



Contract Management Committee

5. Monthly Contract Management Report
15th February 2023

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KPM Reporting (January reporting period)

Agenda item 5.1

Overall Summary - KPMs

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
KPMs (20 total)	16 (pending KPM.13 on 14/02)	3 (pending KPM.13 on 14/02)	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%	99.95%	12,483,151 AQs were calculated or corrected in UK Link for the month of January'23. 5,753 AQ Updates impacted due to Exceptions being raised. Exception resolution is to schedule	Shipper
KPM.06	Percentage processed within the Completion Time Service Level in DSC	Manage Shipper Transfers	Cycle Time	100.00%	99.98%	In January 2023, We processed 226,614 Shipper registrations, totalling 1,143,682 transactions. 269 of these transactions were impacted by the SwitchStream objection issue and account for the reduced performance.	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%	133,542,044 reads and 284,387 asset updates were received. 3,348 reads and 204 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)	16	2	6

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%	82.26%	<p>RFA contacts remain the primary driver reason for the failure of PI.01, as a result of:</p> <ul style="list-style-type: none"> The exponential increase in RFA volumes. 6261 RFAs were raised in 2018 compared to 41701 in 2022; this represents a 566% increase. In 2022, an average of 116 RFA contacts were created daily and 3229 monthly, whereas in 2018 the averages were only 24 RFA submissions per day and 522 per month. Processing LIS-impactful RFAs first (in conflict with a first-in, first-out approach that the PI target is driving) 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. 	Shipper/GT
PI.06	% of RFT against all reports dispatched	Customer Reporting (all forms)	Cycle Time	99.00%	98.50%	<p>10 BOPRI Reports containing aggregate AQ/SOQ/EUC data failed to be sent within SLA because of reporting system performance issues that required a restart. This occurred due to a McAfee component sitting dormant which has now been rectified (a planned change was undertaken to remove McAfee and to replace and enable MS Defender). As a result of restarting our reporting system, reports that were already being run at this time had to be restarted as well. This caused the reports to be delayed and ended up being completed outside of business hours, therefore having to be sent the next day outside of the agreed SLA. No customer negative sentiment was received.</p>	GT

DSC Credit and Risk Performance Indicators

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



Monthly Contract Management reports and updates

Agenda Item 5.3

Comms Highlights – January 2023

A Look Back

Government factsheet: New legislative changes enabling Hydrogen Village trial

- An overview of the factsheet published by UK Government around the enablement of the Hydrogen Village Trials. (published 10/01/23)
- <https://www.xoserve.com/news/government-factsheet-new-legislative-changes-enabling-hydrogen-village-trial/>

Xoserve: Our Year In Review

- Update from Steph direct to all Xoserve customers, containing reflections of 2022 calendar year, and including an overview of key achievements such as CSSC, GES and EPG. Published on xoserve.com and emailed to all key customers and contacts on 12/01/2023 via CX inbox to all customers. Email open rate – 25%. Email reporting metrics have helped cleanse customer data ahead of the ICS survey.
- <https://www.xoserve.com/news/xoserve-our-year-in-review/>

Delivering Decarb – January Edition

- Latest updates on decarbonisation (published 26/01/23) which covers the publication of Mission Zero by BEIS, updates to the definitions within Green Hydrogen standards, and includes a link to the latest podcast episode covering the gas metering journey to net zero.
- <https://www.xoserve.com/news/deliveringdecarb-january-2023/>

Decarb Discussion Podcast – Gas metering journey to net zero

- 2nd podcast, exploring the requirements of gas metering to reach net zero requirements. (published 26/01/23)
- <https://www.xoserve.com/news/decarb-discussions-podcast-the-gas-metering-journey-to-net-zero/>

Website enhancements: the change process explained

- Overview of the change process to support new customers with navigation of the process. Includes details of new change pack response options. (published 30/01/23).
- <https://www.xoserve.com/news/website-enhancements-the-change-process-explained/>

Final Business Plan 23/24 Publication

- The conclusion of the formal publication process, this update shares the board approved version of BP23/24 document. (published 31/01/23) An e-mail was sent to all DSC contract managers to advise that it had been published <https://www.xoserve.com/news/business-plan-2023-final-version/>

Looking Ahead

Xoserve's Customer Satisfaction Survey – open from 6 to 24 Feb 2023

- Undertaken by ICS on Xoserve's behalf.
- Emails containing unique links to survey sent to 660 targeted individuals.
- Correla to donate £5 to charity for each completed survey, up to a combined £500.
- A series of resends (to non-openers) and reminders (to openers but non-clickers) over two weeks.

