Contract Management Committee

4. Contract Management Report 14th February 2024

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KPM Reporting
(January reporting period)

Agenda item 4.1

DSC Credit and Risk Performance Indicators

Energy Performance Indicators		
Measure Detail (Right First Time)	**Target**	**January 24**
Energy Balancing Credit Rules adhered to, to ensure adequate security in place	100%	100%
Measure Detail (Cycle Time)	**Target**	**January 24**
% of revenue collected by due date	98%	99.39%
% of revenue collected by due date (+2 days)	100%	100%
CDSP Performance Indicators (Cycle Time)		
Measure Detail (Cycle Time)	**Target**	**January 24**
% of revenue collected by due date	98%	99.87%
% of revenue collected by due date (+3 days)	98%	99.9%

KPMs Overall Summary:- January 2024

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
KPMs (20 total)	18 (Pending KPM.13 available on 14th Feb)	1	0

KPMs Failure Summary:- January 2024

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%	99.99%	153,586,354 reads and 254,144 asset updates were received. 11,027 reads and 1,146 asset updates were not processed due to Exception processes.	GT / iGT / Shipper

PIs Overall Summary:- January 2024

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
PIs (26 total)	16	1	9

PIs Failure Summary:- January 2024

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%	99.20%	On 11th January, a P2 major incident occurred during a table index rebuild activity to address table fragmentation issues and improve the performance of the Capacity extraction job in ISU. This activity led to temporary database locks and a disruption to the performance of SAP ISU. This subsequently resulted in 10 reports (2 individual reports each sent to 5 different customers) being sent outside of their SLA. Reports were issued 4 and 3 days outside of SLA. Both reports use data from tables which rely on the capacity extraction job. Due to the above issue the capacity run took longer than expected causing the tables related to these reports to not be updated on time. This meant that the reports were not ready to be sent until after their SLAs. The Technical team terminated a planned rebuild activity which had been identified as the cause of the job performance issues. Following this, further issues were observed (due to the need to undertake index rebuild activity) and therefore a failover to a different server was undertaken resolving the issue.	GTs

KPM Customer Survey Results

Agenda item 4.2 (Due April)

Monthly Contract Management reports and updates

Agenda Item 4.3

Communications Highlights – January 2024

Publications in January 2024

- [Gemini Sustain Plus, connectivity, onboarding & market trials](#)

- [Final version of the Business Plan 2024](#)

- [Delivering Decarb January 2024](#)

- [Xoserve Board update January 2024](#)

- [Loadable 2024 Billing Calendar](#)

- [Blog: How new Hydrogen decisions could deliver a more certain future for gas](#)

Looking ahead

- [9 February 2024: CMS Re-build Customer Focus Group](#)

- [13 February 2024 Customer Induction Day](#)

- [20 February 2024 Customer process Day: Reads & AQ](#)

Events

- 4 January Transmission Workgroup
- 5 January IGT Constituent Change Meeting
- 10 January Change Management Committee
- 11 January DN Constituency
- 11 January IGT UNC Modification Workstream
- 12 January AUG Sub-Committee
- 12 January CMS Rebuild Customer Focus Workgroup
- 16 January Performance Assurance Committee
- 17 January Contract Management Committee
- 18 January UNC Mod Panel & UNCC
- 22 January IGTAD Sub-Committee
- 22 January CSM Re-build MUS Walkthrough
- 22 January DSC Delivery Sub-Group
- 22 January Gemini Sustain Plus Focus Group
- 23 January DNCMF
- 23 January February Major Release awareness session
- 23 January IGT Constituency Meeting
- 24 January Shipper Constituency Meeting
- 25 January Distribution Workgroup
- 26 January IGT UNC Mod Panel
- 29 January Offtake Arrangements Committee
- 20 January Offtake Arrangements Workgroup
- 31 January DESC

Meter Count Report (January 2024)

Class	MPRN Count	Smart Count	Total	Smart %
1	631	0	631	0.00%
2	796	0	796	0.00%
3	188365	4027716	4216081	95.53%
4	10662271	10291101	20953373	49.11%

