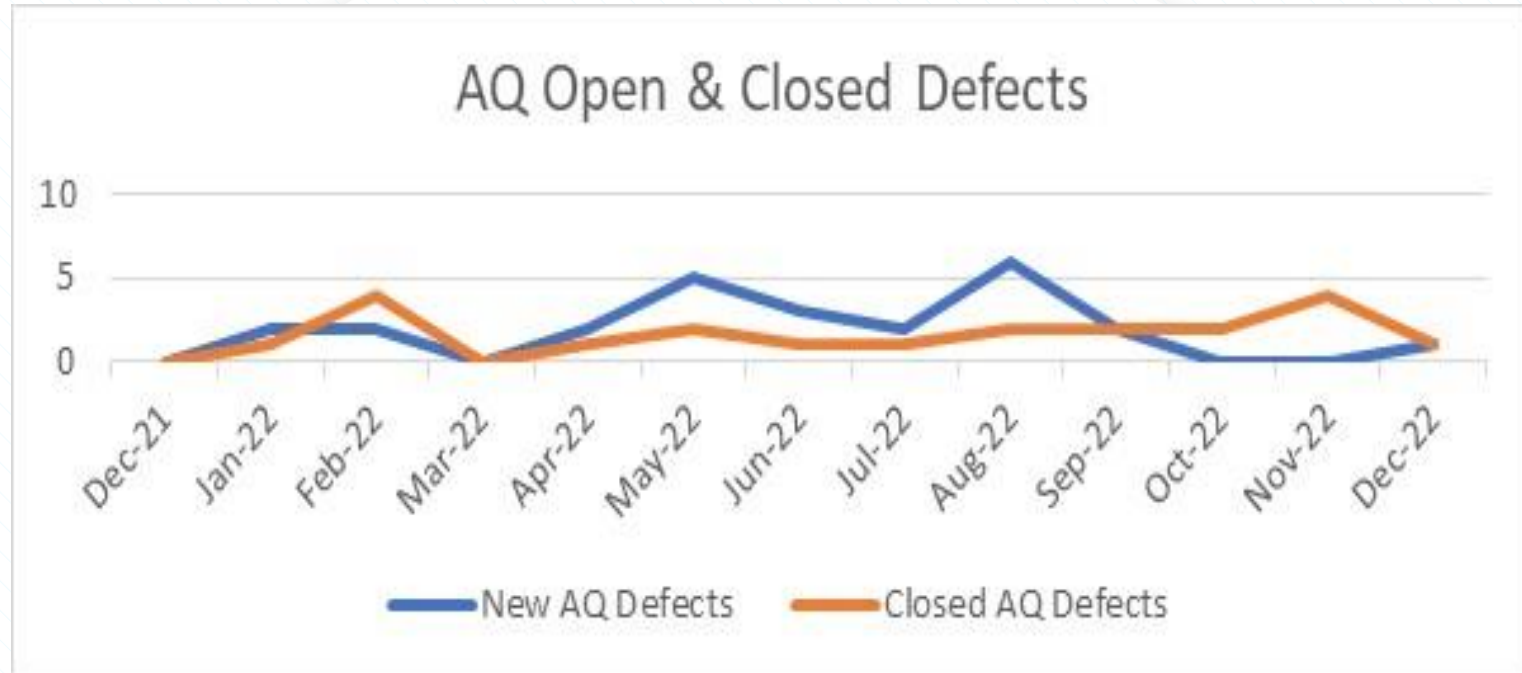
	Correla Identified	Customer Identified		Correla Identified	Customer Identified		Correla Identified	Customer Identified
Correla Controllable	Correla Identified the incident and the incident could have been avoided had Correla taken earlier action	Customer Identified the incident and the incident could have been avoided had Correla taken earlier action	Correla Controllable	2	0	Correla Controllable	16	10
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	Correla Uncontrollable	0	0	Correla Uncontrollable	0	0



Appendix 3

CUSTOMER ISSUE DASHBOARD

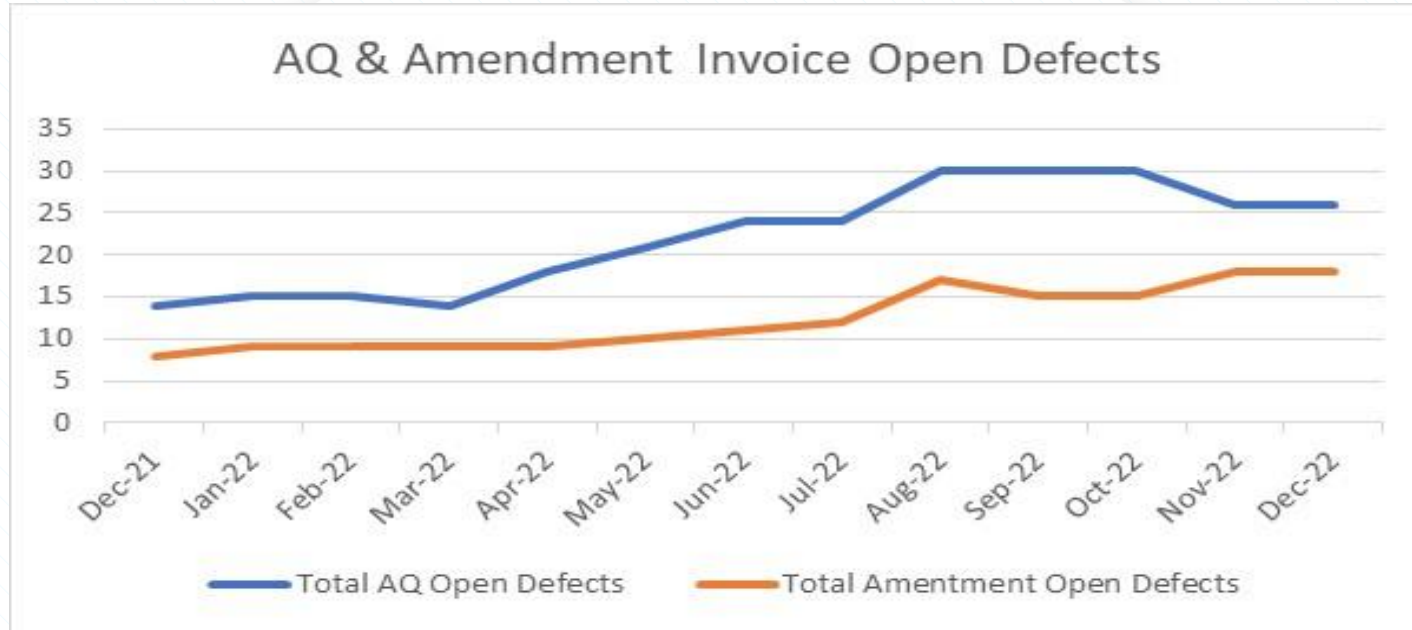
AQ Defects – Open & Closed over 12 Month Period