Delivering Decarb Feb Edition – Hydrogen week 13 to 17 Feb 2023

- will be releasing 2 podcasts
- an update from the Hydrogen Village regs teams on the 13 Feb 2023.
- plus additional bonus metering episode discussing Hydrogen metering rollout implications
- Lots of blogs /updates and infographics will be posted throughout the week.

Events

CMS Rebuild Customer Focus Group – 7 Feb 2023

ChMC – 8 Feb 2023

Customer Induction Day – 14 Feb 2023

Hydrogen Blend regulatory working group – 14/15 Feb 2023

100% Hydrogen Regulatory working group – 16 Feb 2023

DSC Delivery Sub-Group – 20 Feb 2023

Hydrogen Homes visit – 23 Feb 2023

Customer Process Day – 28 Feb 2023

Performance monitoring (January 2023)

- Third Party and Additional Services Reporting

Reporting area	Jan-23	Year to date
Additional Services	£1,265.08	£108,404.08
Third Party Services	£47,099.42	£282,492.47

- Gemini Performance and UK Link Availability

Gemini Service Performance	
Target	Actual
99%	99.93%

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 (January 2023)

Class	MPRN Count	Smart Count	Total	Smart %
1	621	0	621	0.00%
2	646	0	646	0.00%
3	201151	4564489	4765640	95.78%
4	11789975	8474917	20264894	41.82%

Overall 52% of the entire Meter Portfolio is Smart



Xoserve Incident Summary

Agenda Item 5.4

Action Update 0105 – KPM 20 Gemini Service Availability

		To achieve 100% availability	To achieve KPM Target of 99%	Actual mins in December	Actual (%) vs target in Dec
Available minutes in December	44,460				
Minutes allocated for maintenance activities	2,100				
Maximum available minutes for December	42,360				
		42,360	41,935		
Outage downtime in December in minutes	354				
Actual available minutes for December				42,006	99.17%

Summary

During January we experienced 3 P2 incidents

System Affected	Priority	Impact	Remedial Actions	KPM Breach	Resolved	Customer Segment Impacted
Gemini	P2	External users attempting to access Gemini application via Citrix connection encountered intermittent issues during login	A problematic node was detected and quickly isolated from the load balancer; services were then redirected to the working primary node. During investigation, a change was found to have been deployed that introduced a DNS (domain name system) entry to the server, this caused the outage to occur; the change was then rolled back successfully, and QA checks were carried out before service restoration was confirmed.	No	9 th Jan	Shippers
UK-Link	P2	An ISU server restart was performed during which customers were unable to access Legacy CMS and the UK-Link Portal for 50 minutes	Increased monitoring of ISU Job performance was implemented to ensure all critical files were delivered on time. The SAP Server was restarted, and optimal service was restored.	No	25 th Jan	All customers
SwitchStream	P2	Customers weren't informed of potential loss notifications which meant they did not have the opportunity to object the site transfer. This resulted in sites being erroneously transferred for effective start of 01/02. 3 Gas shippers were impacted.	A workaround was explored to manually place the objections required, however due to time constraints for gate closure not all objections were registered. In parallel; an interim fix to optimise the database functionality was developed, tested and deployed via change control. On completion the failed CFR messages across 210 MPRNs that failed between 29 th – 31 st Jan were successfully processed & issued to Shippers. An enduring fix continues to be investigated.	No	1 st Feb	Shippers

High-level summary of P1/2 incidents: Jan 2023

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
INC0317382	External customers attempting to access the Gemini application via Citrix experienced intermittent issues.	The outage occurred due to the addition of a DNS (domain name system) entry to the server as part of change control - SNOW agent deployment in FOF and production Windows and Linux servers.	External users attempting to access Gemini application via Citrix connection encountered intermittent issues during login	A problematic node was detected and quickly isolated from the load balancer; services were then redirected to the working primary node. During investigation, a change was found to have been deployed that introduced a DNS (domain name system) entry to the server, this caused the outage to occur; the change was then rolled back successfully, and QA checks were carried out before service restoration was confirmed.	9 th Jan	9 th Jan
INC0321409	ISU job processing experienced slow performance	TBC – RCA and Analysis in progress	An ISU server restart was performed during which customers were unable to access Legacy CMS and the UK-Link Portal for 50 minutes	Increased monitoring of ISU Job performance was implemented to ensure all critical files were delivered on time. The SAP Server was restarted, and optimal service was restored.	25 th Jan	25 th Jan
INC0322635	The SwitchStream message process was timing out which affected the end to end switching process.	TBC – RCA in progress	Customers weren't informed of potential loss notifications which meant they did not have the opportunity to object the site transfer. This resulted in sites being erroneously transferred for effective start of 01/02. 3 Gas shippers were impacted.	A workaround was explored to manually place the objections required, however due to time constraints for gate closure not all objections were registered. In parallel; an interim fix to optimise the database functionality was developed, tested and deployed via change control. On completion the failed CFR messages across 210 MPRNs that failed between 29 th – 31 st Jan were successfully processed & issued to Shippers. An enduring fix continues to be investigated.	29 th Jan	1 st Feb