Overall, 56% of the entire Meter Portfolio is Smart

Performance monitoring (January 2024)

- Additional Services and Third-Party Services Invoicing

Reporting Area	January	Year to date
Additional Services	£1,584.13	£43,122.13
Third Party Services	£18,600.00	£168,617.46

- Gemini Performance and UK Link Availability

Gemini Service Performance	
Target	Actual
99%	99.84%

UK Link Availability and Performance	Target	Actual
Batch Transfer	99%	100%
Service Desk Availability	99%	100%

All Transportation Invoice Charging obligations were achieved

Xoserve Incident Summary

Agenda Item 4.4

Summary

System Affected	Priority	Impact	Remedial Actions	KPM Breach	Resolved	Customer Segment Impacted
UKLink Portal / Contour / CMS	P2	Customers were unable to access the Xoserve Services portal and CMS as Microsoft Multifactor Authentication (MFA) emails were not being sent by Micorsoft. Customers logged in before the incident would have retained systems access.	Correla investigated the issue to ensure the issue was not within the Correla domain. A high priority incident was raised with Microsoft who confirmed the issue was impacting multiple customers. Microsoft provided updates until the incident was resolved	No	Yes	Shippers, Suppliers, Price comparison websites (PCWs), Third-party intermediaries (TPIs)and IGTs
Gemini	P2	Customers were unable to access Gemini Exit for 1hr 6 mins following a planned change to increase storage space.	The change was reverted and subsequently deployed. Additional controls were implemented to prevent recurrence.	No	Yes	National Gas, Shippers
UK-Link	P2	Customers would have been unsuccessful when attempting to log a contact in legacy CMS or, when attempting a transaction on the UK Link Portal between 10:29 - 11:00. During a planned failover activity to restore resilience, legacy CMS and the UK Link Portal were unavailable between 13:45 - 15:05	The Technical team terminated a planned rebuild activity that was identified to be the cause of the job performance issues. Following this further issues were observed whilst, a failover to an alternate server was undertake, fully restoring service.	No	Yes	DMSP's, Shippers, DNs and IGTs
UK-Link / Legacy CMS	P2	Customers would have been unsuccessful when attempting to log a contact in legacy CMS or, when attempting a transaction on the UK Link Portal between 11:18-12:00. Following the addition of the maintenance page on legacy CMS, this was unavailable between 12:00-12:16.	An automatic failover was triggered, and a controlled restart was performed restoring service	No	Yes	DMSP's, Shippers, DNs and IGTs

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).	- Total of 1 outstanding missing messages: - 1 pending customer response - One missing message in January 2024 which has been resolved.	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. - The one remaining issue identified was fixed prior to the quarterly portfolio files being issued in January 2024. - Further issue identified during testing of the last fix, this will be fixed prior to the next quarterly file being issued in April 2024.	IGTs DNs
Meter Readings	- Meter reading batch process failed	- During December 2023 and on 1 & 2 January 2024, the Class 3 and 4 meter reading batch process failed to complete. Although meter readings were recorded in UKLink tables, Shippers received incorrect rejection notifications. - Communication issued and data sets of the impacted MPRNs sent to Shippers. - The meter readings were re-processed on the 9 & 10 January. - Meter readings were included in AQ and reconciliation processes. - No impact to PAF reporting.	Shippers
Invoicing Files	- Delay in submitting the Capacity supporting information files	- Communication issued on 12 January notifying customers of the delay in submitting the Capacity supporting information files (Smaller Supply Points). - Files were issued on 14 January 2024.	Shippers

GRDA Performance

Agenda Item 4.6

GRDA Performance – January 2024

target actual

Key points to note from January 2024

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

- 7.1.1 - failure due to missing messages from CSS:
  - 1 of 21 days at average volume with at least 1 missing message

