



Contract Management Committee

4. Contract Management Report 16th
August 2023

Contents

- 4.1 KPM Reporting
- 4.2 KPM Customer Relationship Survey *(Not due this month)*
- 4.3 Monthly Contract Metrics
- 4.4 Incident summary
- 4.5 Customer Issue Dashboard
- 4.6 GRDA Update
- 4.7 KVI Change Management
- Appendixes



KPM Reporting (July reporting period)

Agenda item 4.1

KPMs Overall Summary:- July 2023

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
KPMs (20 total)	18	2	0

KPMs Failure Summary:- July 2023

KPM Ref	Measure Detail	Journey / Process	Measure Type	Target	Performance	Failure / Remedial Action	Impacted Constituent/s (GT / iGT / NG / 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%	132,201,814 reads and 293,287 asset updates were received. 342 reads and 461 asset updates were not processed due to Exception processes.	GT / iGT / Shipper
KPM.13	% of exceptions resolved within 2 invoice cycles of creation date	Invoicing DSC Customers	Cycle Time	100.00%	99.99%	482,852 received 482,788 closed. A small volume of exceptions linked to Primes and Subs failed the 2-month SLA. Analysis of these Primes and Subs issues to be completed and the necessary system changes will be made via CRs.	GT / iGT / Shipper

PIs Overall Summary:- July 2023

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
PIs (26 total)	18	2	6

PIs Failure Summary:- July 2023

PI Ref	Measure Detail	Journey / Process	Measure Type	Target	Performance	Failure / Remedial Action	Impacted Constituent/s (GT / iGT / NG / Shipper)
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Cycle Time	100.00%	99.46%	RA01 report that is sent out to 5 GT's was found to have a data issue where an LDZ/Network was set up incorrectly via a manual process. This issue was identified before the reports were sent to the customer but delayed the issuing of this report to allow the fix to take place. Post fix the reports were re-run with the correct data but unfortunately by the time this was completed the report was sent outside of SLA.	GTs
PI.12	KPM relationship management survey	Customer Relationship Management	Right First Time	95.00%	82.81% (Quarterly survey, score carried over from previous month until next survey takes place)	We have seen a decrease in customer satisfaction for Q1 2023/24, with the overall score at 82.91%. The overall driver of the decrease in performance is IGT satisfaction at 35.71%. The key sentiment themes highlighted by IGTs is lack of support or movement on outstanding pain points, not being understood and the need for more transparency on relationship and contractual arrangements between third parties. An action and delivery plan is being developed which will be discussed with all IGTs for review. The action and delivery plan provides ownership for actions to support IGTs with resolution of their pain points. DNs scored 100%, Shippers 98.13%, and Transmission 75%. All information and feedback received will be used to help us define definitive action points to address feedback and opportunities for improvement.	Survey sent to all constituents

DSC Credit and Risk Performance Indicators

Energy Performance Indicators		
Measure Detail (Right First Time)	Target	July
Energy Balancing Credit Rules adhered to, to ensure adequate security in place	100%	100%
Measure Detail (Cycle Time)	Target	July
% of revenue collected by due date	98%	99.31%
% of revenue collected by due date (+2 days)	100%	100%
CDSP Performance Indicators (Cycle Time)		
Measure Detail (Cycle Time)	Target	July
% of revenue collected by due date	98%	93.93%
% of revenue collected by due date (+3 days)	98%	99.99%



Monthly Contract Management reports and updates

Agenda Item 4.3

Performance monitoring (July 2023)

- Third Party and Additional Services Reporting

Reporting Area	Jul-23	Year to date
Additional Services	£0.00	£25,019.00
Third Party Services	£19,122.90	£82,409.86

- Gemini Performance and UK Link Availability

Gemini Service Performance	
Target	Actual
99%	99%

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 (July 2023)

Class	MPRN Count	Smart Count	Total	Smart %
1	621	0	621	0.00%
2	650	0	650	0.00%
3	179162	4397902	4577064	96.09%
4	11266628	9264959	20531588	45.13%

Overall 54% of the entire Meter Portfolio is Smart

Communications Highlights – August 2023

Looking back

Delivering Decarb

- [Decarb Discussion Podcast – Living in a Hydrogen home](#)
- [Decarbonisation knowledge centre on Xoserve.com](#)
- [Blog: Is Britain ready for Hydrogen Blending?](#)
- [Delivering Decarb – Newsletter July 2023](#)

News Articles

- [BP24 Principles and Approach - Final Version](#)
- [Xoserve Board Message – CEP Update](#)
- [New search functionality launched for file formats & Data Permissions](#)
- [National Gas' Gemini Sustain Plus Focus Groups](#)

Looking ahead

- [CMS Re-build V1.4 launches 14 August 2023](#)

Events

- 5 July Xoserve BP24 Draft Principles & Approach Virtual Round Table
- 5 July DESC
- 6 July DN Constituent Meeting
- 6 July Transmission Workgroup
- 10 July CMS Rebuild Customer Focus Group
- 11 July Customer Induction Day
- 11 July CSS P1 Incident hosted by DCC and daily calls from 17 July (SOIF)
- 12 July Change Management Committee
- 13 July IGT UNC Modification Workstream
- 14 July IGT Constituent Change Meeting
- 18 July Performance Assurance Committee
- 18 July onwards – Daily 'Drop In' calls for CSS P1 Incident hosted by Xoserve
- 19 July DESC
- 19 July Contract Management Committee
- 20 July UNCC
- 24 July DSC Delivery Sub-Group
- 24 July IGTAD
- 24 July Extraordinary Performance Assurance Committee
- 25 July Invoicing Discovery day
- 25 July IGT Constituent Operational Meeting
- 27 & 28 July Distribution Workgroup