Customer Issue Dashboard

Agenda item 5.5

Open Issues Impacting Customers

Issue Area	Issue Summary	Further Information and Action Being Undertaken	Customers Impacted
Missing Secured Active Messages (SAMs)	<ul style="list-style-type: none"> - 205 missing SAM's relating to switching activities 	<p>Impact assessment for all MPRNs. Awaiting outcome of DCC reconciliation to process registration / cancellation. Below are the volume and scenarios for the missing SAMs</p> <ul style="list-style-type: none"> - 119 due to a server timing issue between CSS & Xoserve servers. - 15 confirmed by DCC as cancelled switches, UKLink updated, no further action required - 60 pending DCC reconciliation (to confirm switch status) - 8 with DCC for fix, due to being Supplierless/Shipperless MPRNs - 2 new under investigation - 1 missing pending & registration notification 	Shippers DNs IGTs
SwitchStream Service (Option 1 only)	<ul style="list-style-type: none"> - 267 MPRNs where a notification was not issued to the Shipper of a Registration request 	<p>Working with the impacted Shippers to progress Confirmations where the Shipper was unable to Object & has lost ownership</p> <ul style="list-style-type: none"> - 65 MPRNs have transferred ownership, of which we are aware of 16 that the Shipper would have submitted an Objection to 	Shippers
Amendment Invoice Defects	<ul style="list-style-type: none"> - 16 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"> - 24 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. - All profiled sites for outstanding AQ calculation impacting defects have been corrected along with the new Formula Year 	Shippers DNs IGTs
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 quarterly (IQL) file. For completeness, the DN's portfolio report is also being reviewed (EDL & EQL) - Report providing all consumer contact data sent January 2023 following IQL submission - Checks performed have confirmed IDL report is correct and complete 	IGTs DNs

Issue Summary – Distribution Networks

- Missing Secured Active Messages (SAMs)
 - Total of 205 missing SAMs (as of 06/02/2023) relating to Registration notifications from CSS.
 - 119 due to a server timing issue between CSS & Xoserve servers.
 - 15 confirmed by DCC as cancelled switches, UKLink updated, no further action required
 - 60 pending DCC reconciliation (to confirm switch status)
 - 8 with DCC for fix, due to being Supplierless/Shipperless MPRNs
 - 2 new under investigation
 - 1 missing pending & registration notification
 - Potential Impacts:
 - Transportation charges issued to the incorrect Shipper
 - Portfolio reports showing incorrect Shipper/Supplier
- AQ Defects:
 - There are currently 24 defects impacting the AQ calculation
 - Aqs are corrected where required to limit impact on customer
 - All profiled sites for outstanding AQ calculation impacting defects have been corrected along with the new Formula Year .
 - Potential Impacts:
 - Incorrect transportation rates applied to charges
- Amendment Invoice Defects
 - 16 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 205 missing SAMs (as of 06/02/2023) relating to Registration notifications from CSS.
 - 119 due to a server timing issue between CSS & Xoserve servers.
 - 15 confirmed by DCC as cancelled switches, UKLink updated, no further action required
 - 60 pending DCC reconciliation (to confirm switch status)
 - 8 with DCC for fix, due to being Supplierless/Shipperless MPRNs
 - 2 new under investigation
 - 1 missing pending & registration notification
 - Potential impacts:
 - Shipper / Supplier not recorded on UKLink or Gemini
 - Outgoing Shipper continues to receive transportation charges
- SwitchStream Service (Option 1)
 - For 267 MPRNs a notification was not issued to the Shipper of a Registration request from another Shipper
 - 65 MPRNs have been registered with the new Shipper
 - of the 65, we are aware of 16 MPRNs that the Shipper would have objected to
 - Potential Impacts
 - Three Shippers were not given the opportunity to submit an Objection and have subsequently lost ownership of a supply point
- AQ Defects:
 - There are currently 24 defects impacting the AQ calculation
 - Aqs are corrected where required to limit impact on customer
 - All profiled sites for outstanding AQ calculation impacting defects have been corrected along with the new Formula Year snapshot .
 - Potential Impacts:
 - Incorrect transportation rates applied to charges,
 - Over/under allocation of energy for demand estimation processes, impacts to UIG
- Amendment Invoice Defects
 - 16 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 205 missing SAMs (as of 06/02/2023) relating to Registration notifications from CSS.
 - 119 due to a server timing issue between CSS & Xoserve servers.
 - 15 confirmed by DCC as cancelled switches, UKLink updated, no further action required
 - 60 pending DCC reconciliation (to confirm switch status)
 - 8 with DCC for fix, due to being Supplierless/Shipperless MPRNs
 - 2 new under investigation
 - 1 missing pending & registration notification
 - Potential impacts:
 - IGT Transportation charges issued to the incorrect Shipper
 - Portfolio reports showing incorrect Shipper/Supplier
- AQ Defects:
 - There are currently 24 defects impacting the AQ calculation
 - Aqs are corrected where required to limit impact on customer
 - All profiled sites for outstanding AQ calculation impacting defects have been corrected along with the new Formula Year snapshot .
- Contact Data not complete in the Daily Portfolio Files:
 - Consumer Contact data provided by Shippers is not complete when sent in the quarterly portfolio files
 - A defect has been raised and this is being progressed
 - Report containing all consumer contact data sent in January following submission of the IQL file
 - Checks have confirmed that the daily portfolio file (IDL) is complete and correct



