Contract Management Committee

4. Contract Management Report 18th October 2023

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KPM Reporting
(September reporting period)

Agenda item 4.1

DSC Credit and Risk Performance Indicators

Energy Performance Indicators		
Measure Detail (Right First Time)	**Target**	**September**
Energy Balancing Credit Rules adhered to, to ensure adequate security in place	100%	100%
Measure Detail (Cycle Time)	**Target**	**September**
% of revenue collected by due date	98%	100%
% of revenue collected by due date (+2 days)	100%	100%
CDSP Performance Indicators (Cycle Time)		
Measure Detail (Cycle Time)	**Target**	**September**
% of revenue collected by due date	98%	98.77%
% of revenue collected by due date (+3 days)	98%	99. 97%

KPMs Overall Summary:- September 2023

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

KPMs Failure Summary:- August 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%	132,291,615 reads and 428,962 asset updates were received. 749 reads and 289 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%	403,575 created and 403,134 resolved. 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:- September 2023

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
PIs (26 total)	20	1	5

PIs Failure Summary:- September 2023

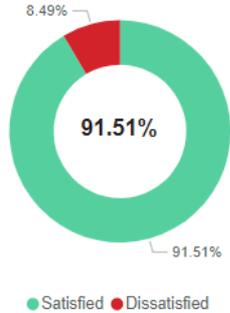| PI Ref	Measure Detail	Journey / Process	Measure Type	Target	Performance	Failure / Remedial Action	Impacted Constituent/s (GT / iGT / NG / Shipper)
PI.12	KPM relationship management survey	Customer Relationship Management	Right First Time	95.00%	91.51%	September update: Our target for this survey is to achieve 95%, this quarter we have achieved an overall customer satisfaction of 91.51%. This has increased by 8.3% since Q1 2023/24 and is largely driven by the increase in satisfaction of IGT's. Although IGT satisfaction has increased from 35.72% to 71.43%, their scores remain one of the contributing factors to the target failure. Their increase in satisfaction, however, indicates the action and delivery plan in place is improving this sentiment. The feedback provided cover improvement themes such as, lack of understanding of IGTs, slow process of their changes and opacity of Xoserve/Correla relationship. The other impacting customer segment is Small and Medium Shippers whose score has been brought down due to one specific customers sentiment, their satisfaction sits at 88.89% compared to 95% last quarter. The specific feedback from both customer segments will be followed up on by our Customer Experience team to understand and share back improvement plans. All other information and feedback received will be used to help us define definitive action points to address feedback opportunities for improvement.	Survey sent to all constituents

KPM Customer Survey results

Agenda Item 4.2

KPM Relationship Management scores
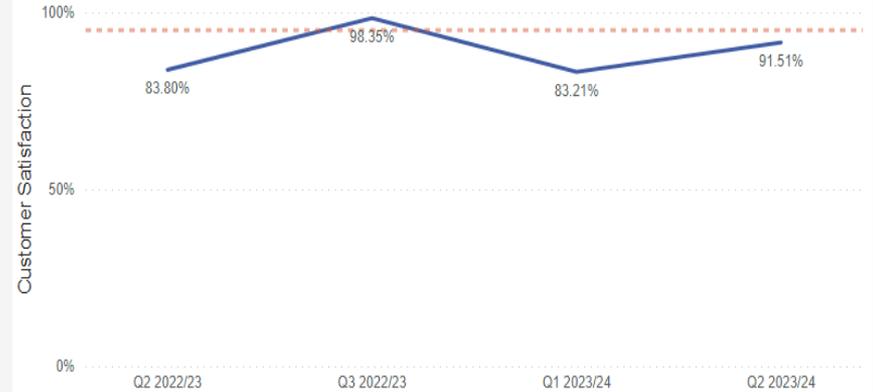
Customer satisfaction Q2 2023,24

Based on 27 respondents from 22 organisation(s).

8.49%

91.51%

91.51%

● Satisfied ● Dissatisfied

Customer feedback highlighted People, Knowledge & Behaviours and Communications as the biggest drivers of improved customer satisfaction. Change and Understanding Customers are the key improvement themes.
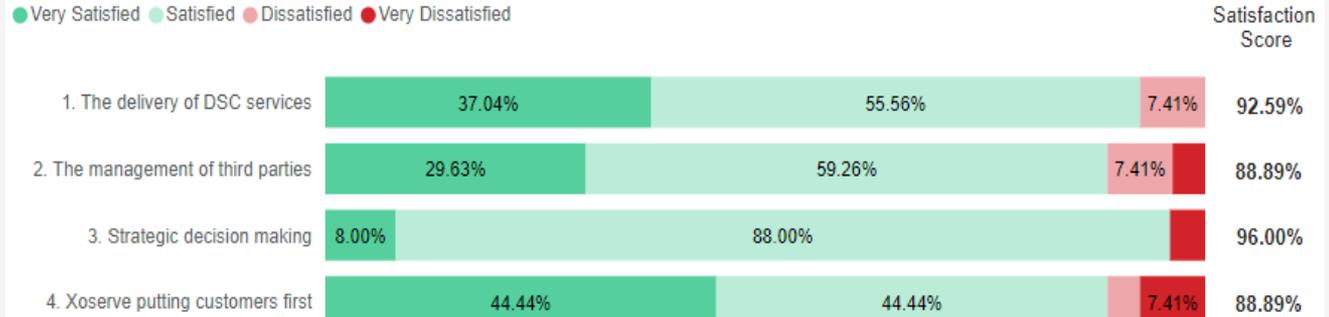
- Our KPI for this survey is to achieve 95%, this quarter we have an overall customer satisfaction of 91.51%. This has increased by 8.3% since Q1 2023/24 and is driven by the satisfaction of IGT's.
- Segment scores:
  - IGTs 71.43%
  - Large Shippers 93.75%
  - I&C Shippers 100%
  - Small/Medium Shippers 88.89%
  - Distribution Networks 100%
  - Transmission 100%