Xoserve Incident Summary

Agenda Item 4.4

Summary

System Affected	Priority	Impact	Remedial Actions	KPM Breach	Resolved	Customer Segment Impacted
Gemini	P2 – two incidents	Customers were unable to access the Gemini service, this caused some customers to have to renominate where initial nominations were impacted	The technical support team worked with the vendor to analyse and isolate the impacted device, a restart was performed which restored access to Gemini.	No	Yes	Shippers
CSS	P2	A number of Secured Active Messages were not received from the Data Communications Company (DCC) where a registration had been processed prior to 9am on 6 July, with an effective date from 7 July 2023 onwards. The switching process was unable to take place for these impacted messages	A high priority ticket was raised with DCC to escalate the high number of missing SAMS. DCC continue to provide progress updates on remedial actions. It is expected that by week 2 in August corrections will have been processed.	No	No	Shippers, DNs, IGTs and all DSC Customers
Gemini	P2	Customers were unable to access Gemini for a short period of time with no impacts notified	The services automatically failed over to a different node as per service resilience. Technical support teams undertook analysis and deemed service was restored with no ongoing issue	No	Yes	Shippers

High Level Summary of P1/P2 Incidents: Jul 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
INC0388208	<p>2 incidents 5th July between 21:25 & 01:00 6th July between 21:15 & 22:48</p> <p>Customers reported they were unable to access Gemini.</p>	<p>A network issue within our partner's shared primary data centre caused congestion when accessing the database servers. The congestion was identified on day two as an unexpected volume of traffic from another customer utilising the shared datacentre infrastructure. This caused the network to become saturated, resulting in performance issues for multiple customers within the datacentre.</p>	<p>Customers were unable to access the Gemini service, this caused some customers to have to renominate where initial nominations were impacted</p>	<p>The technical support team worked with the vendor to analyse and isolate the impacted device, a restart was performed which restored access to Gemini.</p>	5 th Jul	6 th Jul
INC0389497	<p>Following gate closure on 6 July 2023 it was highlighted that 27,290 Secured Active Messages (SAM's) had not been received.</p>	<p>Full RCA Pending with DCC / Landmark</p>	<p>A number of Secured Active Messages were not received from the Data Communications Company (DCC) where a registration had been processed prior to 9am on 6 July, with an effective date from 7 July 2023 onwards. The switching process was unable to take place for these impacted messages</p>	<p>A high priority ticket was raised with DCC to escalate the high number of missing SAMS.</p>	6 th Jul	TBC
INC0390335	<p>During heightened monitoring, an issue was seen with Gemini impacting availability.</p>	<p>The primary node experienced an unplanned shutdown. The infrastructure correctly & automatically switched nodes when one node was shutdown. Advanced logging software was installed on the to capture any further instances.</p>	<p>Customers were unable to access Gemini for circa 8 mins.</p>	<p>The services automatically failed over to a different node as per designed resilience. Technical support teams undertook analysis and determined that service was restored with no ongoing issue</p>	7 th Jul	7 th Jul



Customer Issue Dashboard

Agenda item 4.5

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"> - Circa. 80,000 missing SAM's relating to switching activities 	<ul style="list-style-type: none"> - Following a CSS PI major Incident identified on 6 July 2023, there were circa. 80k gas registrations that did not become effective on the expected date. - From 2 August 2023, CSS have started to progress the missed registrations, with the original effective date. This activity is due to complete on 7 August 2023. - Impact of this will be a misalignment between that CSS systems (record the original registration effective date) and gas settlement systems (prospective registration effective date). 	Shippers DNs IGTs
Winter Annual Ratio Calculation	<ul style="list-style-type: none"> - The Winter Consumption (WC) calculation overstated 	<ul style="list-style-type: none"> - The Winter Consumption (WC) calculation for 2,149 MPRNs across the industry is overstated. These values are issued in the May AQ WC Notification files - Communication issued to Shippers on 3 July 2023 providing impacted MPRNs & actions that will be undertaken & required by Shippers and a further communication issued on 8 August 2023 providing re-calculated values for Shippers to review. 	Shippers DNs IGTs
AQ Defects	<ul style="list-style-type: none"> - 5 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
Consumer Contact Data	<ul style="list-style-type: none"> - Consumer contact data is not complete when sent in the portfolio files to IGTs & DNs 	<ul style="list-style-type: none"> - Defect raised and is being progressed. Issue identified which is due to the 'special characters'. Fix has been applied. An ad-hoc report of the quarterly portfolio file will be created to carry out further checks to identify any further issues. - Checks performed have confirmed IDL report is correct and complete 	IGTs DNs

Bubbling Under

Issue Area	Issue Summary	Further Information and Action Being Undertaken	Customers Impacted
Missing Secured Active Messages (SAMs)	Circa. 80,000 missing SAM's relating to switching activities	<ul style="list-style-type: none">- Financial impact on customers is substantial due to the volume of missed registrations- Modification raised to address financial adjustments and closing/opening reads Suppliers would use for billing their consumers. Modification issued to Joint Office 4 August for 'critical friend' review- Potential for impacts to Shipper read performance reported at PAC	Shippers DNs IGTs