GRDA Performance
Agenda Item 5.6

GRDA Performance – January 2023

target actual

- Key points to note January 2023 - Figures quoted based on draft RPA report due to CoMC paper deadline – indicates
 - 5 of 28 days at average volume with at least one missing message.
 - Of these 5, 3 were missing Cancelled Synch
 - Note: availability of CSS Server target missed by [18 minutes] 44,510 minutes available of 44,640 in January.

Service Provider	Service Definition	Section number	Metric Description	Performance Level	Metric Type	Value
Xoserve GRDS	Service Availability	5.2	Percentage Service Availability for the receipt and acknowledgement of Market Messages from the CSS Provider (excluding scheduled maintenance)	0.9975	DECIMAL	0.9971
Xoserve GRDS	Service Availability	5.3	Number of instances where scheduled maintenance occurred between 16:00 and 01:00 hours	0	INT	0
Xoserve GRDS	Service Availability	5.4	In the event of an unplanned outage how many instances had the system not resumed operation within one hour	0	INT	-
Xoserve GRDS	Service Levels	7.1.1	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below an average daily volume what percentage of days was the mean response time from GRDS 20 minutes or less	1	INT	0.8214
Xoserve GRDS	Service Levels	7.1.2	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below an average daily volume what percentage of days was the 90th Percentile response time from GRDS 25 minutes or less	1	INT	1
Xoserve GRDS	Service Levels	7.1.3	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below peak daily volume what percentage of days was the mean response time from GRDS 35 minutes or less	1	INT	1
Xoserve GRDS	Service Levels	7.1.4	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below peak daily volume what percentage of days was the 90th percentile response time from GRDS 40 minutes or less	1	INT	1
Xoserve GRDS	Service Levels	7.1.5	Number of days in the reporting month were market messages from the CSS Provider (relating to secured switches at gate closure) were at or below the average daily volume	N/A	INT	28
Xoserve GRDS	Service Levels	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 at or below the peak daily volume	N/A	INT	3
Xoserve GRDS	Service Levels	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 Levels	7.2.1	Where market messages from the CSS Provider (other than at gate closure) are at or below average hourly volume what percentage of hours was the mean response time from GRDS 6 seconds or less	1	DECIMAL	1
Xoserve GRDS	Service Levels	7.2.2	Where market messages from the CSS Provider (other than at gate closure) are at or below average hourly volume what percentage of hours was the 90th percentile response time from GRDS 10 seconds or less	1	DECIMAL	1
Xoserve GRDS	Service Levels	7.2.3	Where market messages from the CSS Provider (other than at gate closure) are at or 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 Levels	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 90th percentile response time from GRDS 15 seconds or less	1	DECIMAL	1
Xoserve GRDS	Service Levels	7.2.5	Number of hours in the reporting month were market messages from the CSS Provider (other than at gate closure) were at or below the average hourly volume	N/A	INT	645
Xoserve GRDS	Service Levels	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	80
Xoserve GRDS	Service Levels	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	16
Xoserve GRDS	Service Levels	7.5	Where a BCDR event is invoked what number of instances was the maximum recovery time objective for the GRDS greater than 8 hours	0	INT	0
Xoserve GRDS	General	N/A	Re 7.1.1 - 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 (*Final version will be available after 14th Feb*)
- Appendix 2 - Xoserve Incident Summary (item 5.4)
- Appendix 3 - Customer Issue Dashboard (item 5.5)

