

UNC DSC Contract Management Committee Minutes
Wednesday 16 August 2023
via Teleconference

Attendees			
Bob Fletcher (Chair)	(BF)	Joint Office	Non-Voting
Helen Cuin (Secretary)	(HCu)	Joint Office	Non-Voting
Shipper User Representatives (Voting)			
Clare-Louise Roberts	(CLR)	Scottish Power	Class A & Class C
Oorlagh Chapman	(OC)	Centrica	Class A
Steve Mulinganie	(SM)	SEFE Energy	Class B & Class C
Transporter Representatives (Voting)			
Helen Chandler	(HCh)	Northern Gas Networks	DNO
Sally Hardman	(SH)	Scotia Gas Networks	DNO
Richard Loukes + Alternate for Andrea Godden	(RL)	National Gas Transmission	NTS
Jenny Rawlinson	(JR)	BU-UK	IGT
CDSP Contract Management Representatives (Non-Voting)			
James Rigby	(JRi)	Xoserve	
Observers/Presenters (Non-Voting)			
Angela Clarke	(AC)	Xoserve	
Caroline McLaren	(CMc)	Xoserve	
Charlotte Gilbert	(CG)	BU-UK	
Chris Dwyer	(CD)	Xoserve	
Fiona Cottam	(FC)	Xoserve	
James Madge	(JM)	Xoserve	
Joanne Williams	(JW)	Xoserve	
Kate Lancaster	(KL)	Xoserve	
Lee Warren	(LW)	Xoserve	
Mark Cockayne	(MC)	Northern Gas Networks	
Michele Downes	(MD)	Xoserve	
Rosie McGlynn	(RMc)	Scotia Gas Networks	
Sharon Dudley	(SDu)	Xoserve	
Steve Brittan	(SB)	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/160823</i></p>			

1. Introduction

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

BF welcomed Steven Brittan (SB) the interim CEO for Xoserve who thanked the Committee for allowing time to introduce himself.

SB provided an overview of his background having served on the Xoserve Board as a Shipper Nominated Director, with past involvement as a Technologist, mostly within defence security. SB had been appointed as the interim CEO until a permanent replacement is appointed.

SB expressed that his focus whilst in the post will be to improve transparency. SB noting the Xoserve efficiency review confirmed the outcome of this will be shared in due course.

The review undertaken with Xoserve, Corella and Kearney had the benefit of good knowledge from previous employment experience in the industry and was a comprehensive piece of work. SB advised that benchmarking will be undertaken, with a final report due in early September, which will be presented by Kearney to the Committee. The report will address issues around value for money, transparency, cost base and improvements in the way Xoserve work.

Oorlagh Chapman (OC) enquired about the rapid outgoing of CEO Stephanie Ward, seeking reassurance this is not associated with any significance to Xoserve’s performance or in the discharge of duties. SB reassured the Committee the departure of Stephanie Ward was not related to performance issues.

1.1. Apologies for absence

Andrea Gooden - NTS Representative
 Brandon Rodrigues - IGT Representative
 David Addison - CDSP Representative
 Jayne McGlone - CDSP Representative

1.2. Alternates

Andrea Godden for Richard Loukes

1.3. Confirm Voting rights

The voting rights were confirmed as below:

Representative	Classification	Vote Count
Shipper		
Claire-Louise Roberts	Shipper Class A & C	2 votes
Oorlagh Chapman	Shipper Class A	1 vote
Steve Mulinganie	Shipper Class B & C	3 votes
Transporter		
Helen Chandler	DNO	1 vote
Sally Hardman	DNO	1 vote
Richard Loukes (+ Alternate for Andrea Godden)	NTS	2 votes
Jenny Rawlinson	IGT	1 vote

1.4. Approval of Minutes (19 July 2023)

The minutes from the previous meeting were approved.

1.5. Approval of Late Papers

An updated paper had been provided for item 4.0 approved by Committee Members for inclusion.

1.6. Review of Outstanding Actions

0601: CDSP (JRi) to feedback as to whether the proposed audit activities for the Charging Methodology are being conducted by an external third party or by Xoserve.

Update: Angela Clarke (AC) advised that the proposal had been approved and communicated following audit activities undertaken by KMPG. AC advised Hannah Reddy was not available for today’s meeting however any questions could be taken away and responded to.