Quarterly Trends - All Segments

100%

98.35%

83.80%

50%

83.21%

91.51%

Customer Satisfaction

0%

Q2 2022/23   Q3 2022/23   Q1 2023/24   Q2 2023/24

Customer Response Volumes

53

40

40

31

20

27

0

Q2 2022/23   Q3 2022/23   Q1 2023/24   Q2 2023/24

Thinking of Xoserve as your CDSP, how satisfied are you with...

● Very Satisfied ● Satisfied ● Dissatisfied ● Very Dissatisfied

Satisfaction Score

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Satisfaction Score
1. The delivery of DSC services	37.04%	55.56%	7.41%		92.59%
2. The management of third parties	29.63%	59.26%	7.41%		88.89%
3. Strategic decision making	8.00%	88.00%			96.00%
4. Xoserve putting customers first	44.44%	44.44%	7.41%		88.89%

Customer feedback themes

Sentiment Type Volumes by Theme

Theme	Improvement	Neutral	Positive
People knowledge and behaviours			6
Other	3		2
Change	4		
Engagement	2		1
Understanding customers	3		
Communications			2
Third-party relationship	2		
Resolution quality			1

● Improvement ● Neutral ● Positive
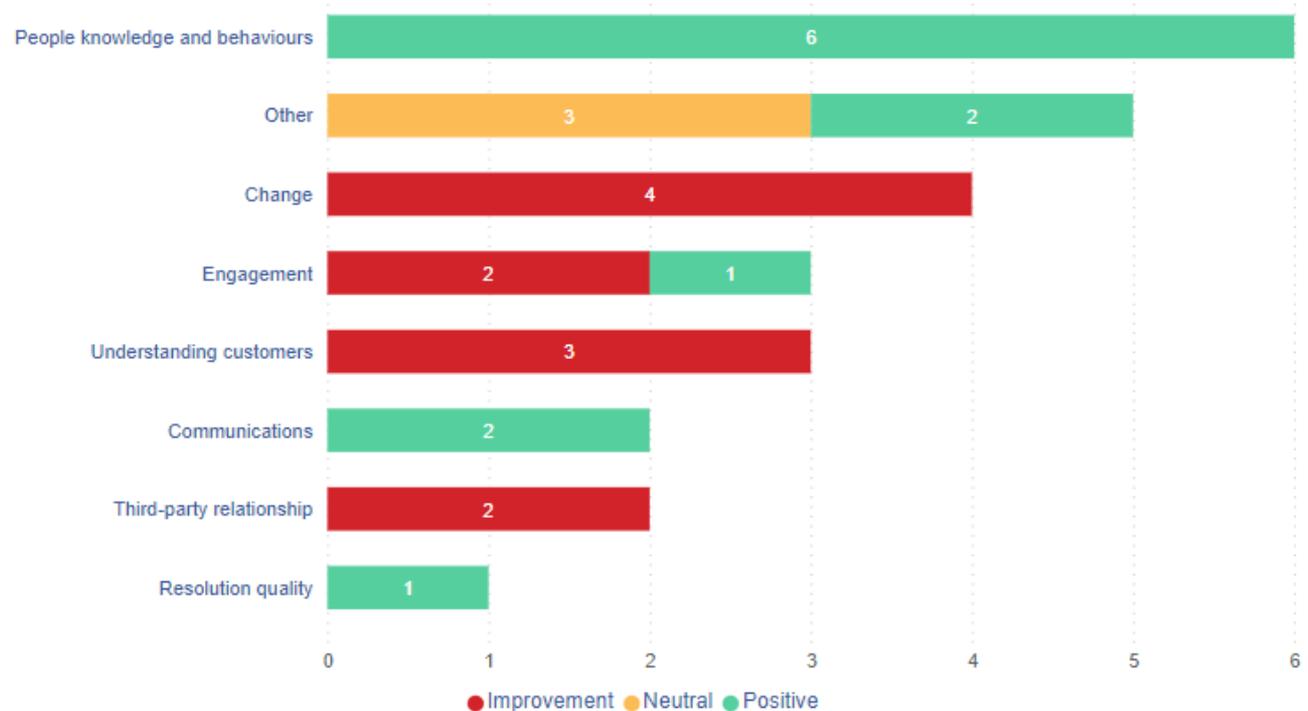
Next Steps