APPENDIXES



Appendix1

KPM SLIDES

DSC KPM Performance for January 2023

DSC Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target Metric	Volumes	Jan-23
KPM.01	Percentage of shipper transfers processed	Manage Shipper Transfers	Andy Szabo / Alex Stuart	Right First Time	100.00%	226,614	100.00%
KPM.02	Percentage of meter reads successfully processed	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Right First Time	99.50%	132,817,426	99.99%
KPM.03	% of asset updates successfully processed	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Right First Time	99.50%	305,028	99.98%
KPM.04	% of AQs processed successfully	Monthly AQ Processes	Andy Szabo / Alex Stuart	Right First Time	100.00%	12,483,151	99.95%
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%	0	0.00%
KPM.06	Percentage processed within the Completion Time Service Level in DSC	Manage Shipper Transfers	Andy Szabo / Alex Stuart	Cycle Time	100.00%	226,614	99.98%
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%	133,826,431	99.99%
KPM.08	% Notifications sent by due date	Monthly AQ Processes	Andy Szabo / Alex Stuart	Cycle Time	100.00%	12,478,989	100.00%
KPM.09	% of invoices not requiring adjustment post original invoice dispatch	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Right First Time	98.00%	2,556	100.00%
KPM.10	% of DSC customers that have been invoiced without issues/ exceptions (exc. AMS)	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Right First Time	100.00%	242	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%	2,556	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 14/02	TBC 14 / 02
KPM.14	Number of valid P1 and P2 defects raised within the PIS period relating to relevant change (excluding programmes)	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)	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)	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%	454	98.60%
KPM.18	% of customer tickets (Incidents & Requests) responded to within SLA	Customer Contacts (technical)	Andy Szabo / Trefor Price	Cycle Time	90.00%	1,895	96.73%
KPM.19	UK Link Core Service Availability	UKLink	Andy Szabo / Trefor Price	Cycle Time	99.00%	N/A	99.89%
KPM.20	Gemini Core Service Availability	Gemini	Andy Szabo / Trefor Price	Cycle Time	99.00%	N/A	99.93%

DSC PI Performance for January 2023

DSC Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target Metric	Volumes	Jan-23
PI.01	% CMS Contacts processed within SLA (95% in D+10)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	95.00%	14,930	82.26%
PI.02	% CMS Contacts processed within SLA (80% in D+4)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	80.00%	14,822	80.67%
PI.03	% CMS Contacts processed within SLA (98% in D+20)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	98.00%	17,975	99.04%
PI.04	% customer queries responded to within SLA/OLA	Customer Contacts	Andy Szabo / Alex Stuart	Cycle Time	90.00%	1,249	98..88%
PI.05	Percentage of queries resolved RFT	Customer Contacts	Andy Szabo / Alex Stuart	Right First Time	95.00%	1,249	100.00%
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Andy Szabo / Alex Stuart	Cycle Time	100.00%	735	98.50%
PI.07	% of RFT against all reports dispatched	Customer Reporting (all forms)	Andy Szabo / Alex Stuart	Right First Time	99.00%	735	100.00%
PI.08	% of valid CMS challenges received (PSCs)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Right First Time	1.00%	9	0.05%
PI.09	% of Telephone Enquiry Service calls answered within SLA	Customer Contacts	Andy Szabo / Alex Stuart	Cycle Time	90.00%	6,094	95.85%
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%	N/A	N/A
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	98.35%
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%	N/A	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%	2	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	100.00%
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%	0	N/A
PI.18	% key milestones met on readiness plan (join) Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Cycle Time	100.00%	1	100.00%
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%	0	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%	0	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%	0	N/A
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.27a	% level 1 milestones met	Managing Change	Andy Szabo / Linda Whitcroft	Cycle Time	95.00%	0	100.00%



Appendix 2

XOSERVE INCIDENT SUMMARY

What is happening Overall

Major Incident Chart - Year to Date



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

- Correla Internal/No customer impacts
- Trend for Correla Triggered/Avoidable
- Log. (Non Correla identified/Correla Avoidable or Controllable)

What is happening Overall?