Issue Summary – Distribution Networks

- Missing Secured Active Messages (SAMs)
 - Following identification of circa. 27,000 missing messages on 6 July 2023, Xoserve raised an incident with CSS. As a result, a PI Major Incident was raised by CSS.
 - This has impacted circa. 80k gas registrations that did not become effective on the expected date.
 - From 2 August 2023, CSS started to progress the missed registrations, with the original effective date. This activity is due to complete on 7 August 2023.
 - Impact of this will be a misalignment between that CSS systems (record the original registration effective date) and gas settlement systems (prospective registration effective date).
 - Potential Impacts:
 - Transportation charges issued to the incorrect Shipper
 - Portfolio reports showing incorrect Shipper/Supplier
- Winter Annual Ratio Calculation
 - The Winter Consumption (WC) calculation for 2,149 MPRNs across the industry is overstated. These values are issued in the May AQ WC Notification (.NRL & NNL files).
 - Communication issued to Shippers on 3 July providing impacted MPRNs & actions required by the Shipper.
 - Second communication issued on 8 August 2023 providing revised values to Shippers for their review
 - A change request has been raised to fix this prior to the May 2024 process
 - Potential Impacts:
 - Incorrect Winter Annual Ratio assigned to the MPRN
- AQ Defects:
 - There are 5 open 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 Formula Year AQ.
 - Potential Impacts:
 - Incorrect transportation rates applied to charges
- Portfolio Files
 - Defect raised and is being progressed. Analysis identified the issue is due to the 'special characters'. Fix has been applied.
 - An ad-hoc report of the quarterly portfolio file will be created to carry out further checks to identify any further issues.

Issue Summary - Shippers

- Missing Secured Active Messages (SAMs)
 - Following identification of circa. 27,000 missing messages on 6 July 2023, Xoserve raised an incident with CSS. As a result, a PI Major Incident was raised by CSS.
 - This has impacted circa. 80k gas registrations that did not become effective on the expected date.
 - From 2 August 2023, CSS started to progress the missed registrations, with the original effective date. This activity is due to complete on 7 August 2023.
 - Impact of this will be a misalignment between that CSS systems (record the original registration effective date) and gas settlement systems (prospective registration effective date).
 - Potential Impacts:
 - Transportation charges issued to the incorrect Shipper
 - Portfolio reports showing incorrect Shipper/Supplier
- Winter Annual Ratio Calculation
 - The Winter Consumption (WC) calculation for 2,149 MPRNs across the industry is overstated. These values are issued in the May AQ WC Notification (.NRL & NNL files).
 - Communication issued to Shippers on 3 July providing impacted MPRNs & actions required by the Shipper.
 - Second communication issued on 8 August 2023 providing revised values to Shippers for their review
 - A change request has been raised to fix this prior to the May 2024 process
 - Potential Impacts:
 - Incorrect Winter Annual Ratio assigned to the MPRN
- AQ Defects
 - There are 5 open 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 Formula Year AQ.

Issue Summary – IGTs

- Missing Secured Active Messages (SAMs)
 - Following identification of circa. 27,000 missing messages on 6 July 2023, Xoserve raised an incident with CSS. As a result, a PI Major Incident was raised by CSS.
 - This has impacted circa. 80k gas registrations that did not become effective on the expected date.
 - From 2 August 2023, CSS started to progress the missed registrations, with the original effective date. This activity is due to complete on 7 August 2023.
 - Impact of this will be a misalignment between that CSS systems (record the original registration effective date) and gas settlement systems (prospective registration effective date).
 - Potential impacts:
 - Shipper / Supplier not recorded on UKLink or Gemini
 - Outgoing Shipper continues to receive transportation charges
- AQ Defects:
 - There are 5 open 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 Formula Year AQ.
- Consumer Contact Data not complete in the Quarterly Portfolio Files (IQL):
 - Consumer Contact data provided by Shippers is not complete when sent in the quarterly portfolio files
 - Defect raised and is being progressed. . Analysis identified the issue is due to the 'special characters'.
 - Fix has been applied. An ad-hoc report of the quarterly portfolio file will be created to carry out further checks to identify any further issues.
 - Checks have confirmed that the daily portfolio file (IDL) is complete and correct



GRDA Performance

Agenda Item 4.6

GRDA Performance – July 2023

Key points to note July 2023

The P1 incident ran from the 5th July to the 3rd August. This created @84,000 missing messages.

- As a result of this we haven't got the table updated by the time these slides were created. This will be shared at the meeting.
- Circa 84,000 missing messages across July and the beginning of August. This will also impact the performance for August also.
- 26 impacted days in July and 3 in August .

What does the P1 Incident mean for GRDA Reporting for the month of July?

- We expect that we will be reporting failure for 26 days, but this needs to be apportioned across the sub average and sub peak volume days
- We expect that for the first time that we will be reporting that the 90th percentile statistic will have failed - as for a number of days >10% of the messages that SHOULD have been sent, have not been sent as far as we are concerned, all messages received have been processed by the GRDA within the necessary timescales - so any failures reported are attributable to CSS failing to issue the messages

