

UNC DSC Contract Management Committee Minutes
Wednesday 19 April 2023
via Teleconference

Attendees			
Bob Fletcher (Chair)	(BF)	Joint Office	Non-Voting
Helen Bennett (Secretary)	(HB)	Joint Office	Non-Voting
Shipper User Representatives (Voting)			
Clare Manning	(CM)	E. ON	Class A & C Voting
Oorlagh Chapman	(OC)	Centrica	Class A Voting
Steve Mulinganie	(SM)	SEFE	Class B & C Voting
Transporter Representatives (Voting)			
Helen Chandler	(HCh)	Northern Gas Networks	DNO Voting
Sally Hardman	(SH)	Scotia Gas Networks	DNO Voting
Richard Loukes (+ Alternate for Andrea Godden)	(AG)	National Gas	NTS Voting
Brandon Rodrigues	(BR)	ESP	IGT Voting
Jenny Rawlinson	(JR)	BU-UK Ltd	IGT Voting
CDSP Contract Management Representatives (Non-Voting)			
Jayne McGlone	(JMc)	Xoserve	
Observers/Presenters (Non-Voting)			
Deborah Sherlock	(DS)	Xoserve	
Ellie Rogers	(ER)	Xoserve	
Emma Smith	(ES)	Xoserve	
Guv Dosanjh	(GD)	Cadent	
James Rigby	(JRi)	Xoserve	
Michele Downes	(MD)	Xoserve	
Phil Wood	(PW)	Xoserve	
Rachel Taggart	(RT)	Xoserve	
Steve Deery	(SD)	Xoserve	
<p><i>DSC Contract Management Committee meetings will be quorate where: Committee Representatives of at least two (2) shall be Shipper Representatives and three (3) shall be DNO Representatives, NTS Representatives or IGT Representatives, are present at a meeting who can exercise six (6) votes.</i></p> <p><i>Please note these minutes do not replicate/include detailed content provided within the presentation slides, therefore it is recommended that the published presentation material is reviewed in conjunction with these minutes. Copies of all papers are available at: https://www.gasgovernance.co.uk/dsc-contract/190423</i></p>			

1. Introduction

Bob Fletcher (BF) welcomed all to the meeting, confirming the meeting to be quorate.

1.1. Apologies for absence

Andrea Godden	NTS Voting
David Turpin	CDSP
David Addison	CDSP
Angela Clarke	CDSP

1.2. Alternates

Oorlagh Chapman for Steve Mulinganie until 11 am

Richard Loukes for Andrea Godden, NTS Representative

1.3. Confirm Voting rights

The voting rights were confirmed as detailed below:

Representative	Classification	Vote Count
Shipper		
Clare Manning	Shipper Class A + Class C	1 A vote 1 C vote
Oorlagh Chapman + Alternate for Steve Mulinganie (until 11am)	Shipper Class A	1 A, 2B, 1C vote pre 11am 1 A vote post 11am
Steve Mulinganie (from 11am)	Shipper Class B + Class C	2 B votes 1 C vote
Transporter		
Helen Chandler	DNO	1 vote
Sally Hardman	DNO	1 vote
Richard Loukes (+ Alternate for Andrea Godden)	NTS	2 votes
Brandon Rodrigues	IGT	1 vote
Jenny Rawlinson	IGT	1 vote

1.4. Approval of Minutes (15 March 2023)

The minutes from the previous meeting were approved.

1.5. Approval of Late Papers

There were no late papers to note.

1.6. Review of Outstanding Actions

Action 0101a: CDSP (DT) to provide confirmation of the plan for engagement with Stakeholders going forward.

Update: The following update was provided:

Contract Management Committee concerns that they feel there is a lack of industry engagement by Shipper Nominated Directors (SNDs) has been shared with the Board. Prior to sharing this feedback, SNDs had already been considering a customer engagement day for shippers to attend. This is a current action with SNDs to arrange and will continue to progress at the next Board meeting in May. Depending on the logistics of arranging a face-to-face, it is hoped that a date can be arranged during Q2 or Q3 of this calendar year. This would only be for attendance by Shippers.