Service Provider	Service Definition	Service Definition Section	Section number	Metric Description	Performance Level	Metric Type	Value
Xoserve	GRDS	Service Availability	5.2	Percentage Service Availability for the receipt and acknowledgement of Market Messages from the CSS Provider (excluding scheduled maintenance	0.9975	DECIMAL	0.9988
Xoserve	GRDS	Service Availability	5.3	Number of instances where scheduled maintenance occurred between 16:00 and 01:00 hours	0	INT	0
Xoserve	GRDS	Service Availability	5.4	In the event of an unplanned outage how many instances had the system not resumed operation within one hour	0	INT	0
Xoserve	GRDS	Service Levels	7.1.1	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below an average daily volume what percentage of days was the mean response time from GRDS 20 minutes or less	1	INT	0.95
Xoserve	GRDS	Service Levels	7.1.2	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below an average daily volume what percentage of days was the 90th Percentile response time from GRDS 25 minutes or less	1	INT	1
Xoserve	GRDS	Service Levels	7.1.3	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below peak daily volume what percentage of days was the mean response time from GRDS 35 minutes or less	1	INT	1
Xoserve	GRDS	Service Levels	7.1.4	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below peak daily volume what percentage of days was the 90th percentile response time from GRDS 40 minutes or less	1	INT	1
Xoserve	GRDS	Service Levels	7.1.5	Number of days in the reporting month 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	21
Xoserve	GRDS	Service Levels	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	10
Xoserve	GRDS	Service Levels	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 Levels	7.2.1	Where market messages from the CSS Provider (other than at gate closure) are at or belowan average hourly volume what percentage of hours was the mean response time from GRDS 6 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.2	Where market messages from the CSS Provider (other than at gate closure) are at or belowan average hourly volume what percentage of hours was the 90th percentile response time from GRDS 10 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.3	Where market messages from the CSS Provider (other than at gate closure) are at or belowpeak hourly volume what percentage of hours was the mean response time from GRDS 10 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.4	Where market messages from the CSS Provider (other than at gate closure) are at or belowpeak hourly volume what percentage of hours was the 90th percentile response time from GRDS 15 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.5	Number of hours in the reporting month where market messages from the CSS Provider (other than at gate closure) were at or below the average hourly volume	N/A	INT	647
Xoserve	GRDS	Service Levels	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	73
Xoserve	GRDS	Service Levels	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	24
Xoserve	GRDS	Service Levels	7.5	Where a BCDR event is invoked what number of instances was the maximum recovery time objective for the GRDS greater than 8 hours	0	INT	0
Xoserve	GRDS	General	N/A	Re 7.1.1 - This failure is currently being investigated and failure commentary will be made availabe as soon as possible- Provisional view - Performance failure caused by 1 missing SAM from DCC (5th Jan). We responded to all received SAMs in milliseconds and the metric would score 100% if messages were received in the stated windows.	N/A	FREE TEXT	

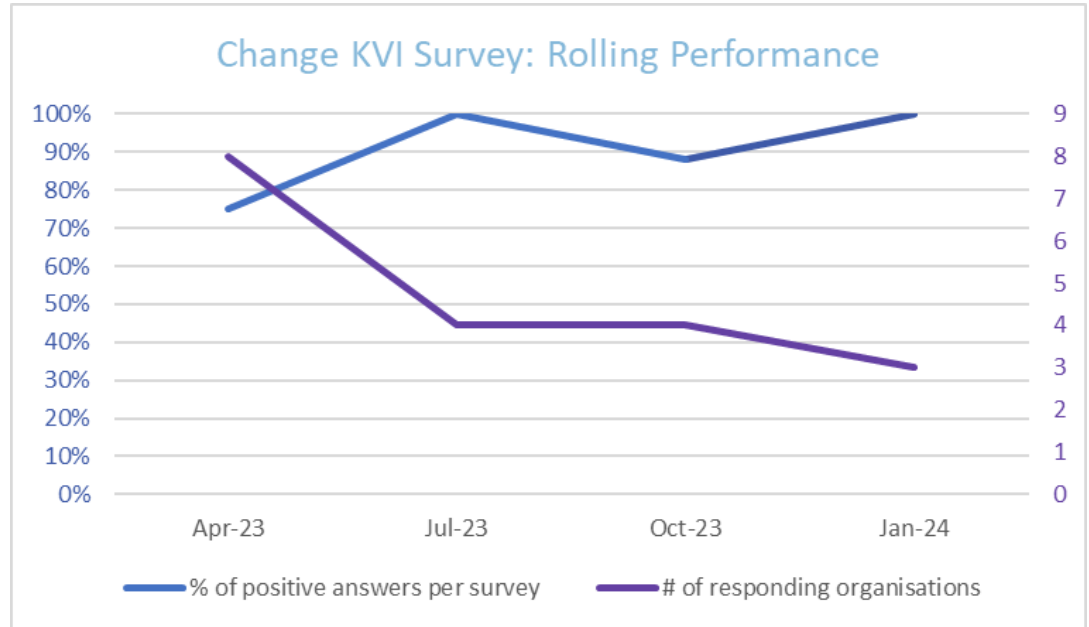# Key Value Indicators (KVI) Change Management