OC enquired about the general approach to Xoserve's Audits, its structure and the process of Xoserve auditing itself. Chris Dwyer (CD) suggested that Hannah Reddy provides an overview at the next meeting. **Closed.**

New Action 0801: CDSP (HH) to provide the Committee with an overview of CDSP's Auditing Plan and how these interlink together (compliance, and internal/externally sourced audits).

0602: CDSP (DA) to undertake a case study into the Governance between DSC Change Management and DSC Contract Management Committee interactions using recent Hydrogen Change XRN5531 and report back to DSC Contract Management Committee

Update: Deferred until the September meeting. **Carried Forward**

0702: CDSP (JMc) to Confirm if DSC+ can be shared with either: all DSC Contract Managers; or DSC Contract Management Committee Representatives. Chris Dwyer (CD) to discuss the request of the Committee to provide the DSC+ with the Xoserve CEO for a response by the September meeting.

Update: Chris Dwyer (CD) suggested that the efficiency review undertaken by Kearney would provide the Committee with a better insight into the content and controls in place and wished to revisit the request to be provided with the DSC+ following presentation of the Kearney report. This would enable the Committee to consider the need of going through the DSC, as it should provide the assurances the Committee is seeking. CD asked the Committee if they would support this approach.

Steve Mulinganie (SM) and Orlagh Chapman (OC) expressed concern about the promise of improved transparency, hoping the request to show and share the DSC+ without resistance, and was not in support of this approach and re-emphasised the request for the contract to be shared. Concern was expressed about rolling back on the trust reassurances. It was suggested that Sian Jones and/or Steve Brittan should respond directly to the Committee on the availability/access to the document. It was suggested that the Committee could formally write to Sian Jones and Steve Brittan to formalise this request in relation to making the document available or an explicit reason why the agreement cannot be made available. SM saw no reason not to provide the agreement and challenged that the Committee had vires to request information.

In support of the request Sally Hardman (SH) supported by Helen Chandler (HCh) asked about the scope of sharing the agreement with all DSC parties, i.e., DSC Contract Managers, as Contract Managers should have access to the information required to consider Xoserve's performance.

SM asked why Xoserve/CDSP would want to restrict transparency. Committee members collectively supported access to the agreement and agreed a response should be invited from the CEO. CD advised that he would discuss the views of the Committee with the CEO and the action was updated. It was agreed to carry this action forward and table a separate agenda item for the September meeting. **Carried Forward.**

0703: CDSP (MD) to feedback on Problem Statement discussions with all IGTs.

Update: AC confirmed plans are in place to discuss the Problem Statements with the IGTs on 22 August 2023 and an update will be provided in September. **Carried Forward.**

2. Approvals

2.1. Amendments to the CDSP Service Document Budget and Charging Methodology v6.3 (as per Change Pack 3174.4 – VO-PO)

Angela Clark (AC) presented the Change Pack confirming no responses had been received.

For full details of the change please refer to the published Change Pack.

The Committee were requested to approve the amendments to the CDSP Service Description Document Budget and Charging Methodology v6.3.

Shipper, DNO, NTS and IGT Members were asked to vote to approve the amendments, with unanimous approval recorded as follows:

Voting Outcome:		
Shipper Representatives	Voting Count	For/Against
Claire-Louise Roberts	2	For
Oorlagh Chapman	1	For
Steve Mulinganie	3	For
Total	6	For
Transporter Representatives	Voting Count	For/Against
Helen Chandler (DNO)	1	For
Sally Hardman (DNO)	1	For
Richard Loukes (NTS)	2	For
Jenny Rawlinson (IGT)	1	For
Total	5	For

2.2. DRR for the DSR Process (Modifications 0844 & 0845)

Simon Harris (SH) presented the Disclosure Request Report (DRR) for National Gas Transmission (NGT) to access data to support the Demand Side Response (DSR) process and provided an overview of the required data items. Please refer to the DRR published for full details.

SM enquired about the Winter Average Demand figures and if this is provided to NGT. SH explained daily consumption data is provided to NGT, and it was understood the average demand is derived from the data provided and supported in the data being provided with this Change Proposal.