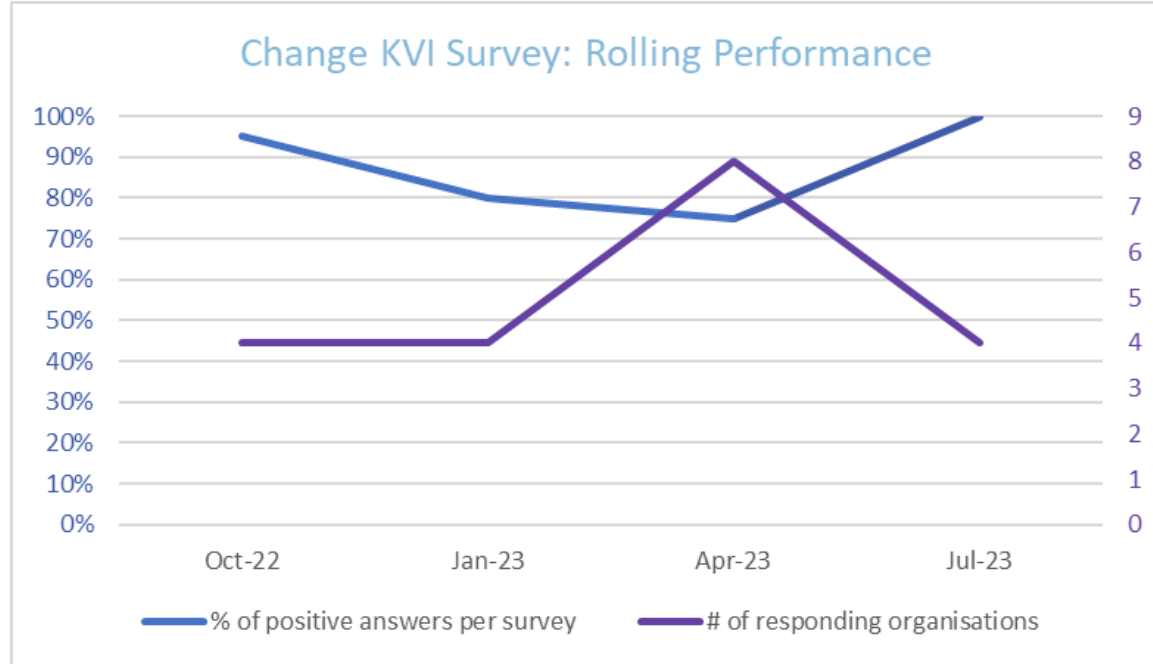


KVI Change Management

Agenda Item 4.7

KVI Change Management Survey – April-June 2023

- Score increased from 7.5 to 10 from last survey
- YTD Scorecard for 23/24 is 10. Our target score over the year is 8 and above
- Number of participants decreased from 8 to 4





Appendix 1 - KPM slides

Appendix 2 - Xoserve Incident Summary (item 4.4)

Appendix 3 -Customer Issue Dashboard(item 4.5)

APPENDIXES



Appendix1

KPM SLIDES

DSC KPM Performance:- July 2023

DSC Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target	Volume	Jul-23
KPM.01	Percentage of shipper transfers processed	Manage Shipper Transfers	Andy Szabo / Neil Laird	Right First Time	100.00%	584,483	100.00%
KPM.02	Percentage of meter reads successfully processed	Meter Read / Asset Processing	Andy Szabo / Neil Laird	Right First Time	99.50%	119,466,445	99.99%
KPM.03	% of asset updates successfully processed	Meter Read / Asset Processing	Andy Szabo / Neil Laird	Right First Time	99.50%	306,903	100.00%
KPM.04	% of AQs processed successfully	Monthly AQ Processes	Andy Szabo / Neil Laird	Right First Time	100.00%	15,101,098	100.00%
KPM.05	Percentage of total LDZ AQ energy at risk of being impacted	Monthly AQ Processes	Andy Szabo / Neil Laird	Right First Time	0.75%	2,564	0.20%
KPM.06	Percentage processed within the Completion Time Service Level in DSC	Manage Shipper Transfers	Andy Szabo / Neil Laird	Cycle Time	100.00%	584,483	100.00%
KPM.07	Percentage of requests processed within the Completion Time Service Level in DSC	Meter Read / Asset Processing	Andy Szabo / Neil Laird	Cycle Time	100.00%	132,495,101	99.99%
KPM.08	% Notifications sent by due date	Monthly AQ Processes	Andy Szabo / Neil Laird	Cycle Time	100.00%	15,097,453	100.00%
KPM.09	% of invoices not requiring adjustment post original invoice dispatch	Invoicing DSC Customers	Andy Szabo / Neil Laird	Right First Time	98.00%	2,146	100.00%
KPM.10	% of DSC customers that have been invoiced without issues/ exceptions (exc. AMS)	Invoicing DSC Customers	Andy Szabo / Neil Laird	Right First Time	100.00%	205	100.00%
KPM.11	% of DSC customers with less than 1% of MPRNs which have an AMS Invoice exception	Invoicing DSC Customers	Andy Szabo / Neil Laird	Right First Time	97.00%	60	100.00%
KPM.12	% of invoices sent on due date	Invoicing DSC Customers	Andy Szabo / Neil Laird	Cycle Time	100.00%	2,146	100.00%
KPM.13	% of exceptions resolved within 2 invoice cycles of creation date	Invoicing DSC Customers	Andy Szabo / Neil Laird	Cycle Time	100.00%	482,788	99.99%
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	1	1
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%	593	98.10%
KPM.18	% of customer tickets (Incidents & Requests) responded to within SLA	Customer Contacts (technical)	Andy Szabo / Trefor Price	Cycle Time	90.00%	1,846	99.07%
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	99.46%