Key:

Jan 2023

Performance Year to Date

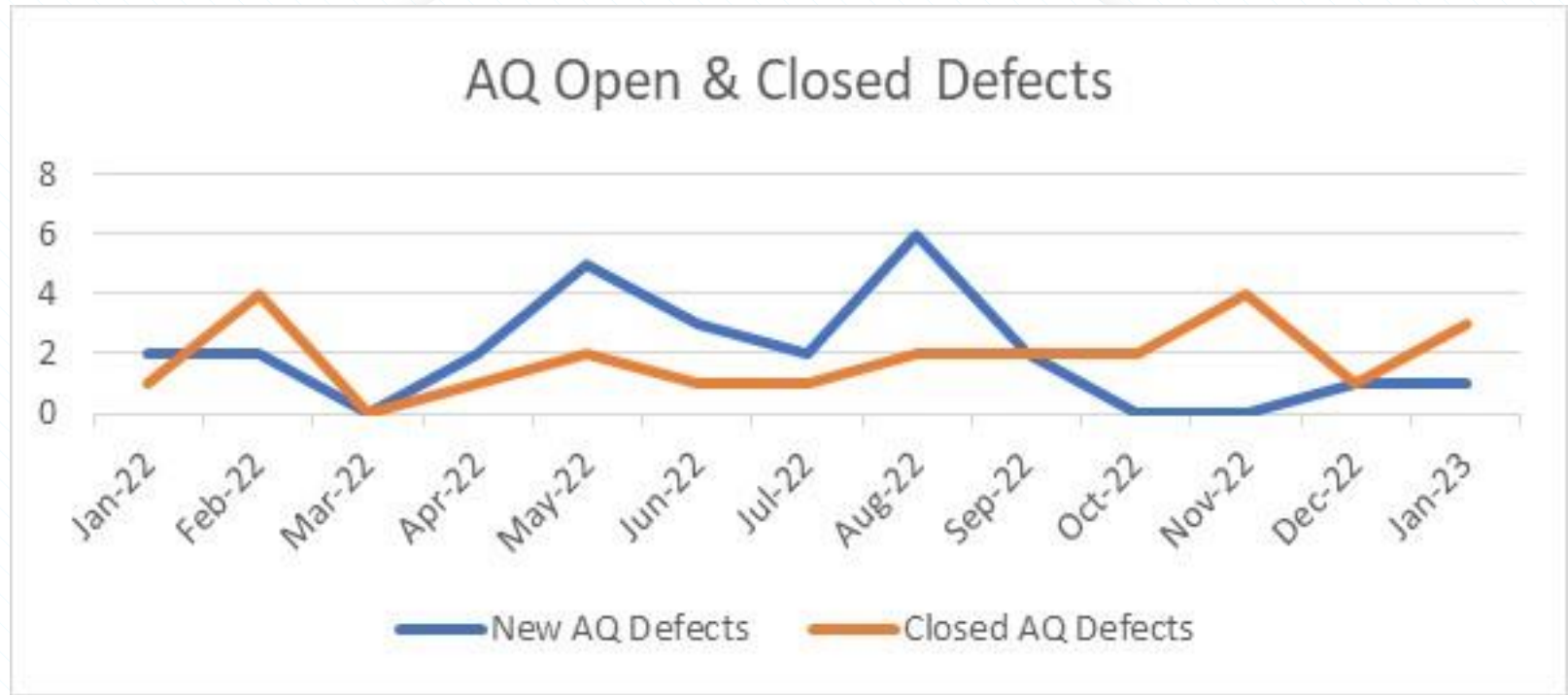
	Correla Identified	Customer Identified		Correla Identified	Customer Identified		Correla Identified	Customer Identified
Correla Controllable	Correla Identified the incident and the incident could have been avoided had Correla taken earlier action	Customer Identified the incident and the incident could have been avoided had Correla taken earlier action	Correla Controllable	2	1	Correla Controllable	19	11
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