SM enquired about the accuracy of the information provided, the timing of providing the Winter Annual Demand by 15 September and the possibility of having erroneous data.

SH explained the kWhs will be provided, the service line will detail the service along with the data items to be included and how the Winter Average Demand will be derived. SH confirmed the details of this will be provided to the Committee for approval. Read estimations and reconciliation were briefly considered and the impact of these on the data.

SM expressed concern about the tight timing, Shippers having Winter Annual Demand for customers and the need to use the same information. CM expressed that Shippers would need a route to gain access to the information.

It was anticipated that the NGT DSR webinar taking place on 23 August between 14:00 – 16:00, will provide an opportunity to explore this further. It was recognised this was an additional consideration that should not hold up the progress of the DRR.

Link to meeting and contacts:

[Link to DSR Webinar](#)

For further information please contact Philip.Hobbins@nationalgas.com or Matthew.Newman2@nationalgas.com

SM confirmed a DSR communication had been issued on 15 August 2023. If any shipper or consumer is interested in participating in the DSR Invitation to Offer and wishes to know the daily winter average demand of a site in respect of which they are the Registered User or Consumer before submission of an offer, the contact will be Brendan.Mullan@nationalgas.com

The Committee were requested to approve the DRR to provide NGT with data.

Shipper, DNO, NTS and IGT Members were asked to vote to approve the DRR, with unanimous approval recorded as follows:

Voting Outcome:		
Shipper Representatives	Voting Count	For/Against

Claire-Louise Roberts	2	For
Oorlagh Chapman	1	For
Steve Mulinganie	3	For
Total	6	For
Transporter Representatives	Voting Count	For/Against
Helen Chandler (DNO)	1	For
Sally Hardman (DNO)	1	For
Richard Loukes (NTS)	2	For
Jenny Rawlinson (IGT)	1	For
Total	5	For

3. Business Plan Updates

3.1. BP Updates

James Rigby (JRi) provided a verbal update on the approach for the General Change Budget BP24.

Referring to the Principle and Approach (P&A) document, which was published at the end of July, JR confirmed a 5th principal had been added for transparency. JR confirmed the availability of information via the Xoserve Hub ([BP2024-25 by Xoserve](#)) with access to all key documents in the resources section of the Hub (<https://bp24.xoserve.com/resources>).

OC enquired about the responses being published and having access to customer responses for transparency. JR believed these were available within the resource section. It was noted these were published under the resource section in a document titled Non-Confidential Q&A Register.

SM enquired in light of the leadership changes within Xoserve if the BP regime, particularly the latter part of the process will be changed. SM suggested Xoserve should consider the use of the Customer Forum to share any changes in the approach.

SM also enquired if there was any indication from the efficiency review by Kearney, if there were any areas of concern and if Kearney were able to cover the full brief. CD reassured the Committee that Kearney was able to cover the full brief and that more information will be provided next month.

Chris Dwyer (CD) relayed the positive focus of the review and the benefit of having a fresh pair of eyes, to look for areas of change.

3.2. Efficiency Review

See item 3.1 and Action update 0702.

JR confirmed during the recap of the meeting that Sian Jones and Steve Brittan are aware of the DSC+ request and are in discussion, with regards to the request.

4. Monthly Contract Management Report

Please refer presentation published at: <https://www.gasgovernance.co.uk/dsc-contract/160823>

4.1. KPM Reporting Update

CDSP provided the Key Performance Measures, and the DSC Credit & Risk Performance Indicators.

Fiona Cottam (FC) summarised the KPMs and PIs for July providing information on the failures and remedial actions, noting:

- 2 out of the 20 KPMs failed.
- 2 out of the 26 PIs failed.

Please refer to the published slides for full details.

4.2. KPM Customer Relationship Survey Results (not due this month)

Update deferred to September.

4.3. Monthly Contract Metrics

Angela Clarke (AC) provided a review of the Monthly Contract Management Reports for July 2023. This included the Third Party and Additional Services Reporting, Gemini and UK Link availability, the Meter Count Report and Communication Highlights.

Please refer to the published slides for full details.

4.4. Incident Summary

Phil Wood (PW) provided a summary of the 3 P2 incidents in July for Gemini and CSS outages. The details of the outage, the duration of each outage, the impact and remedial actions were given.