DSC PI Performance:- July 2023

DSC Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target	Volume	Jul-23
PI.01	% CMS Contacts processed within SLA (95% in D+10)	Manage Updates To Customer Portfolio	Andy Szabo / Neil Laird	Cycle Time	95.00%	16,541	98.82%
PI.02	% CMS Contacts processed within SLA (80% in D+4)	Manage Updates To Customer Portfolio	Andy Szabo / Neil Laird	Cycle Time	80.00%	14,795	88.39%
PI.03	% CMS Contacts processed within SLA (98% in D+20)	Manage Updates To Customer Portfolio	Andy Szabo / Neil Laird	Cycle Time	98.00%	16,637	99.40%
PI.04	% (P5) customer queries responded to within SLA/OLA	Customer Contacts	Andy Szabo / Neil Laird	Cycle Time	90.00%	1,153	98.44%
PI.05	Percentage of queries resolved RFT	Customer Contacts	Andy Szabo / Neil Laird	Right First Time	95.00%	1,153	99.57%
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Andy Szabo / Neil Laird	Cycle Time	100.00%	931	99.46%
PI.07	% of RFT against all reports dispatched	Customer Reporting (all forms)	Andy Szabo / Neil Laird	Right First Time	99.00%	931	100.00%
PI.08	% of valid CMS challenges received (PSCs)	Manage Updates To Customer Portfolio	Andy Szabo / Neil Laird	Right First Time	1.00%	10	0.06%
PI.09	% of Telephone Enquiry Service calls answered within SLA	Customer Contacts	Andy Szabo / Neil Laird	Cycle Time	90.00%	5,418	95.79%
PI.10	Confidence in DE Team to deliver DESC obligations (via Survey of DESC Members)	Demand Estimation Obligations	Andy Szabo / Neil Laird	Right First Time	75.00%	8	100.00%
PI.11	DESC / CDSP DE obligations delivered on time	Demand Estimation Obligations	Andy Szabo / Neil Laird	Cycle Time	100.00%	13	100.00%
PI.12	KPM relationship management survey	Customer Relationship Management	Andy Szabo / Neil Laird	Right First Time	95.00%	40	82.81%
PI.13	Plan accepted by customers & upheld (Key Milestones Met as agreed by customers)	Management Of Customer Issues	Andy Szabo / Neil Laird	Cycle Time	90.00%	5	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 / Neil Laird	Right First Time	100.00%	0	100.00%
PI.15	Survey results delivered to CoMC in Month +1	Customer Relationship Management	Andy Szabo / Neil Laird	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 / Neil Laird	Cycle Time	100.00%	N/A	N/A
PI.17	% key milestones met on readiness plan (join) Non Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Neil Laird	Cycle Time	100.00%	N/A	N/A
PI.18	% key milestones met on readiness plan (join) Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Neil Laird	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 / Neil Laird	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 / Neil Laird	Right First Time	100.00%	N/A	N/A
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 / Neil Laird	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 / Neil Laird	Right First Time	100.00%	N/A	N/A
PI.23	% of readiness criteria approved by customer (join) Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Neil Laird	Right First Time	100.00%	1	100.00%
PI.27	% level 1 milestones met	Managing Change	Andy Szabo / Linda Whitcroft	Cycle Time	95.00%	5	100.00%
PI.28	DDP Core Service Availability (0900-1700 normal business hours)	DDP	Andy Szabo / Neil Laird	Cycle Time	99.00%	N/A	100.00%
PI.29	Number of valid DDP defects raised per release (Post PIS)	Managing Change	Andy Szabo / Neil Laird	Right First Time	3	0	0