Focus area	Positive feedback	Improvement feedback	Actions
Third Party Relationship	• Positive experience dealing with third parties.	• Relationship between Xoserve and Correla is quite opaque. • Correla and Xoserve relationship still can feel clunky. • Relationship between networks needs improvement. Not all networks work the same.	• Future engagement meetings held by the Customer Experience team to focus on the transparency of the relationship between Correla and Xoserve with customers.
Understanding Customers	• Generally, a good understanding of customers and impacts. • Regular engagement with expert teams to help provide clarity, what it means to the customer and support relating to UK Link.	• IGT customers continue to feel there is a misunderstanding in processes and long-term pain points still valid. • IGT customers feel there is no accessibility to experts to explore options to meet preferred outcome. • Loss of expertise or lack of accessibility to expertise seems to be becoming a trend.	• Working with IGTs as a collective and individually to work through pain points & prioritisation. Action plans have been developed and agreed either individually or as a collective customer segment where relevant • Quality resolution and accessibility to expertise is being worked on internally owned by the Customer Experience team to ensure this is to a high standard and customers have a point of contact for SME conversations/support.
Engagement	• Positive experience with current engagement • Always on hand to support where required	• Further engagement for IGT customers needed to continue improvements surrounding pain-points.	• Working with IGTs as a collective and individually to work through pain points & prioritisation. Action plans have been developed and agreed either individually or as a collective customer segment where relevant
Change	• Xoserve/Correla are good at discussing issues and proposing solutions. • Quality of the work delivered on specific XRNs is great.	• Little movement seen in the process once proposed solution is discussed and agreed. • Change process seems to last a very long time and customers feel not always considered in approach.	• Specific feedback regarding XRN5614 which this relates to has been passed onto the change delivery team to distinguish actions. Update to be provided in November 2023.
Communication	• Xoserve/Correla provided exemplary support to recent P1 incident.		

Monthly Contract Management reports and updates

Agenda Item 4.3

Communications Highlights – September 2023

Publications

- Government launches public consultation on hydrogen blending
- First Draft of Xoserve Business Plan 2024
- Decarb Discussions podcast – Hydrogen blending: Delivering safe, non-disruptive and cost-effective carbon reduction for gas customers
- Xoserve's Annual Review 2022 – 2023
- Gas Year 2023/24 Update – Demand Profiles and Unidentified Gas Weighting Factors
- Delivering Decarb – September 2023

Looking ahead

- 3 October 2023: CDSP Business Plan 2024-25 (BP24) - First Draft Roundtable
- 9 October 2023: CMS Re-build Customer Focus Group
- 18 October - CoMC

Events

- 1 September onwards – 'Drop In' calls for CSS P1 Incident hosted by Xoserve
- 7 September DN Constituent Meeting
- 7 September Transmission Workgroup
- 8 September IGT Constituent Change Meeting
- 11 September PAFA Scope of Services Workshop
- 12 September Customer Induction Day
- 12 September Performance Assurance Committee
- 13 September Change Management Committee
- 14 September Quarterly VAT Update (DNs)
- 14 September IGT UNC Modification Workstream
- 15 September CMS Rebuild Customer Focus Workgroup
- 15 September CDSP Cyber Security Activity (Business Plan 2024-2025)
- 15 September Investment Roundtable (Business Plan 2024-2025)
- 18 September Extraordinary PAC
- 19 September Customer process Day (CMS processes)
- 25 September DSC Delivery Sub-Group
- 20 September Contract Management Committee
- 21 September UNC Mod Panel & UNCC
- 22 September Performance Assurance Industry Engagement Session
- 26 September IGT Constituent Operational Meeting
- 26 September SND/Shipper Engagement Day
- 28 September Distribution Workgroup
- 29 September AUG Sub Committee

Performance monitoring (September 2023)

Reporting Area	September	Year to date
Additional Services	£0.00	£36,481.00
Third Party Services	£26,021.62	£132,471.65

- Gemini Performance and UK Link Availability

Gemini Service Performance	
Target	Actual
99%	100%

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 (September 2023)

Class	MPRN Count	Smart Count	Total	Smart %
1	622	0	622	0.00%
2	694	0	694	0.00%
3	172869	4224296	4397165	96.07%
4	11071495	9665449	20736945	46.61%

Overall 55% of the entire Meter Portfolio is Smart

Xoserve Incident Summary

Agenda Item 4.4

Summary

System Affected	Priority	Impact	Remedial Actions	KPM Breach	Resolved	Customer Segment Impacted
Gemini	P2	Customers would have seen delayed response times when using Gemini APIs. Some customers would also have experienced issues logging into Gemini	The support team initiated the standard failover procedure which diverted traffic to the secondary server to mitigate the immediate impact on customers. Following the failover, a controlled restart was undertaken to prevent any further access issues and service returned to normal operation.	No	Yes	Shippers

High Level Summary of P1/P2 Incidents: Sep 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
INC0409188	Our monitoring detected file slowness with Gemini file processing, this subsequently impacted the ability for some customers to successfully log into Gemini	An intermittent issue with the Network Interface Card (NIC) caused communication interruption to the Service.	Customers would have seen delayed response times when using Gemini APIs. Some customers would also have experienced issues logging into Gemini	The support team initiated the standard failover procedure which diverted traffic to the secondary server to mitigate the immediate impact on customers. Following the failover, a controlled restart was undertaken to prevent any further access issues and service returned to normal operation.	18th Sep	18th Sep