Michele Downes (MD) reported an issue with DCC (INC0389497). SM enquired if this should have been classified as a P1 incident due to the impact on CSS. PW believed the issue was detected but there were no system fixes required by CDSP as the issue was not within their control or systems. MD explained that from a technical perspective, there was a fault with CSS that Xoserve could not resolve. However, SM challenged on the basis of the impact on Customers if this should have been classified as a P1. It was agreed to consider the indirect impacts on future priority categorisations.

For details on the incidents please refer to the published slides.

4.5. Customer Issue Dashboard

CDSP provided an overview of the Open Issues Impacting Customers. Please refer to the published slides for full details.

These included:

- Missing Secured Active Messages (SAMs)
- Winter Annual Ratio Calculation
- AQ Defects (5)
- Consumer Contact Data

In relation to the P1 incident, Missing Active Messages, Sharon Dudley (SDu) reported that Xoserve are looking at the options for user interface changes to GES and if these can be incorporated into the re-platforming programme.

DSC parties were asked to document lessons learnt on the P1 incident to be shared with Retail Energy Code (REC).

Michele Downs (MD) confirmed as a result of the missing messages Modification 0855 and an XRN have been raised to undertake the financial adjustments for the alignment of CSS effective dates.

4.6. Gas Retail Data Agent (GRDA) Update

CDSP advised that the P1 incident ran from 05 July to 03 August, had created circa 84,000 missing messages, with an impact on performance for 26 days in July and 3 days in August.

SD advised that for the first time that Xoserve expects to be reporting that the 90th percentile statistic will have failed.

4.7. KVI Change Management

Kate Lancaster (KL) provided a summary of the survey between April and June 2023. Noting that the number of participants had decreased from 8 to 4. The score had increased from 7.5 to 10 from the last survey (Q4) and the YTD Scorecard for 23/24 is 10. The target score over the year is 8 and above.

5. Information Security Update

No update.

6. Financial Information

James Madge (JM) provided the confidential update.

7. Business Continuity Plan

Lee Warren (LW) provided the confidential update, giving an overview of the ongoing actions for ESEC, Business Impact Analysis, Incident Management Policy and Business Continuity (BC) Capability.

SM enquired about the testing of Xoserve and Correla's BC capability and the proximity to the new Gas Year. LW explained there is no risk to the delivery of services as this is a tabletop exercise, and no Shipper technologies will be impacted.

LW continued by providing the Disaster Recovery Testing Schedule noting there are some concerns with UK Link and CSS failures and the impacts of this on shared components.

LW referred to the Gas National Risk and suggested parties look into these from a disaster recovery point of view.

In light of the CSS incident, SM enquired if this would lead Xoserve into reviewing the level of risks with the Gemini Business to Business testing. LW agreed to look into this further and agreed to provide a post-meeting update.

Sharon Dudley (SDu) reported that the root cause of the P1 incident DCC has not been determined, conversations have been held and feedback given on what is believed to have caused the incident in relation to the running the planned disaster recovery event taking place over this weekend. Assurances were given that the disaster recovery event should be okay.

8. Contract Assurance Audit

AC referred to New Action 0802 for CDSP (HR) to provide the Committee with an overview of CDSP's Auditing Plan and how these interlink together (compliance, and internal audits) and the intention to present information in September.

9. Key Committee Updates

9.1. DSC Change Management Committee

Kate Lancaster (KL) provided a summary of the outcomes from the recent DSC Change Management Committee held on 09 August 2023. A copy of the full summary is available at: <https://www.gasgovernance.co.uk/dsc-change/090823>

9.2. REC Updates to DSC

CDSP provided an update on the REC Updates including:

- Urgent change proposals
 - XRN5675 Implementation of 0836S - Resolution of Missing Messages following Central Switching Service implementation and integration with REC Change R0067.
 - XRN5668 – MHHS program
- New Change proposals (approved last month)
 - XRN5675
 - XRN5647
- A Design Pack overview, and
- Project Updates.

SM raised concerns about the low-order changes left on the shelf, and how these are managed in a timely fashion. SM's intention will be to raise post-implementation changes with the UNC Modification Panel and concerns about the time lapses. SM enquired if the CDSP are able to provide the number of lapsed days for the change pipeline, for changes directed, to monitor the length of time changes are sitting in a queue.