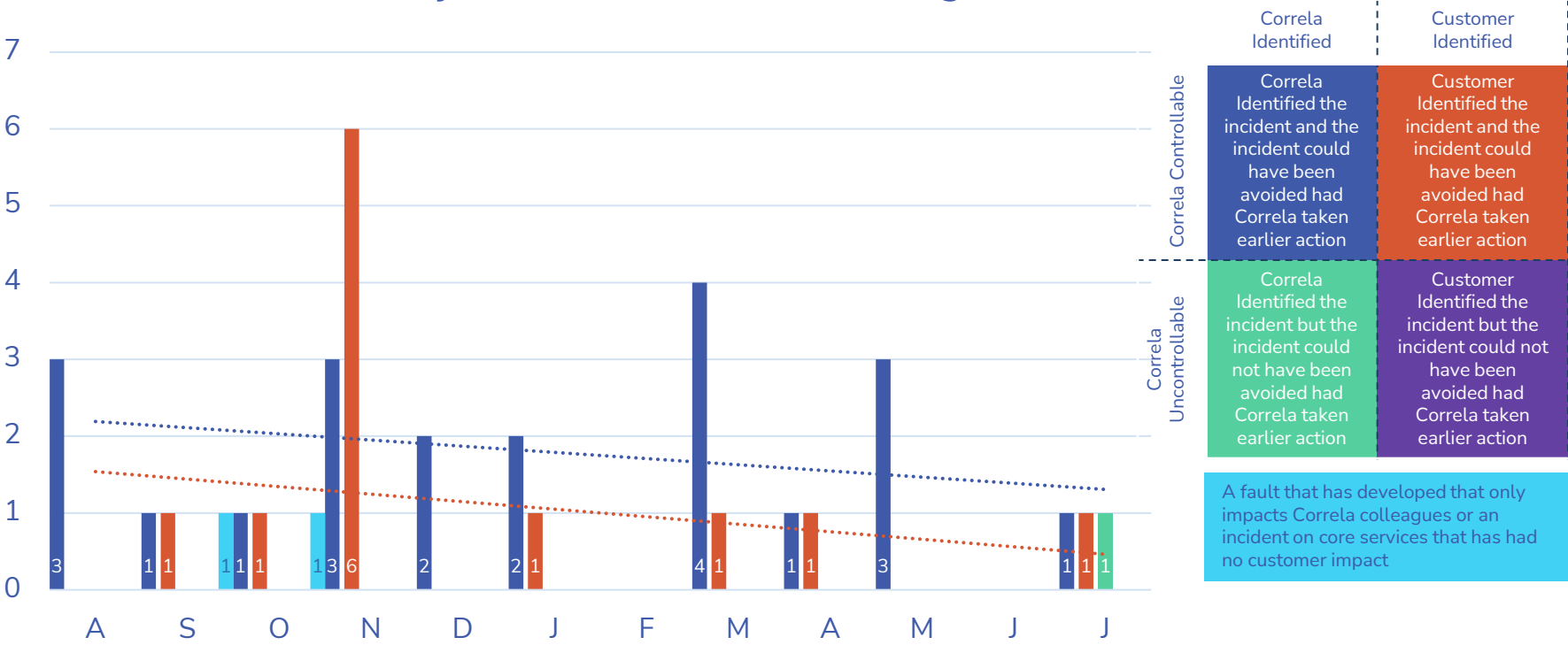


Appendix 2

XOSERVE INCIDENT SUMMARY

What is Happening Overall?

Major Incident Chart – Rolling 12 months



What is Happening Overall?

Key:

Jul 2023

Performance Year to Date

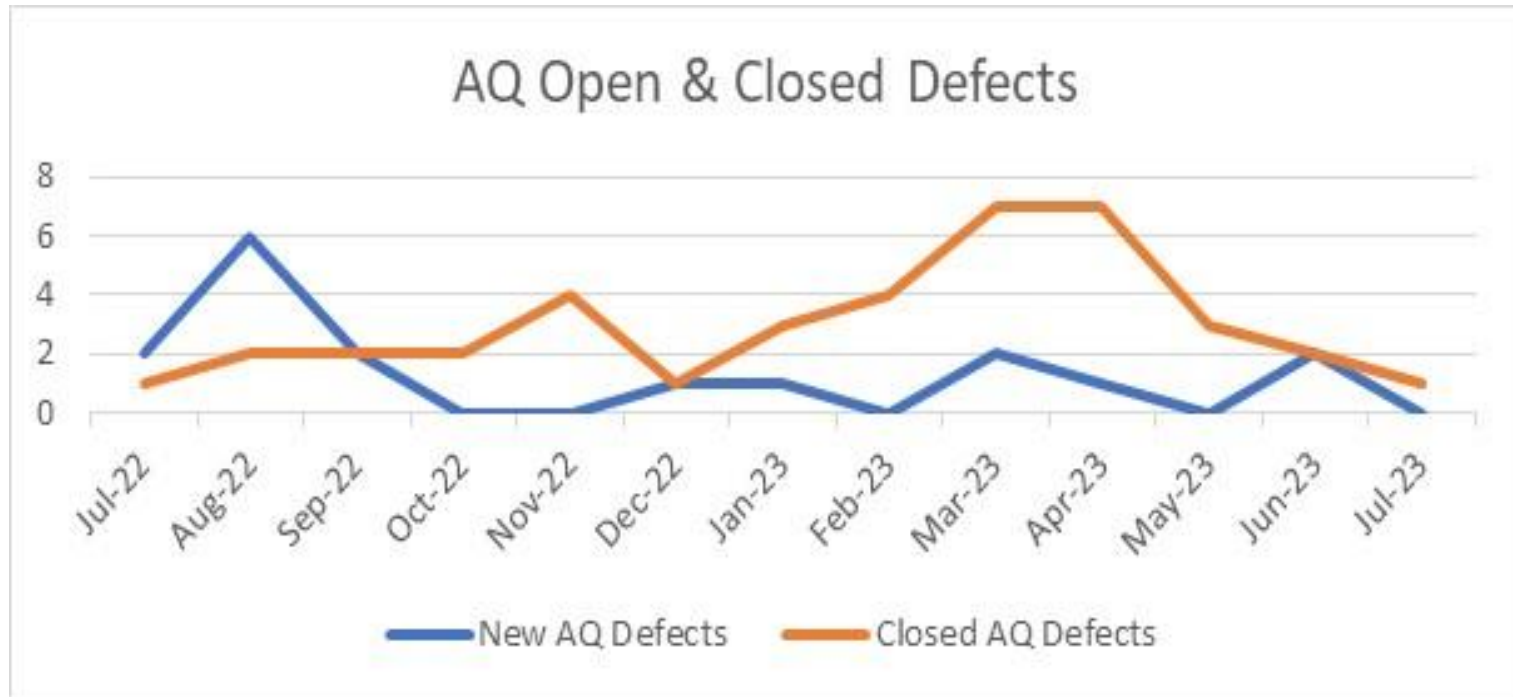
	Correla Identified	Customer Identified		Correla Identified	Customer Identified		Correla Identified	Customer Identified
Correla Controllable	Correla Identified the incident and the incident could have been avoided had Correla taken earlier action	Customer Identified the incident and the incident could have been avoided had Correla taken earlier action	Correla Controllable	2	1	Correla Controllable	6	2
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	1	0	Correla Uncontrollable	1	0