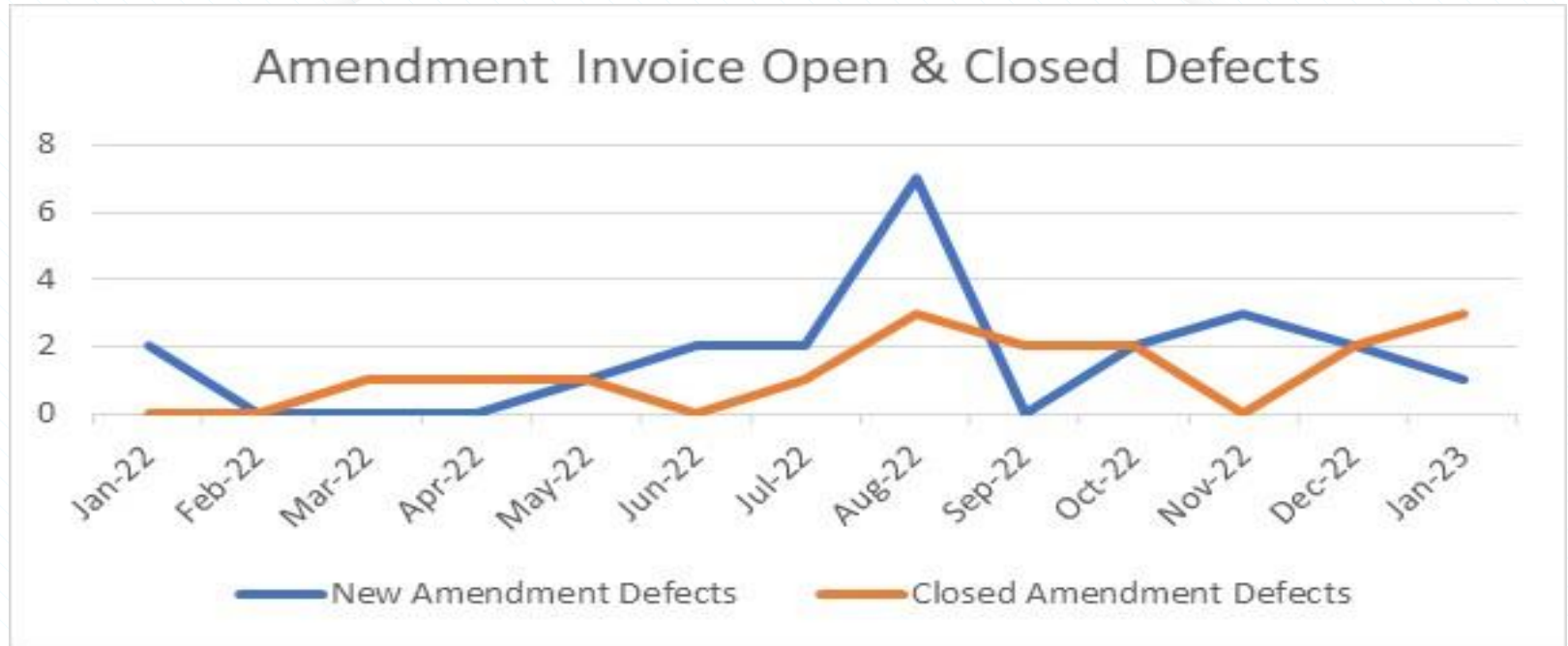
Appendix 3

CUSTOMER ISSUE DASHBOARD

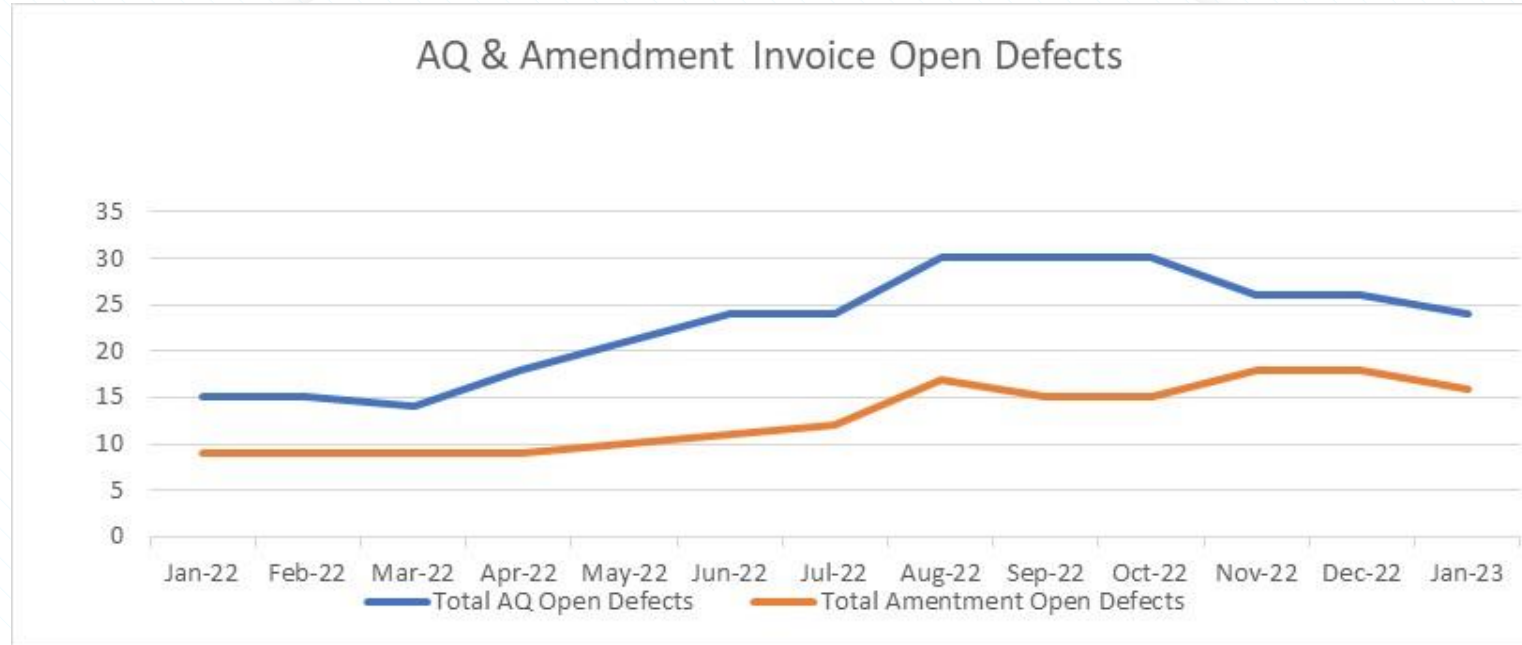
AQ Defects – Open & Closed over 12 Month Period