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)	- Circa. 83,000 missing SAM's relating to switching activities (includes all missing messages to date).	- Modification 0855 - Final Modification Report expected to be presented to October UNC Mod Panel - IGT UNC equivalent Mod (IGT UNC 171) proposed which was presented to IGT UNC Panel on 29 September 2023 - A further 50 missing messages identified between 14 August 2023 and 30 September 2023, 45 on 30 September 2023.	Shippers DNs IGTs
Consumer Contact Data	- Consumer contact data is not complete when sent in the portfolio files to IGTs & DNs	- Fix applied to the 'special characters' contained within contact data & DCC flag. - Ad-hoc report of the quarterly portfolio file extracted & further checks carried out. This identified further issues which have been assessed. - Unlikely that all data issues will be fixed prior to file extraction mid October. - A communication will be issued after the files have been sent providing a list of all data issues that have been fixed & those yet to be fixed.	IGTs DNs

Issue Summary – Distribution Networks

- Missing Secured Active Messages (SAMs)
  - Total of c. 83,000 missing messages since CSS implementation.
  - 82,500 impacted by the P1 CSS major incident in July 2023.
  - A further 50 missing messages identified between 14 August 2023 and 30 September 2023, 45of these on 30 September 2023
  - Mod. 0836S – raised March 2023 prior to the P1 incident. Approved on 21 September 2023, aim for implementation in December 2023 in line with RO067.
  - Mod. 0855 – issued for Consultation. Final Modification Report expected to be presented to October UNC Mod Panel.
  - Equivalent IGT UNC Modification (IGT UNC 171) raised and presented to IGT Mod Panel on 29 September 2023.
  - Potential Impacts:
    - Transportation charges issued to the incorrect Shipper
    - Portfolio reports showing incorrect Shipper/Supplier
- Portfolio Files
  - Fix applied to the 'special characters' contained within contact data & DCC flag.
  - Ad-hoc report of the quarterly portfolio file extracted & further checks carried out. This identified further issues which have been assessed.
  - Unlikely that all data issues will be fixed prior to file extraction mid October.
  - A communication will be issued after the files have been sent providing a list of all data issues that have been fixed & those yet to be fixed.

Issue Summary - Shippers

- Missing Secured Active Messages (SAMs)
  - Total of c. 83,000 missing messages since CSS implementation.
  - 82,500 impacted by the P1 CSS major incident in July 2023.
  - A further 50 missing messages identified between 14 August 2023 and 30 September 2023, 45of these on 30 September 2023
  - Mod. 0836S – raised March 2023 prior to the P1 incident. Approved on 21 September 2023, aim for implementation in December 2023 in line with RO067.
  - Mod. 0855 – issued for Consultation. Final Modification Report expected to be presented to October UNC Mod Panel.
  - Equivalent IGT UNC Modification (IGT UNC 171) raised and presented to IGT Mod Panel on 29 September 2023.
  - Potential Impacts:
    - Transportation charges issued to the incorrect Shipper
    - Portfolio reports showing incorrect Shipper/Supplier

Issue Summary – IGTs

- Missing Secured Active Messages (SAMs)
  - Total of c. 83,000 missing messages since CSS implementation.
  - 82,500 impacted by the P1 CSS major incident in July 2023.
  - A further 50 missing messages identified between 14 August 2023 and 30 September 2023, 45of these on 30 September 2023
  - Mod. 0836S – raised March 2023 prior to the P1 incident. Approved on 21 September 2023, aim for implementation in December 2023 in line with RO067.
  - Mod. 0855 – issued for Consultation. Final Modification Report expected to be presented to October UNC Mod Panel.
  - Equivalent IGT UNC Modification (IGT UNC 171) raised and presented to IGT Mod Panel on 29 September 2023.
  - Potential Impacts:
    - Transportation charges issued to the incorrect Shipper
    - Portfolio reports showing incorrect Shipper/Supplier
- Consumer Contact Data not complete in the Quarterly Portfolio Files (IQL):
  - Fix applied to the 'special characters' contained within contact data & DCC flag.
  - Ad-hoc report of the quarterly portfolio file extracted & further checks carried out. This identified further issues which have been assessed.
  - Unlikely that all data issues will be fixed prior to file extraction mid October.
  - A communication will be issued after the files have been sent providing a list of all data issues that have been fixed & those yet to be fixed.
  - Checks have confirmed that the daily portfolio file (IDL) is complete and correct

GRDA Performance

Agenda Item 4.6

GRDA Performance – September 2023

Key points to note September 2023

- Figures quoted based on draft RPA report due to CoMC paper deadline – indicates:

- 7.1.3 - failure due to missing messages from CSS:

  - 4 of 23 days at average volume with at least 1 missing message

  - 50 missing messages in total … 45 of which were associated with 1st October Effective Date