New Action 0802: CDSP (KL/PO) to consider how best to monitor/report low order changes and their associated time lapses prior to implementation.

SDu provided an overview of the REC Change Pipeline in progress for R0063 and R0067 and the status of these changes.

For the detailed update please refer to the published slides.

10. Any Other Business

10.1. CMS Update

Joanne Williams (JW) provided an overview of the CMS rebuild delivery roadmap and progress to date.

V1.4 was successfully launched on 14 August 2023, containing XRN5556e and XRN5556c.

These included the following processes:

- Address Amendments (ADD / UNC)
- Network Raised Meter Number Creation (DMN)
- Ability to bulk upload (via screen)

JW advised of the Customer walk-throughs taking place to go through the processes and file upload. No issues were identified however there was one potential anomaly to highlight with a user set-up which was being worked on.

JW confirmed V1.5 planned launch was on 09 October with 16 October 2023 as a contingency.

The CMS Rebuild webpages continue to be updated to reflect activities at:

<https://www.xoserve.com/products-services/data-products/contact-management-service-cms/cms-rebuild/>

For the detailed update please refer to the published slides.

10.2. SND Engagement Day

AC advised the Committee of the upcoming SND engagement day formal invite issued on 26 September 2023; Eventbrite registration is required.

The agenda will be based on the Shipper engagement day in June 2023.

10.3. H100 Fife project – progress and engagement update

Rosie McGlynn (RMc) from SGN gave an overview of the Cooking and Heating Hydrogen Network project for delivering Hydrogen to 300 homes.

RMc provided a high-level overview of the project, reporting a positive response from the community, with over 380 customers registering an interest. Due to the infrastructure, the intention will be to cap the involvement to 300 customers.

In support of the update, SGN provided a presentation pack for information. For details, please refer to the published slides. SGN will keep parties informed and will continue to engage with the industry for full visibility.

SM suggested ICoSS may be worth engaging with for any metering issues.

10.4. Factoring in the P1 Incident into the Kearney Exercise

SM enquired in relation to value for money, customers needing expertise and support for customers if the P1 incident should be factored into the Kearney report. He believed this was a good case study to factor in, a good reflection of customer support and a positive response. JR agreed to seek a view from Kearney to see how this issue could influence their project and report.

11. Recap of decisions made during the meeting

Angela Clarke (AC) provided an overview of discussions, decisions and actions made during the meeting.

12. 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 20 September 2023	5 pm Tuesday 12 September 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 18 October 2023	5 pm Tuesday 10 October 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 15 November 2023	5 pm Tuesday 07 November 2023	Microsoft Teams	Standard Agenda

DSC Contract Management Committee Action Table						
Action Ref	Meeting Date	Minute Ref	Action	Owner	Target Date	Status Update
0601	14/06/23	3.1	CDSP (JMc) to provide an update on ARC approval regarding the proposed audit activities for the Charging Methodology being conducted by an external third party (KPMG) for Xoserve.	CDSP (JRi)	August 2023	Closed
0602	14/06/23	4.7	CDSP (DA) to undertake a case study into the Governance between DSC Change Management and DSC Contract Management Committee interactions using recent Hydrogen Change XRN5531 and report back.	CDSP (DA)	September 2023	Carried Forward
0702	19/07/23	3.2	CDSP (JMc) to Confirm if DSC+ can be shared with either: all DSC Contract Managers; or DSC Contract Management Committee Representatives. Chris Dwyer (CD) to discuss the request of the Committee to provide the DSC+ with the Xoserve CEO for a response by the September meeting.	CDSP (JMc)	September 2023	Carried Forward
0703	19/07/23	3.2	CDSP (MD) to feedback on Problem Statement discussions with all IGTs.	CDSP (MD)	September 2023	Carried Forward
0801	16/08/23	1.6	CDSP (HR) to provide the Committee with an overview of CDSP's Auditing Plan and how these interlink together (compliance, and internal/externally sourced audits).	CDSP (HH)	September 2023	Pending
0802	16/08/23	9.2	CDSP (KL/PO) to consider how best to monitor/report low order changes and their associated time lapses.	CDSP (KL/PO)	September 2023	Pending