O Chapman (OC) expressed her dissatisfaction with progress with this and requested a date for the engagement meeting is provided prior to closing the action which was supported by Clare Manning (CM).

It was also noted that the SND positions are due for renewal, OC advised she would not be supporting that process.

Action Carried Forward

Action 0101b: CDSP (DT) to provide confirmation of the process for appointing a Shipper Nominated Director to the Committee.

Update: The following update was provided:

The process for appointing Shipper Nominated Directors to Xoserve's Board at a high level is:

- 1) Shipper Nomination Committee (SNC) is convened and shall comprise of at least 4 members (2 nominated by Energy UK and 2 nominated by ICoSS)
- 2) SNC is exclusively responsible for identifying and nominating candidates to fill the roles of Shipper Director
- 3) SNC agree with the Board and company CEO, on a description of the role and capabilities required for the appointment of Shipper Director
- 4) SNC shall have the exclusive right to appoint up to 4 directors who shall be the Shipper Directors

Once appointed the Shipper Nominated Director shall act in a manner that is most likely to promote the success of the company for the benefit of its members as a whole.

Post Meeting Note:

A further update has been provided on the process that is followed for the removal of an SND:

In the normal course of business, any issues that a DSC party feels the need to raise about the conduct of SNDs would be expected to be raised in the first instance at CoMC, to understand in what respect it is believed that the SND had failed to discharge their statutory duties under the Companies Act 2006. If appropriate, a meeting of the Shipper Nominations Committee (SNC) could then be organised to discuss,

There are two possible routes that the relevant SND's tenure on the Board would end prior to the maximum term of 9 years:

1. SNC could decide not to extend the tenure of a nominated SND at the end of year 3 or year 6; or
2. There is an issue with the performance and delivery of duties by the nominated SND which cannot be resolved, and it is agreed to remove the Director before the end of their tenure.

Either route would be managed with SNC as appropriate and facilitated by Xoserve.

Action Carried Forward

Action 0201: Xoserve (JMc/DT) to review the Budget and Charging Methodology rules (4.9.1 and 4.9.2) and bring back draft wording to the Committee to review.

Update: The update for this action was completed as part of Agenda 3.2. **Closed**

2. Approvals

There were no approvals to consider.

3. Business Plan Updates

3.1. BP Updates

James Rigby (JRi) provided the following update:

BP23 Appeal – Confirmed that no response from Ofgem has been received as yet. OC agreed there has been no engagement from Ofgem. No further comments.

BP24 – Clarified the process for the creation of the Business Plan is a year-round process. The CDSP has conducted a lessons-learned exercise which focussed on the process of pulling the information together and looking for improvement opportunities.

JRi explained, as Business Plan Manager, the aim to make BP24 the most customer friendly to date. He wants it to be clear, and concise and demonstrate improved efficiency and better value for money. He is currently reviewing Modification 0841 - Introduction of cost efficiency and transparency requirements for the CDSP Budget, and revisions to DSC change processes, to identify the information that the Modification is proposing for the Business Plan.

JRi advised there is currently uncertainty to typical timeframes due to the transition between the process used to create the Business Plan in the past, improvements that will make it better as a result of the lessons learned exercise and also the changes that could come into play as a result of the possible implementation of Modification 0841.

3.2. Centrica Dispute

A view of the proposed amendments to the Budget and Charging Methodology was shown onscreen which sees agreed wording changes to section **4.9 Budget Amendment**, please see the published change marked document here www.gasgovernance.co.uk/dsc-contract/190423.

Referring to the addition of the 'for the avoidance of doubt' statement in clause 4.9.4, JMc pointed out that this clause should not be necessary due to the tolerances that are set in clauses 4.9.1 b) and c) where CDSP must inform the Committee where there are proposed changes to the Budget (increase or decrease) and the additional statement could cause confusion.

OC clarified the 'for the avoidance of doubt' statement is important as it allows, without exception, any changes that would be made to the budget would be brought to the Committee's attention before the change is administered.