- 7.2.1 / 7.2.2 – response times show 1 and 2 hours respectively outside of Gate Closure where GRDA gateway did not respond in SLA

target   actual

Service P	Service D	Service D	Section n	Metric Description	Performance Le	Metric Ty	Value
Xoserve	GRDS	Service A	5.2	Percentage Service Availability for the receipt and acknowledgement of Market Messages from the CSS Provider (excluding scheduled maintenance	0.9975	DECIMAL	0.9991
Xoserve	GRDS	Service A	5.3	Number of instances where scheduled maintenance occurred between 16:00 and 01:00 hours	0	INT	0
Xoserve	GRDS	Service A	5.4	In the event of an unplanned outage how many instances had the system not resumed operation within one hour	0	INT	0
Xoserve	GRDS	Service L	7.1.1	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below an average daily volume what percentage of days was the mean response time from GRDS 20 minutes or less		1	INT	1
Xoserve	GRDS	Service L	7.1.2	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below an average daily volume what percentage of days was the 90th Percentile response time from GRDS 25 minutes or less		1	INT	1
Xoserve	GRDS	Service L	7.1.3	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	0.8261
Xoserve	GRDS	Service L	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 L	7.1.5	Number of days in the reporting month where market messages from the CSS Provider (relating to secured switches at gate closure) were at or below the average daily volume	N/A	INT	7
Xoserve	GRDS	Service L	7.1.6	Number of days in the reporting month where market messages from the CSS Provider (relating to secured switches at gate closure) were at or below the peak daily volume	N/A	INT	23
Xoserve	GRDS	Service L	7.1.6	Number of days in the reporting month where market messages from the CSS Provider (relating to secured switches at gate closure) were above the peak daily volume	N/A	INT	0
Xoserve	GRDS	Service L	7.2.1	average hourly volume what percentage of hours was the mean response time from GRDS 6 seconds or less		1	DECIMAL	0.9983
Xoserve	GRDS	Service L	7.2.2	Where market messages from the CSS Provider (other than at gate closure) are at or below an average hourly volume what percentage of hours was the 90th percentile response time from GRDS 10 seconds or less		1	DECIMAL	0.9965
Xoserve	GRDS	Service L	7.2.3	hourly volume what percentage of hours was the mean response time from GRDS 10 seconds or less		1	DECIMAL	1
Xoserve	GRDS	Service L	7.2.4	Where market messages from the CSS Provider (other than at gate closure) are at or below peak hourly volume what percentage of hours was the 90th percentile response time from GRDS 15 seconds or less		1	DECIMAL	1
Xoserve	GRDS	Service L	7.2.5	Number of hours in the reporting month where market messages from the CSS Provider (other than at gate closure) were at or below the average hourly volume	N/A	INT	574
Xoserve	GRDS	Service L	7.2.6	Number of hours in the reporting month where market messages from the CSS Provider (other than at gate closure) were at or below the peak hourly volume	N/A	INT	98
Xoserve	GRDS	Service L	7.2.7	Number of hours in the reporting month where market messages from the CSS Provider (other than at gate closure) were above the peak hourly volume	N/A	INT	48
Xoserve	GRDS	Service L	7.5	Where a BCDR event is invoked what number of instances was the maximum recovery time objective for the GRDS greater than 8 hours		0	INT	0
Xoserve	GRDS	General	N/A	received SAMs in milliseconds and the metric would score 100% if messages were received in the stated windows. Re 7.2.1& 7.2.2 - We will look to investigate metric drops and provide further commentary throughout the month.	N/A	FREE TEXT	

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:- September 2023

DSC Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target	Volume	Sep-23
KPM.01	Percentage of shipper transfers processed	Manage Shipper Transfers	Andy Szabo / Neil Laird	Right First Time	100.00%	1,005,460	100.00%
KPM.02	Percentage of meter reads successfully processed	Meter Read / Asset Processing	Andy Szabo / Neil Laird	Right First Time	99.50%	131,125,700	99.99%
KPM.03	% of asset updates successfully processed	Meter Read / Asset Processing	Andy Szabo / Neil Laird	Right First Time	99.50%	489,534	100.00%
KPM.04	% of AQs processed successfully	Monthly AQ Processes	Andy Szabo / Neil Laird	Right First Time	100.00%	25,822,897	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%	4,366	0.22%
KPM.06	Percentage processed within the Completion Time Service Level in DSC	Manage Shipper Transfers	Andy Szabo / Neil Laird	Cycle Time	100.00%	1,005,460	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%	132,720,577	99.99%
KPM.08	% Notifications sent by due date	Monthly AQ Processes	Andy Szabo / Neil Laird	Cycle Time	100.00%	14,942,412	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%	2,159	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%	225	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%	65	100.00%
KPM.12	% of invoices sent on due date	Invoicing DSC Customers	Andy Szabo / Neil Laird	Cycle Time	100.00%	2,159	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%	403,134	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	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%	490	97.30%
KPM.18	% of customer tickets (Incidents & Requests) responded to within SLA	Customer Contacts (technical)	Andy Szabo / Trefor Price	Cycle Time	90.00%	1,813	98.74%
KPM.19	UK Link Core Service Availability	UKLink	Andy Szabo / Trefor Price	Cycle Time	99.00%	N/A	99.95%
KPM.20	Gemini Core Service Availability	Gemini	Andy Szabo / Trefor Price	Cycle Time	99.00%	N/A	99.92%