Agenda item 4.7

KVI Change Management Survey – October - December 2023

- Score increased from 8.8 to 10 from last survey (Q2)

- YTD Scorecard for year 23/24 is 9.5. Our target score over the year is 8 and above.

- Number of participants 3

Change KVI Survey: Rolling Performance

— % of positive answers per survey   — # of responding organisations

Xoserve effectively engages with me and the industry to support the development of regulatory change.	Xoserve provides the information and support I need to interact with the change process effectively.	Xoserve develop and deliver changes to agreed timescales.	Xoserve develop and deliver changes that are aligned to cost estimates.	Please provide any further comments in support of your rating.
Usually	Usually	Usually	Usually	
I have had a positive experience when raising two ROM's this quarter, however I have raised a confidential CP and have had to do a lot of chasing to try and understand when the BER would be ready. I was under the impression it would be ready (or at least a draft version) before Christmas yet, I haven't received any comms regarding it's status, therefore scored 'Usually'.	I have provided a score of 'Usually' but this has certainly been an area of improvement. I like and utilise the "quick approval" approach for Change Packs and appreciate the pre-ChMC briefings now held. The reason I didn't score 'Always' is that I have found certain information difficult to come by over the last quarter. Further elaboration on the different stages of the DSC governance process would be useful.	National Gas wasn't involved party in any of the above changes, which means it is difficult to provide an accurate rating for this specific question. I would suggest a N/A in future surveys. For your clarity I have provided a score of 'Usually' based on previous experience.	National Gas wasn't a funding party in any of the above changes, which means it is difficult to provide an accurate rating for this specific question. I would suggest a N/A in future surveys. For your clarity I have provided a score of 'Usually' based on previous experience.	I would like to place on record my thanks to James Verdon for coming to Warwick and discussing National Gas specific concerns. I think regular bi-laterals could continue to help improve the understanding on all sides.
Always	Always	Always	Usually	
Usually	Usually	Usually	Usually	