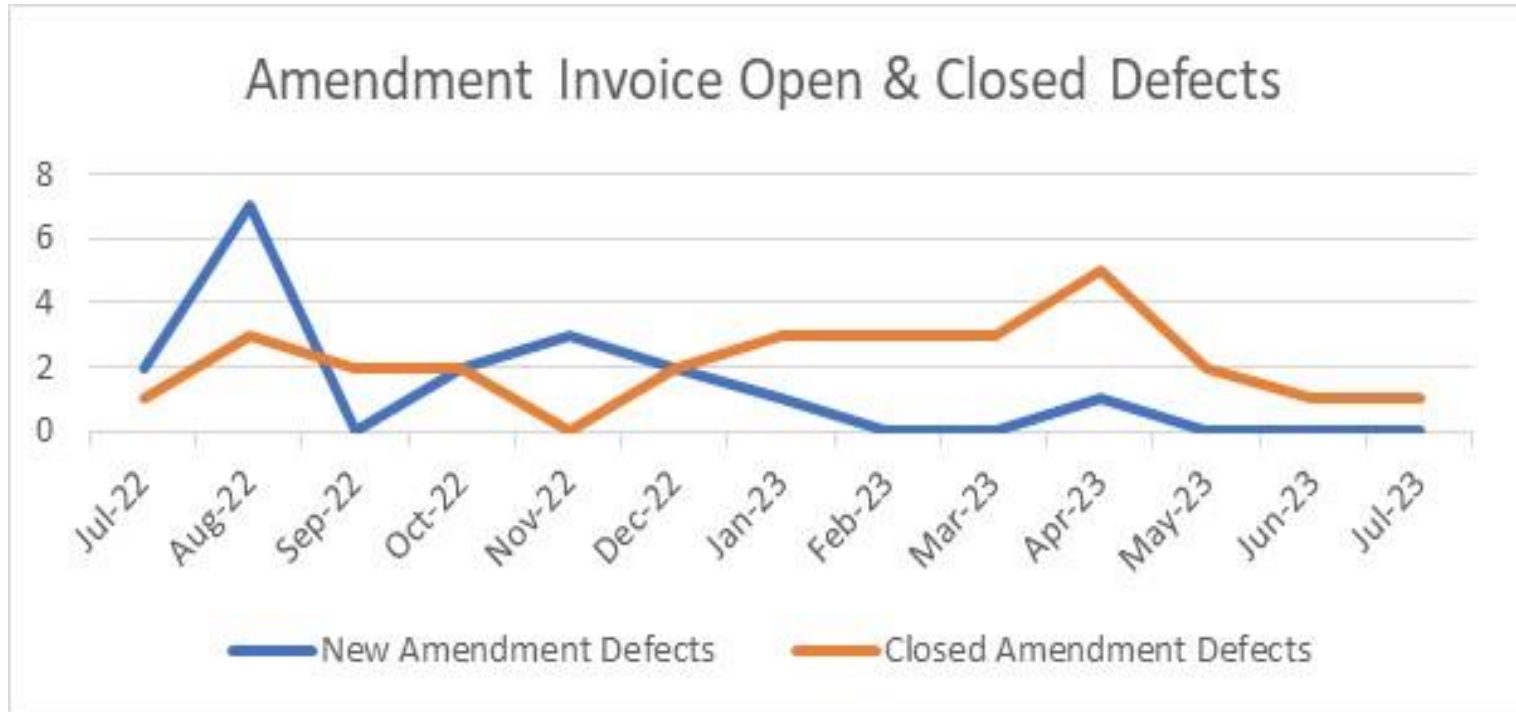
Appendix 3

CUSTOMER ISSUE DASHBOARD

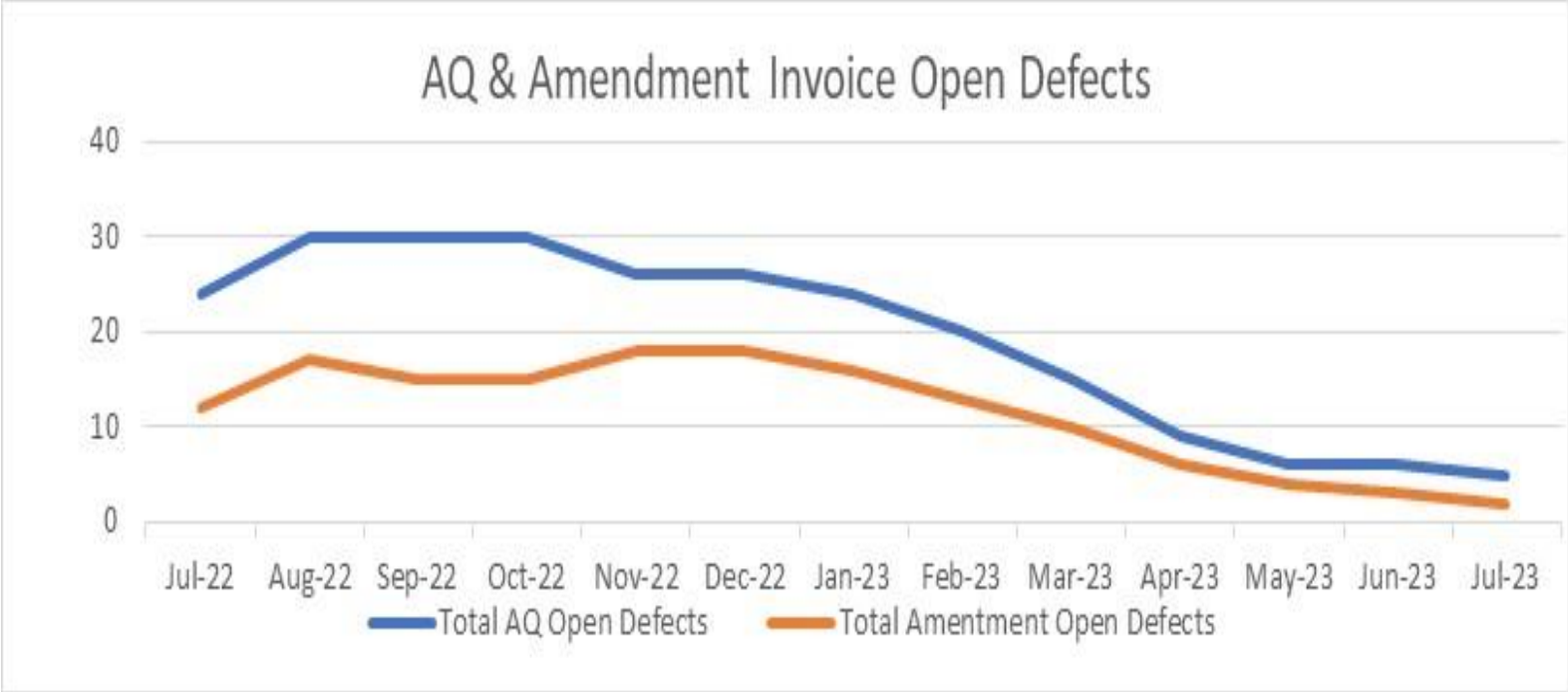
AQ Defects – Open & Closed over 12 Month Period