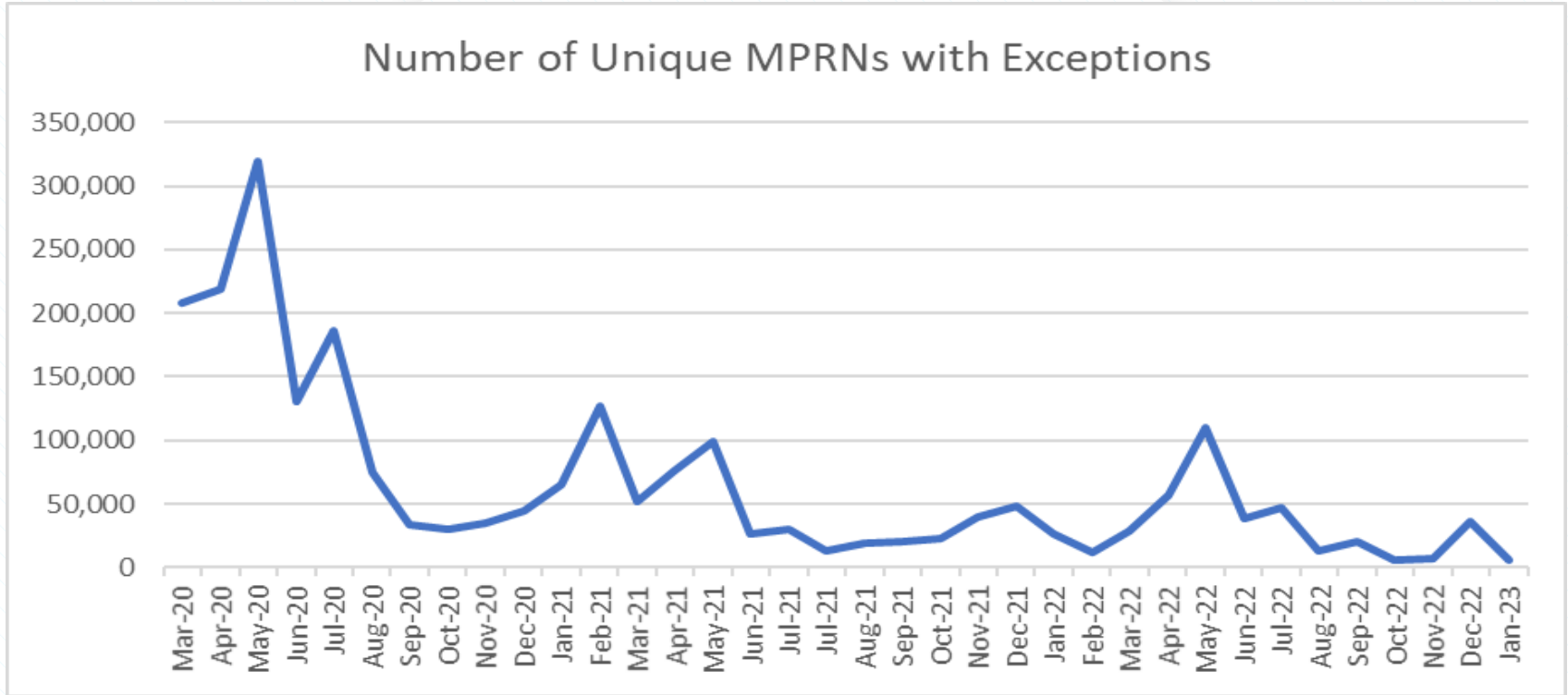
Amendment Invoice Defects – Open & Closed over 12 Month Period



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/>