When asked, Clare Manning (CM) supported the suggested changes to section 4.9 Budget Amendment.

JMc clarified the process and advised it is normal practice to circulate and present the proposed changes at the DSC Change Management Committee for information and as this is a change to a Service Document, the Service Document process will include a 60-day consultation period for DSC Customers to provide views and comments before a decision by the Committee.

New Action 0401: CDSP (JMc) to raise the Change Proposal for the proposed Budget and Charging Methodology amendments to be made for submission to the DSC Change Management Committee.

BF clarified, in terms of the dispute, this can be signed off as being concluded now and presented the draft Committee response to the Customer Dispute, requesting CDSP to clarify the date of communication between National Gas Transmission and CDSP in Summer 2023.

The Committee agreed the report is a good and fair representation of the Committee discussions and requested that the final draft be circulated to members prior to being sent to Centrica as a response from the Committee.

BF agreed to complete the report and circulate it to members to review before sending it to Centrica.

3.3. Efficiency Review 2023 update

JRi provided an update and advised there was a good open conversation in the initial Stakeholder Engagement Panel (SEP) meeting and drafted a Request Proposal (RFP) for a 3rd party to come in and manage this process.

JRi advised he is looking to schedule the second meeting in due course.

OC noted her concerns that the next meeting will be over a month from the first one which is disappointing when trying to work to strict timescales and confirm the proposal. OC advised she would like to see the next few meetings planned in so that the SEP can see the progress.

JRi agreed to provide a view of future planned meetings to avoid diary clashes.

4. Class 1 Read Service

4.1. Procurement Exercise - Modification 0710

Ellie Rogers (ER) provided a verbal update and advised the Class 1 Read Service went live as of 01 April 2023.

The [DSC Class 1 Read Service Supporting Document \(effective from 01 April 2023\)](#) has been updated and published here: www.gasgovernance.co.uk/DSC-Documents

5. Monthly Contract Management Report

5.1. KPM Update

Alex Stuart (AS) provided an update and overview of each KPM area and the Performance measures. The presentation and specific slides can be viewed at: <https://www.gasgovernance.co.uk/dsc-contract/150323>.

5.2. KPM – Customer Relationship Survey Results

This agenda item update is due July 2023.

5.3. Monthly Contract Management Reports

Deborah Sherlock (DS) provided a high-level overview of the Performance Monitoring; Meter Count Report and Customer Highlights.

For full details of the update please refer to the presentation published.

5.4. Xoserve Incident Summary

Phil Wood (PW) provided an update and confirmed that during March 2023 there were five P2 incidents relating to Gemini (2); Service Desk; Xoserve.com and CMS and proceeded to provide a detailed update on each one.

For full details please refer to the information published: www.gasgovernance.co.uk/dsc-contract/190423.

5.5. Issue Management Dashboard

Michele Downes (MD) provided an overview of the open issues that are impacting Distribution Network Operators; Shippers and IGTs. Within the update, MD provided up-to-date reconciliation on the latest position on Missing Secured Active Messages.

Of the 352 missing messages relating to switching activities, 202 have been completed, 63 are pending either customer response (1) or CSS reconciliation and 94 are waiting on CSS to advise on the action required.

For full and detailed information please see the published presentation.

5.6. GRDA (Gas Retail Data Agent) Reporting

JMc provided a brief update on the GRDA Reporting advising of the failures due to missing messages:

- 3 of 28 days at average volume with at least one missing message;
- 1 of 3 days at sub-peak volume with at least one missing message.

For full and detailed information please see the published presentation.

5.7. KVI Change Management Survey Results

The Q3 KVI Change Management Survey Results were shared noting the score has decreased from 9.5 to 8.0 from the last survey and the year-to-date Scorecard for 2022/23 has decreased from 9.5 to 8.8.

6. Information Security Update

This agenda item update is due May 2023.

7. Financial Information

This agenda item update is due May 2023.

8. Business Continuity Plan

This agenda item update is due May 2023.

9. Contract Assurance Audit

This agenda item update is due May 2023.