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:- January 2024

DSC Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target	Volume	Jan-24
KPM.01	Percentage of shipper transfers processed	Manage Shipper Transfers	Alex Jessup / Neil Laird	Right First Time	100%	377,403	100%
KPM.02	Percentage of meter reads successfully processed	Meter Read / Asset Processing	Alex Jessup / Neil Laird	Right First Time	99.50%	146,432,228	99.96%
KPM.03	% of asset updates successfully processed	Meter Read / Asset Processing	Alex Jessup / Neil Laird	Right First Time	99.50%	281,689	100%
KPM.04	% of AQs processed successfully	Monthly AQ Processes	Alex Jessup / Neil Laird	Right First Time	100%	159,313,91	100%
KPM.05	Percentage of total LDZ AQ energy at risk of being impacted	Monthly AQ Processes	Alex Jessup / Neil Laird	Right First Time	0.75%	12,400	0.05%
KPM.06	Percentage processed within the Completion Time Service Level in DSC	Manage Shipper Transfers	Alex Jessup / Neil Laird	Cycle Time	100%	377,403	100%
KPM.07	Percentage of requests processed within the Completion Time Service Level in DSC	Meter Read / Asset Processing	Alex Jessup / Neil Laird	Cycle Time	100%	154,116,940	99.99%
KPM.08	% Notifications sent by due date	Monthly AQ Processes	Alex Jessup / Neil Laird	Cycle Time	100%	15,922,799	100%
KPM.09	% of invoices not requiring adjustment post original invoice dispatch	Invoicing DSC Customers	Alex Jessup / Neil Laird	Right First Time	98.00%	2,520	100%
KPM.10	% of DSC customers that have been invoiced without issues/ exceptions (exc. AMS)	Invoicing DSC Customers	Alex Jessup / Neil Laird	Right First Time	100%	231	100%
KPM.11	% of DSC customers with less than 1% of MPRNs which have an AMS Invoice exception	Invoicing DSC Customers	Alex Jessup / Neil Laird	Right First Time	97.00%	67	100%
KPM.12	% of invoices sent on due date	Invoicing DSC Customers	Alex Jessup / Neil Laird	Cycle Time	100%	2,520	100%
KPM.13	% of exceptions resolved within 2 invoice cycles of creation date	Invoicing DSC Customers	Alex Jessup / Neil Laird	Cycle Time	100%	TBC 14/02	TBC 14/02
KPM.14	Number of valid P1 and P2 defects raised within the PIS period relating to relevant change (excluding programmes)	Managing Change	Alex Jessup / 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	Alex Jessup / 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	Alex Jessup / Linda Whitcroft	Right First Time	5	0	0
KPM.17	% of tickets not re-opened within period	Customer Contacts (technical)	Alex Jessup / Trefor Price	Right First Time	95.00%	743	98.36%
KPM.18	% of customer tickets (Incidents & Requests) responded to within SLA	Customer Contacts (technical)	Alex Jessup / Trefor Price	Cycle Time	90.00%	2,206	98.29%
KPM.19	UK Link Core Service Availability	UKLink	Alex Jessup / Trefor Price	Cycle Time	99.00%	N/A	99.85%
KPM.20	Gemini Core Service Availability	Gemini	Alex Jessup / Trefor Price	Cycle Time	99.00%	N/A	N/A