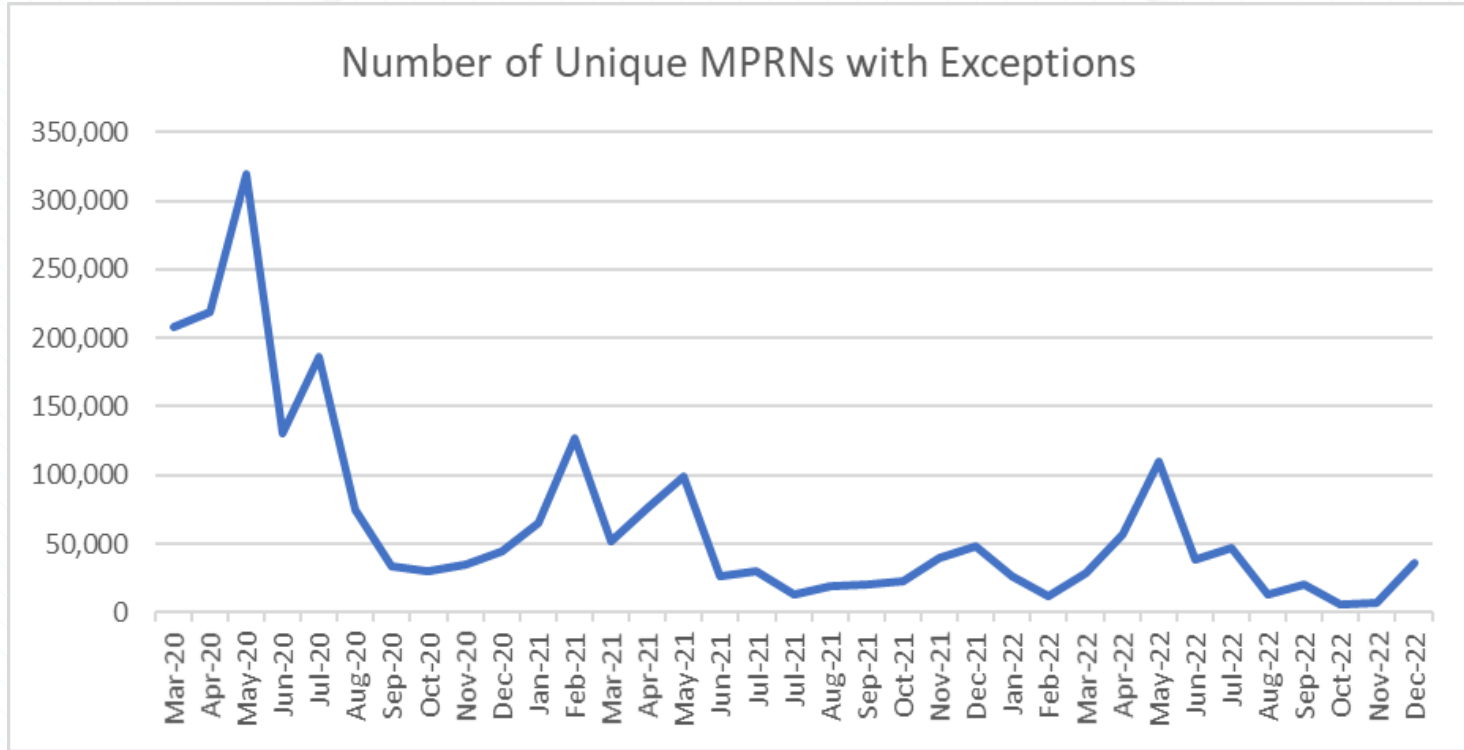
Amendment Invoice Defects – Open & Closed over 12 Month Period



AQ & Amendment Invoice Open Defects (as of the end of each month)



Amendment Invoice Dashboard – Outstanding Exceptions



Further Information

The Customer Issue Register, published on xoserve.com and updated weekly, can be found at the following location:

<https://www.xoserve.com/news-updates/news-and-updates/issues-register/>

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/>