DSC PI Performance:- September 2023

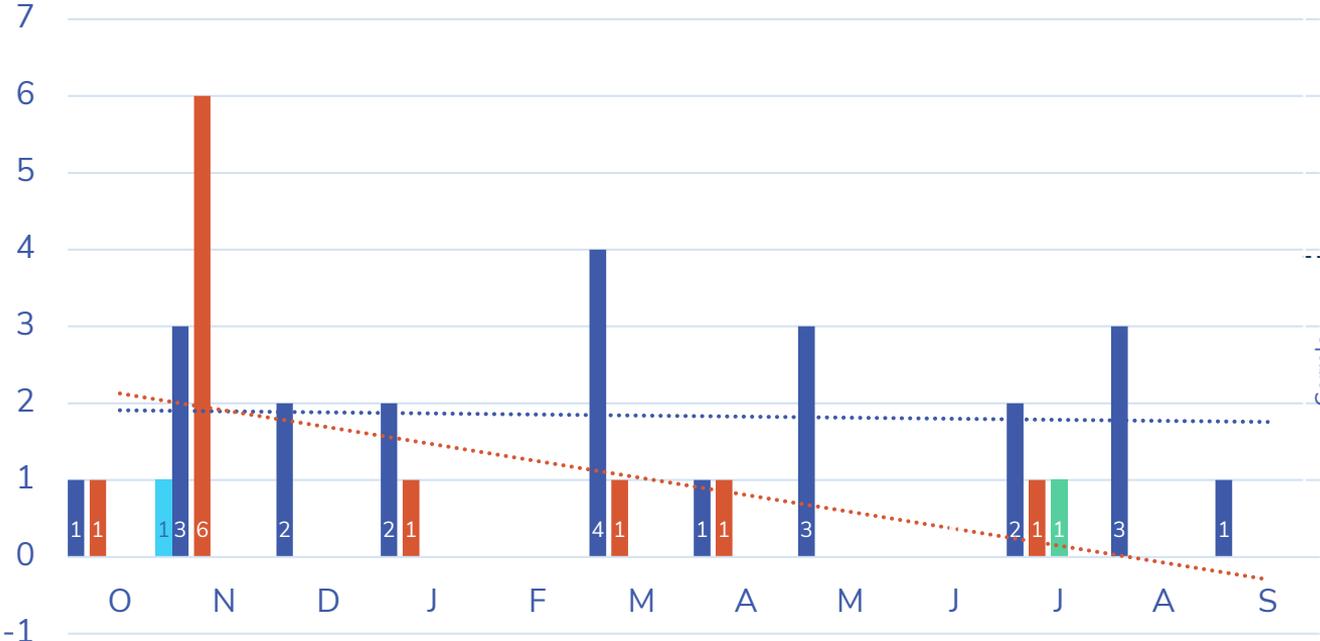| DSC Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target	Volume	Sep-23
PI.01	% CMS Contacts processed within SLA (95% in D+10)	Manage Updates To Customer Portfolio	Andy Szabo / Neil Laird	Cycle Time	95.00%	15,241	98.86%
PI.02	% CMS Contacts processed within SLA (80% in D+4)	Manage Updates To Customer Portfolio	Andy Szabo / Neil Laird	Cycle Time	80.00%	13,407	86.97%
PI.03	% CMS Contacts processed within SLA (98% in D+20)	Manage Updates To Customer Portfolio	Andy Szabo / Neil Laird	Cycle Time	98.00%	15,318	99.36%
PI.04	% (P5) customer queries responded to within SLA/OLA	Customer Contacts	Andy Szabo / Neil Laird	Cycle Time	90.00%	974	98.67%
PI.05	Percentage of queries resolved RFT	Customer Contacts	Andy Szabo / Neil Laird	Right First Time	95.00%	974	99.59%
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Andy Szabo / Neil Laird	Cycle Time	100.00%	990	100.00%
PI.07	% of RFT against all reports dispatched	Customer Reporting (all forms)	Andy Szabo / Neil Laird	Right First Time	99.00%	990	100.00%
PI.08	% of valid CMS challenges received (PSCs)	Manage Updates To Customer Portfolio	Andy Szabo / Neil Laird	Right First Time	1.00%	21	0.14%
PI.09	% of Telephone Enquiry Service calls answered within SLA	Customer Contacts	Andy Szabo / Neil Laird	Cycle Time	90.00%	4,412	95.87%
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%	N/A	N/A
PI.11	DESC / CDSP DE obligations delivered on time	Demand Estimation Obligations	Andy Szabo / Neil Laird	Cycle Time	100.00%	7	100.00%
PI.12	KPM relationship management survey	Customer Relationship Management	Andy Szabo / Neil Laird	Right First Time	95.00%	27	91.51%
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%	1	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	N/A
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%	1	100.00%
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%	1	100.00%
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%	1	100.00%
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%	1	100.00%
PI.28	DDP Core Service Availability (0900-1700 normal business hours)	DDP	Andy Szabo / Neil Larid	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?