DSC PI Performance:- January 2024

DSC Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target	Volume	Jan-24
PI.01	% CMS Contacts processed within SLA (95% in D+10)	Manage Updates To Customer Portfolio	Alex Jessup / Neil Laird	Cycle Time	95.00%	15,098	99.39%
PI.02	% CMS Contacts processed within SLA (80% in D+4)	Manage Updates To Customer Portfolio	Alex Jessup / Neil Laird	Cycle Time	80.00%	14,880	97.96%
PI.03	% CMS Contacts processed within SLA (98% in D+20)	Manage Updates To Customer Portfolio	Alex Jessup / Neil Laird	Cycle Time	98.00%	15,117	99.52%
PI.04	% (P5) customer queries responded to within SLA/OLA	Customer Contacts	Alex Jessup / Neil Laird	Cycle Time	90.00%	1,627	95.14%
PI.05	Percentage of queries resolved RFT	Customer Contacts	Alex Jessup / Neil Laird	Right First Time	95.00%	1,627	99.63%
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Alex Jessup / Neil Laird	Cycle Time	100%	1,253	99.20%
PI.07	% of RFT against all reports dispatched	Customer Reporting (all forms)	Alex Jessup / Neil Laird	Right First Time	99.00%	1,253	100.00%
PI.08	% of valid CMS challenges received (PSCs)	Manage Updates To Customer Portfolio	Alex Jessup / Neil Laird	Right First Time	1.00%	101	0.67%
PI.09	% of Telephone Enquiry Service calls answered within SLA	Customer Contacts	Alex Jessup / Neil Laird	Cycle Time	90.00%	2,894	93.23%
PI.10	Confidence in DE Team to deliver DESC obligations (via Survey of DESC Members)	Demand Estimation Obligations	Alex Jessup / Neil Laird	Right First Time	75.00%	N/A	N/A
PI.11	DESC / CDSP DE obligations delivered on time	Demand Estimation Obligations	Alex Jessup / Neil Laird	Cycle Time	100%	12	100%
PI.12	KPM relationship management survey	Customer Relationship Management	Alex Jessup / Neil Laird	Right First Time	95.00%	30	98.28%
PI.13	Plan accepted by customers & upheld (Key Milestones Met as agreed by customers)	Management Of Customer Issues	Alex Jessup / Neil Laird	Cycle Time	90.00%	2	100%
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	Alex Jessup / Neil Laird	Right First Time	100%	0	100%
PI.15	Survey results delivered to CoMC in Month +1	Customer Relationship Management	Alex Jessup / Neil Laird	Cycle Time	100%	N/A	100%
PI.16	% closure/termination notices issued in line with Service Lines (leave) Shipper	Customer Joiners/Leavers (UK Gas Market)	Alex Jessup / Neil Laird	Cycle Time	100%	N/A	N/A
PI.17	% key milestones met on readiness plan (join) Non Shipper	Customer Joiners/Leavers (UK Gas Market)	Alex Jessup / Neil Laird	Cycle Time	100%	N/A	N/A
PI.18	% key milestones met on readiness plan (join) Shipper	Customer Joiners/Leavers (UK Gas Market)	Alex Jessup / Neil Laird	Cycle Time	100%	N/A	N/A
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)	Alex Jessup / Neil Laird	Cycle Time	100%	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)	Alex Jessup / Neil Laird	Right First Time	100%	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)	Alex Jessup / Neil Laird	Right First Time	100%	N/A	N/A
PI.22	% of readiness criteria approved by customer (join) Non Shippers	Customer Joiners/Leavers (UK Gas Market)	Alex Jessup / Neil Laird	Right First Time	100%	N/A	N/A
PI.23	% of readiness criteria approved by customer (join) Shippers	Customer Joiners/Leavers (UK Gas Market)	Alex Jessup / Neil Laird	Right First Time	100%	N/A	N/A
PI.27	% level 1 milestones met	Managing Change	Alex Jessup / Linda Whitcroft	Cycle Time	95.00%	5	100%
PI.28	DDP Core Service Availability (0900-1700 normal business hours)	DDP	Alex Jessup / Neil Laird	Cycle Time	99.00%	N/A	100%
PI.29	Number of valid DDP defects raised per release (Post PIS)	Managing Change	Alex Jessup / Neil Laird	Right First Time	3	0	0

Appendix 3

XOSERVE CUSTOMER ISSUE DASHBOARD

Issue Summary – Distribution Networks

- **Missing Secured Active Messages (SAMs)**
  - One outstanding missing message pending customer response
  - One missing messages received in January 2024 which has been resolved.
  - In total of c. 83,000 missing messages since CSS implementation.
    - 82,500 impacted by the P1 CSS major incident in July 2023.
  - Mod. 0836S - Resolution of Missing Messages following Central Switching Service implementation and integration with REC Change R0067, raised March 2023 prior to the P1 incident. Implemented on 18 December 2023.
  - Mod. 0855 – Settlement Adjustments for Supply Meter Points impacted by the Central Switching System P1 Incident, approved by Ofgem on 5 January 2024.
  - IGT Mod 0171 - Settlement Adjustments for Supply Meter Points impacted by the Central Switching System P1 Incident, approved by Ofgem on 5 January 2024.

- **Portfolio Files**
  - One remaining issue will be fixed prior to the quarterly portfolio files being issued in April 2024.
  - Issue relates to more than 1 PSR code for an MPRN is included in the same line in the file, there should be a separate line for each PSR code per MPRN.

Issue Summary - Shippers

- **Missing Secured Active Messages (SAMs)**
    - One outstanding missing message pending customer response
    - One missing messages received in January 2024 which has been resolved.
    - In total of c. 83,000 missing messages since CSS implementation.
        - 82,500 impacted by the P1 CSS major incident in July 2023.
    - Mod. 0836S - Resolution of Missing Messages following Central Switching Service implementation and integration with REC Change R0067, raised March 2023 prior to the P1 incident. Implemented on 18 December 2023.
    - Mod. 0855 – Settlement Adjustments for Supply Meter Points impacted by the Central Switching System P1 Incident, approved by Ofgem on 5 January 2024.
    - IGT Mod 0171 - Settlement Adjustments for Supply Meter Points impacted by the Central Switching System P1 Incident, approved by Ofgem on 5 January 2024.