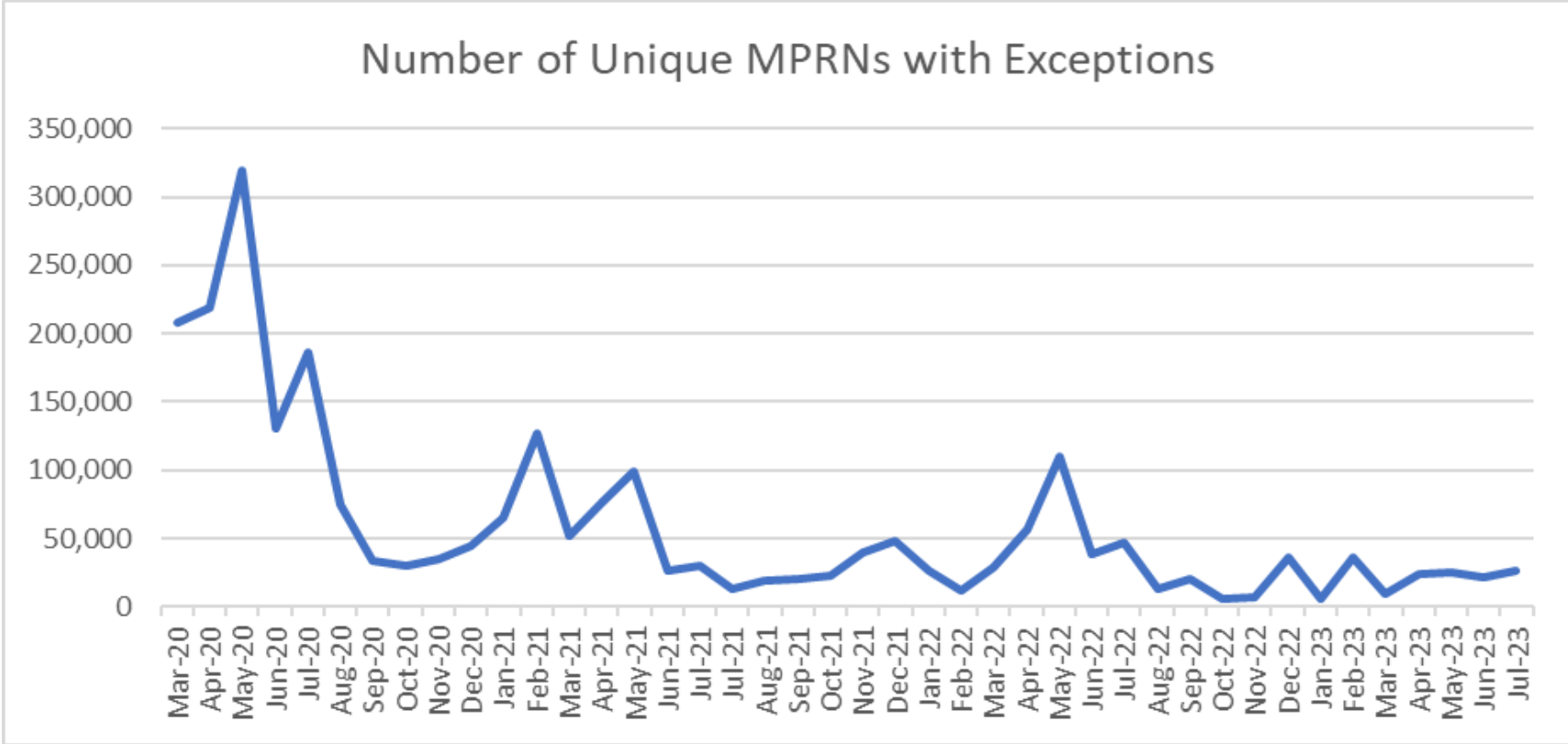
Amendment Invoice Defects – Open & Closed over 12 Month Period



AQ & Amendment Open Defects over 12 Month Period



Amendment Invoice – Outstanding Exceptions



Further Information

Please contact the Issue Management Team
box.xoserve.IssueResolution@xoserve.com

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/>