Key:

|	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 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

Sep 2023

	Correla Identified	Customer Identified
Correla Controllable	1	0
Correla Uncontrollable	0	0

Performance Year to Date

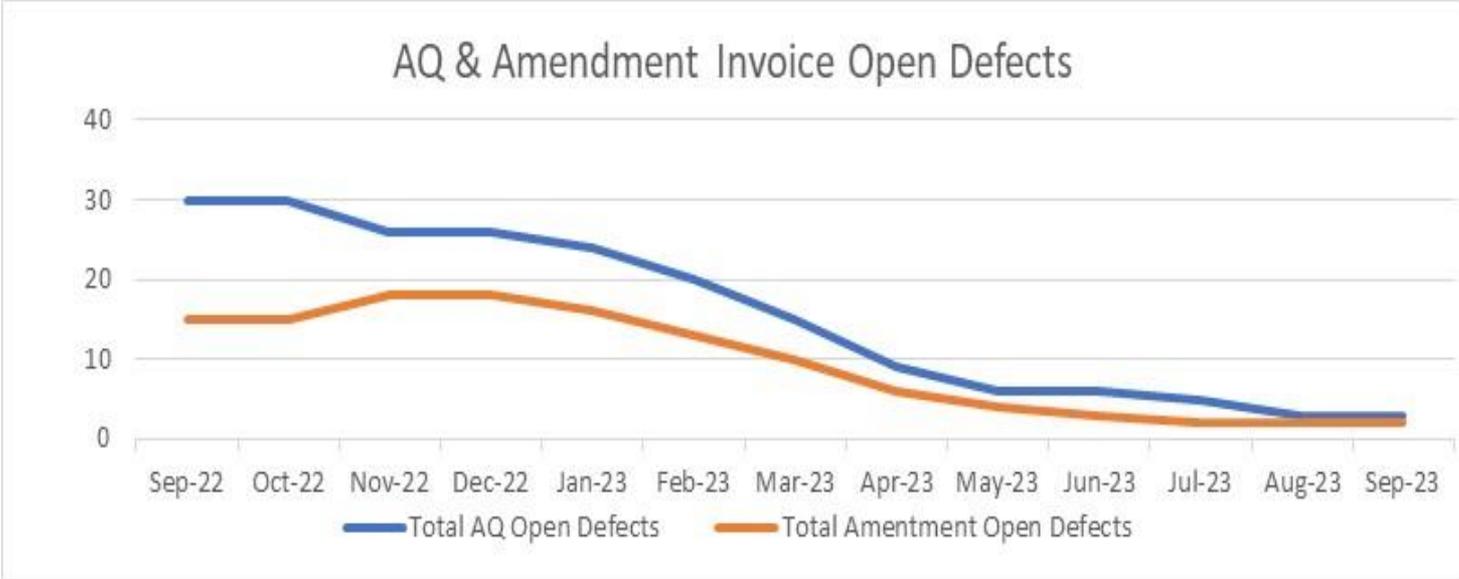|	Correla Identified	Customer Identified
Correla Controllable	10	2
Correla Uncontrollable	1	0

Appendix 3

CUSTOMER ISSUE DASHBOARD

AQ Defects – Open & Closed over 12 Month Period
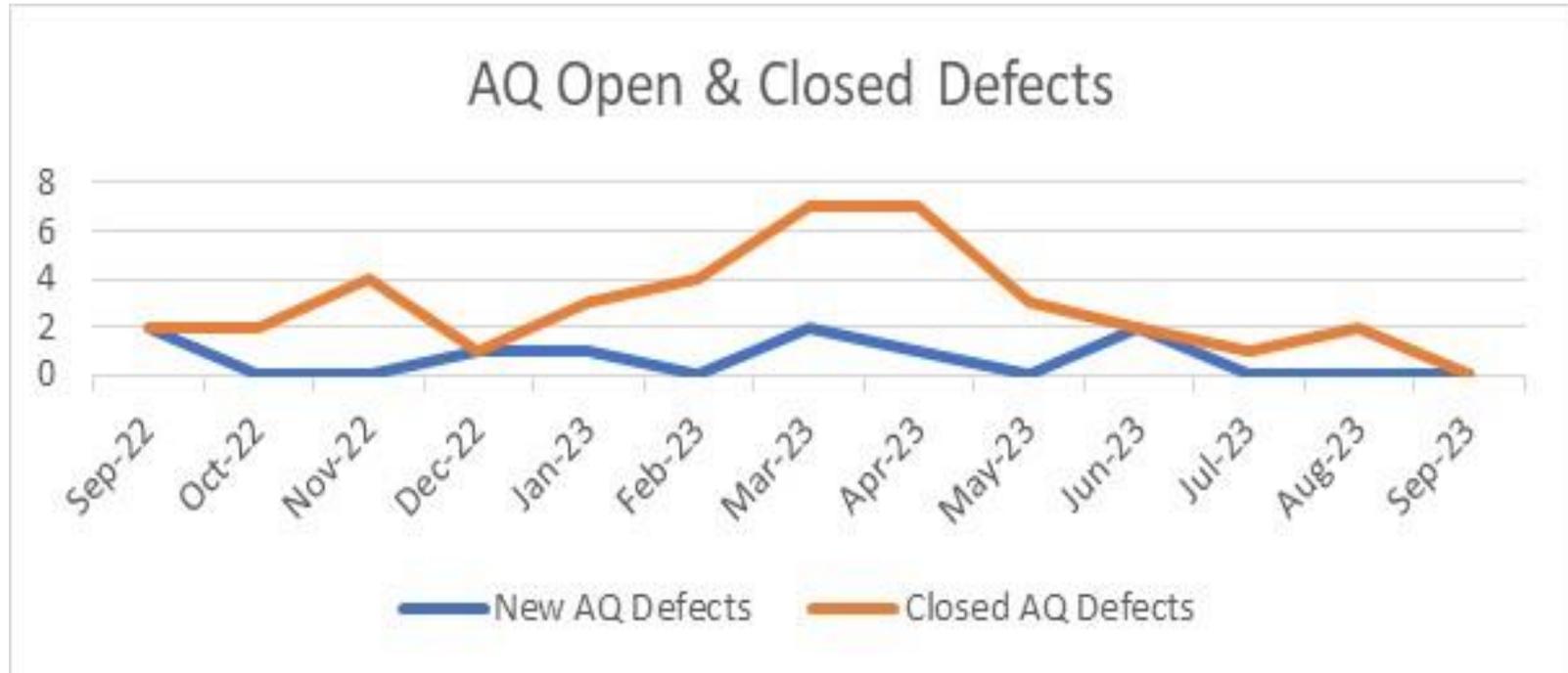
Amendment Invoice Defects – Open & Closed over 12 Month Period