- **Meter Readings incorrectly rejected**
    - During December 2023 and on 1 & 2 January 2024, the Class 3 and 4 meter reading batch process failed to complete. Although meter readings were recorded in UKLink tables, Shippers received incorrect rejection notifications.
    - All meter readings that were not fully processed were incorrectly rejected (reason code MRE01016)
    - Communication issued and data sets of the impacted MPRNs sent to Shippers.
    - The meter readings were re-processed on the 9 & 10 January.
    - Valid meter readings were included in AQ and reconciliation processes.
    - No impact to PAF reporting.

Issue Summary – IGTs

- **Missing Secured Active Messages (SAMs)**
  - One outstanding missing message pending customer response
  - One missing messages received in January 2024 which has been resolved.
  - In total of c. 83,000 missing messages since CSS implementation.
    - 82,500 impacted by the P1 CSS major incident in July 2023.
  - Mod. 0836S - Resolution of Missing Messages following Central Switching Service implementation and integration with REC Change R0067, raised March 2023 prior to the P1 incident. Implemented on 18 December 2023.
  - Mod. 0855 – Settlement Adjustments for Supply Meter Points impacted by the Central Switching System P1 Incident, approved by Ofgem on 5 January 2024.
  - IGT Mod 0171 - Settlement Adjustments for Supply Meter Points impacted by the Central Switching System P1 Incident, approved by Ofgem on 5 January 2024.

- **Portfolio Files**
  - One remaining issue will be fixed prior to the quarterly portfolio files being issued in April 2024.
  - Issue relates to more than 1 PSR code for an MPRN is included in the same line in the file, there should be a separate line for each PSR code per MPRN.

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:
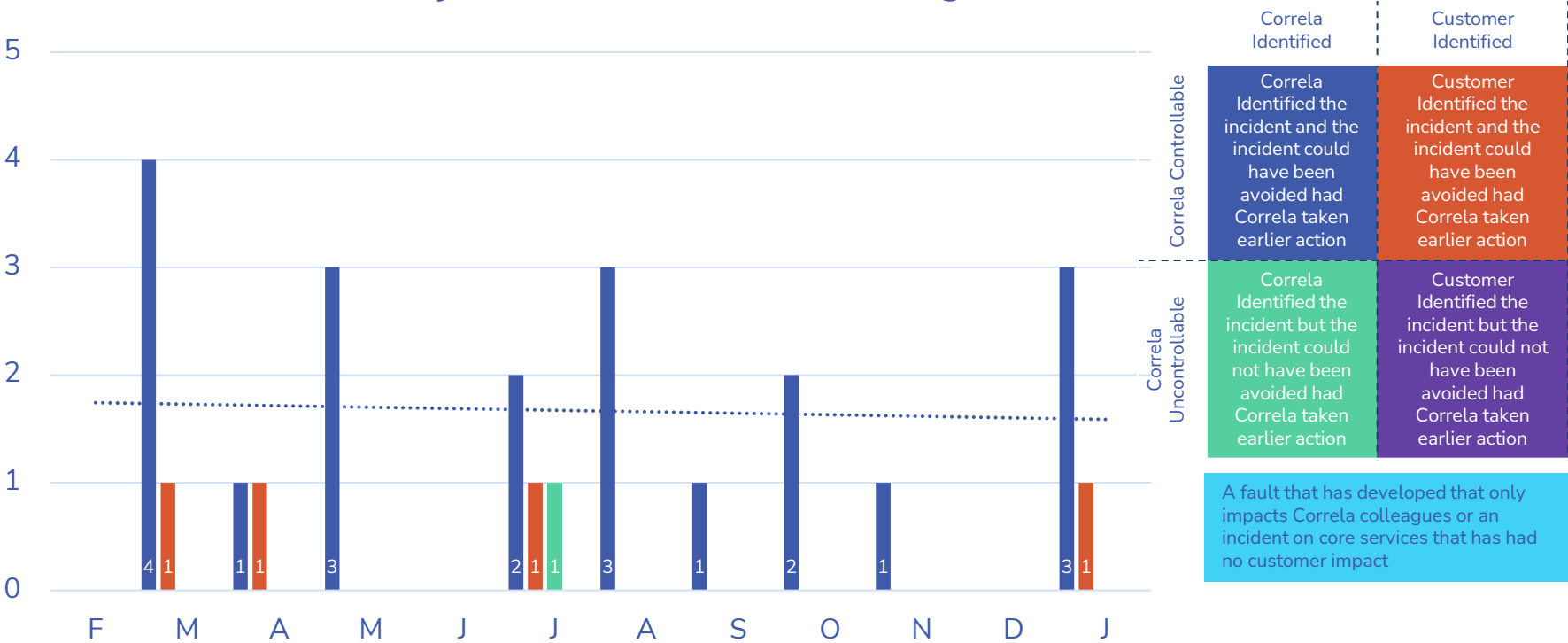
https://www.xoserve.com/news-updates/news-and-updates/system-outages/