10. Key Committee Updates

10.1. DSC Change Management Committee

Rachel Taggart (RT) provided an overview of the DSC Change Management Committee summary.

The full DSC Change Committee minutes can be found here: www.gasgovernance.co.uk/dsc-contract/120423.

10.2. REC Updates to DSC

JMc provided an overview of the Retail Energy Code (REC) update which included an overview of In Progress REC Changes; the REC Change Pipeline; REC IA Demand; and REC Related XRN Changes.

For full and detailed information please see the published presentation.

11. Any Other Business

11.1. CMS Update

Richard Cresswell (RC) provided a detailed progress-to-date report which highlighted the following:

- XRN5556D – The Isolation (ISO) and DTL processes will be going live on 24th April 2023.
- Two additional child XRN's have been created to support the next two releases, should there be any capacity within these two version releases, other processes or functionality will be brought into scope for delivery with the agreement of the Customer Focus Group.
- The CDSP is working with the UK Link Change team to deliver two change proposals that have CMS Rebuild Impacts, these are scheduled for the November UK Link release and include:
 - XRN5604 – Shipper Agreed Reads
 - XRN5605 – IGT Must Reads
- The CMS Rebuild webpages continue to be updated to reflect activities at: <http://www.xoserve.com/products-services/data-products/contact-management-service-cms/cms-rebuild/>

11.2. Rejected Meter Readings

OC noticed that Centrica has noticed upper and lower tolerances being applied resulting in issues with rejected reads occurring from DCC enrolled meters.

OC requested a review of what the tolerances might be and added, by default they should be accepted however, quite a lot are being rejected. Rejected reads need to be re-sent with override flags which are adding handling costs, greater complexity, and risk to the reads. OC explained Centrica would expect these to be valid reads, from a DCC-enrolled smart meter, where human error factors have been removed, there is no need for upper/lower tolerance limits on these readings unless they are of course market breakers.

New Action 0402: Rejected Meter Readings: Emma Smith is to investigate DCC Enrolled Meter tolerances and report back to this Committee.

Post-meeting note:

There have since been email exchanges between CDSP and Centrica and an update is expected at the next meeting in May 2023.

12. Recap of decisions made during the meeting

Deborah Sherlock (DS) provided an overview of discussions, decisions and actions made during the meeting.

14. Diary Planning

Further details of planned meetings are available at: www.gasgovernance.co.uk/events-calendar/month

Time/Date	Paper Publication Deadline	Venue	Programme
10:00 Wednesday 17 May 2023	5pm Tuesday 09 May 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 14 June 2023	5pm Tuesday 06 June 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 19 July 2023	5pm Tuesday 11 July 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 16 August 2023	5pm Tuesday 08 August 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 20 September 2023	5pm Tuesday 12 September 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 18 October 2023	5pm Tuesday 10 October 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 15 November 2023	5pm Tuesday 07 November 2023	Microsoft Teams	Standard Agenda

Action Table (as of 19 April 2023)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Target Date	Status Update
0101a	18/01/23	1.6	CDSP (DT) to provide confirmation of the plan for engagement with Stakeholders going forward.	CDSP (DT)	February-2023 Amended to May 2023	Carried Forward

0101b	18/01/23	1.6	CDSP (DT) to provide confirmation of the process for appointing a Shipper Nominated Director to the Committee.	CDSP (DT)	February 2023 Amended to May 2023	Carried Forward
0201	14/02/23		<i>Dispute - Charging Statement for the period 1st April 2022 – 31st March 2023 (Version 2)</i> Xoserve (JMc/DT) to review the Budget and Charging Methodology rules (4.9.1 and 4.9.2) and bring back draft wording to the Committee to review	Xoserve (JMc/DT)	March 2023	Closed
0401	19/04/23	3.2	CDSP (JMc) to raise the Change Proposal for the proposed Budget and Charging Methodology amendments to be made for submission to the DSC Change Management Committee.	CDSP (JMc) to	May 2023	Pending
0402	19/04/23	11.2	CDSP (ES) to investigate DCC Enrolled Meter tolerances and report back to this Committee	CDSP (ES)	May 2023	Pending