Amendment Invoice Open & Closed Defects
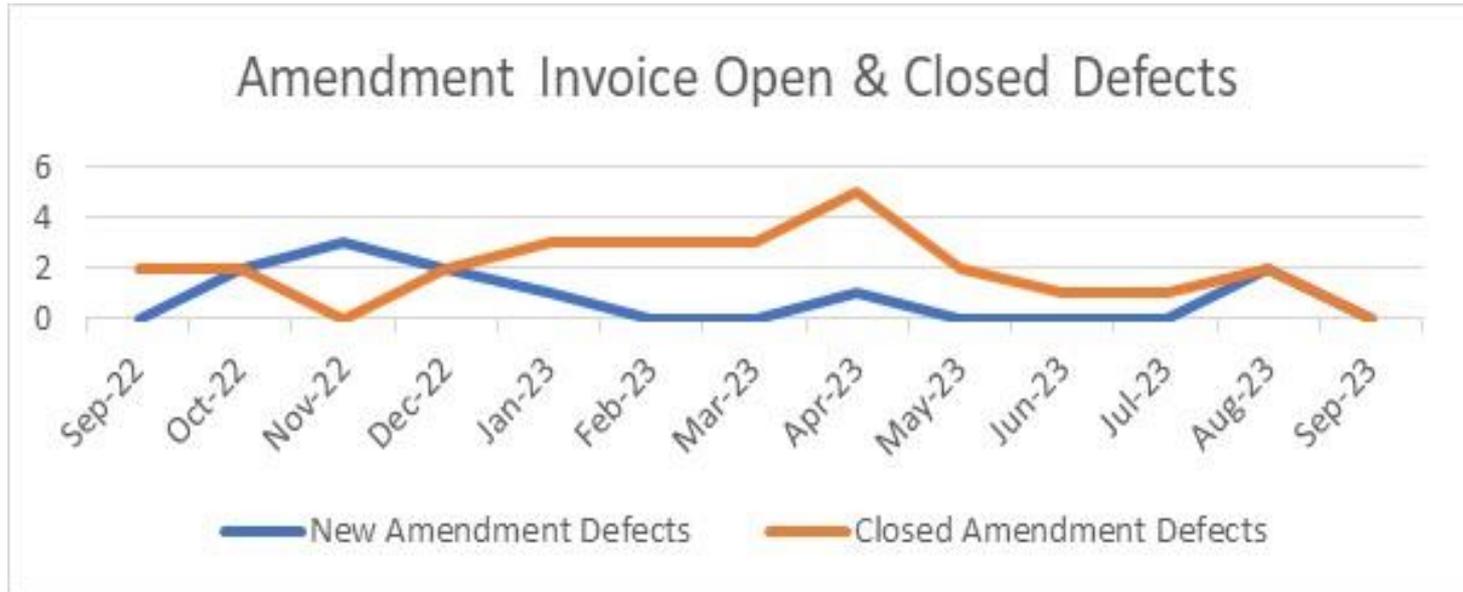
AQ & Amendment Open Defects over 12 Month Period

Amendment Invoice – MPRNs Invoiced & Exceptions Raised & Resolved

Month	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23
MPRNs Billed	14,187,925	14,053,696	14,010,347	14,796,109	15,402,166	15,118,598
MPRNs in Exception	9,860	24,348	25,787	21,489	26,780	37,395
% Total Exception Vs Billed	0.0695	0.1732	0.1841	0.1452	0.1739	0.2473
Exceptions created	295,549	365,006	493,031	470,072	482,852	TBC
Exceptions cleared	295,499	364,673	492,994	469,689	482,788	TBC
Exceptions failed SLA	50	333	37	383	64	TBC
% Cleared	99.98	99.91	99.99	99.92	99.99	TBC
% missed SLA vs Billed	0.0004	0.0024	0.0003	0.0026	0.0004	TBC

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/