Appendix 2

XOSERVE INCIDENT SUMMARY

High Level Summary of P1/P2 Incidents: Jan 2024

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
INC0434910	When customers were attempting to log into the Xoserve Services Portal and CMS, the Microsoft Multi-Factor Authentication (MFA) emails were not being sent by Microsoft.	Microsoft confirmed there was a multi-customer incident occurred due a faulty node impacting customers utilising the Azure Active Directory MFA Service.	Customers were unable to access the Xoserve Services portal and CMS as Microsoft MFA emails were not being sent. Customers logged in before the incident would have retained systems access.	Correla investigated the issue to ensure the issue was not within the Correla domain. A high priority incident was raised with Microsoft who confirmed the issue was impacting multiple customers. Microsoft provided updates until the incident was resolved	3rd Jan	3rd Jan
INC0436495	The Gemini Exit service became unavailable	Following a scheduled upgrade to increase system storage, human error resulted in a failed change, leading to the Gemini Exit service being unavailable.	Customers were unable to access Gemini Exit for 1hr 6 mins.	The change was reverted and subsequently deployed correctly. Additional controls were implemented to prevent recurrence.	11th Jan	11th Jan
INC0436707	Our monitoring & alerting identified that there was slowness in job performance within SAP ISU	Awaiting full RCA	Customers would have been unsuccessful when attempting to log a contact in legacy CMS or, when attempting a transaction on the UK Link Portal between 10:29 - 11:00. During a planned failover activity to restore resilience, legacy CMS and the UK Link Portal were unavailable between 13:45 - 15:05.	The Technical team terminated a planned rebuild activity which had been identified to be the cause of the job performance issues. Following this further issues were observed whilst heightened monitoring was in place, a failover to a different server was undertaken resolving the issue.	11th Jan	11th Jan
INC0437828	Our monitoring and alerting detected that the SAP ISU database went offline causing the system to become unavailable.	Awaiting full RCA	Customers would have been unsuccessful when attempting to log a contact in legacy CMS or, when attempting a transaction on the UK Link Portal between 11:18-12:00. Following the addition of the maintenance page on legacy CMS, this was unavailable between 12:00-12:16.	An automatic failover was triggered, and a controlled restart was performed restoring service	17th Jan	17th Jan

What is Happening Overall?

Major Incident Chart – Rolling 12 months

	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

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

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

Jan 2024

	Correla Identified	Customer Identified
Correla Controllable	3	1
Correla Uncontrollable	0	0

Financial Year to Date

	Correla Identified	Customer Identified
Correla Controllable	16	2
Correla Uncontrollable	1	0

Incident Priority Matrix

Category	Time to Fix	Description	Example Usage
P1	<4 hours	Critical Incident	• Complete loss of more than one critical service • IT incident leading to high risk of serious Health & Safety incident • Confirmed uncontrolled security incident
P2	<8 hours	Major Incident	• Complete loss of any service (critical or non-critical) • Partial loss of critical business service causing significant operational issues (caveat assess at time) • Multiple Organisations1 (3 or more) are affected • Critical users are unable to undertake their activities • Subject to CDSP triage, an incident escalated to this level by the Customer

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/