



Contract Management Committee

4. Contract Management Report 14th
June 2023

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KPM Reporting (May reporting period)

Agenda item 4.1

DSC Credit and Risk Performance Indicators

Energy Performance Indicators		
Measure Detail (Right First Time)	Target	May
Energy Balancing Credit Rules adhered to, to ensure adequate security in place	100%	100%
Measure Detail (Cycle Time)	Target	May
% of revenue collected by due date	98%	99.33%
% of revenue collected by due date (+2 days)	100%	99.58%
CDSP Performance Indicators (Cycle Time)		
Measure Detail (Cycle Time)	Target	April
% of revenue collected by due date	98%	95.77%
% of revenue collected by due date (+3 days)	98%	99.57%

KPMs Overall Summary:- May 2023

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
KPMs (20 total)	17 (Pending KPM.13 on 14 th June)	2	0

KPMs Failure Summary:- May 2023

KPM Ref	Measure Detail	Journey / Process	Measure Type	Target	Performance	Failure / Remedial Action	Impacted Constituent/s (GT / iGT / NG / Shipper)
KPM.04	% of AQs processed successfully	Monthly AQ Processes	Right First Time	100.00%	99.99%	13,953,612 AQs were calculated or corrected in UK Link for the month of May'23. 146 AQ updates impacted due to Exceptions being raised. Exception resolution is to schedule	GT / iGT / Shipper
KPM.07	Percentage of requests processed within the Completion Time Service Level in DSC	Meter Read / Asset Processing	Cycle Time	100.00%	99.93%	138,266,579 reads and 346,288 asset updates were received. 84,357 reads and 272 asset updates were not processed due to Exception processes	GT / iGT / Shipper

PIs Overall Summary:- May 2023

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
PIs (26 total)	18	1	7

PIs Failure Summary:- May 2023

PI Ref	Measure Detail	Journey / Process	Measure Type	Target	Performance	Failure / Remedial Action	Impacted Constituent/s (GT / iGT / NG / Shipper)
PI.07	% of RFT against all reports dispatched	Customer Reporting (all forms)	Right First Time	99.00%	98.57%	<p>An issue was identified whereby 'Class' was omitted from 18 reports. The issue has been investigated and rectified. The issue occurred during move to cloud activities where an older version of the report was taken which didn't include the 'Class' field. The following reports were affected and have been flagged as having a quality issue for May 23:</p> <p>BOPRI_1 (5 reports) SPA09 NDM CSEP Report (5 reports) Rec121 (3 Reports) SCH606/ SPA11 NDMCEPS (5 reports)</p> <p>Although the issue has been resolved and is believed to be a one –off occurrence, all operational teams have been asked to do further checks on any reports where a known change has been implemented in the last 18 months to ensure completeness.</p>	GT



Monthly Contract Management reports and updates

Agenda Item 4.3

Performance monitoring (May 2023)

- Third Party and Additional Services Reporting

Reporting Area	May	Year to date
Additional Services	£20,806.00	£23,649.00
Third Party Services	£14,324.43	£36,944.09

- 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 (May 2023)

Class	MPRN Count	Smart Count	Total	Smart %
1	617	0	617	0.00%
2	694	0	694	0.00%
3	192353	4496665	4689018	95.90%
4	11433659	8961569	20395230	43.94%

Overall 53.6% of the entire Meter Portfolio is Smart

Communications Highlights – May 2023

Looking back

Blogs

- [18 May Blog: New Energy Networks Association 'A hydrogen vision for the UK' report](#)
- [25 May Blog: Creating a carbon-neutral, flexible gas network](#)
- [26 May Blog: Latest updates on the H100 Fife hydrogen project](#)

Delivering Decarb Newsletter

- Providing the latest news and updates on gas decarbonisation
- [May's edition](#) focusses on the role of gas in the energy transition

News Articles

- [Disaster recovery test successful: GES and Supply Point Switching API](#)
- [Disaster recovery test: EFT \(IX file transfers\)](#)
- [Website enhancements: improved GES support options](#)
- [Our voice across the industry](#)
- [Xoserve achieve record ICS results](#)
- [Website enhancements: how can we help?](#)
- [Gemini disaster recovery test 2023](#)

Looking ahead

Business Plan 2024/25

- Dates for BP24 launch webinar and customer workshop to be confirmed for early/mid July

Events

- 3 May Distribution Workgroup
- 10 May Change Management Committee
- 10 May Customer Induction day
- 11 May IGT UNC Modification Workstream
- 17 May CoMC
- 11 May DDP Shipper Forum
- 12 May IGT Constituent Change Meeting
- 6 May Performance Assurance Committee
- 22 May DSC Delivery Sub-Group
- 23 May IGT Constituent Operational Meeting
- 23 May Customer Process Day - Meter Reads
- 25 May Change Awareness session for XRN5091, June 2023 Major Change Release
- 24 May DESC
- 25 May Distribution Workgroup



Xoserve Incident Summary

Agenda Item 4.4

Summary

System Affected	Priority	Impact	Remedial Actions	KPM Breach	Resolved	Customer Segment Impacted
Gemini B2B	P2	Within day EU Nominations were unconfirmed within the Gemini system. This resulted in customers having to renominate to allow these to be confirmed.	A restart of the services within the B2B Gateway platform was undertaken. Following the restart files were successfully processing as expected	No	Yes	Shippers
UK Link & Discovery	P2	Any requests made via the Discovery APIs was reflecting the position of the 20th May (D-2)	A call was held with SAP to understand the issue and recommendation steps were provided. Following this a change was carried out to update the new IP addresses within our firewall restoring connection.	No	Yes	Shippers,
Discovery	P2	Customers would not have been able to access Find My Supplier (FMS) and Discovery APIs,.	The technical support team manually updated the authentication step allowing the security certificate to renew.	No	Yes	Find My Supplier Customers, Discovery Customers, Price comparison websites and Third-party intermediaries.



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)	- 358 missing SAM's relating to switching activities	<ul style="list-style-type: none"> • Latest position on missing messages (as of 2 June 2023) <ul style="list-style-type: none"> - 132 resolved, confirmed as valid registrations. These have been processed and communications sent. - 19 resolved, no further action required - 204 resolved, cancelled registrations, no further action - 1 pending customer response - 2 pending CSS reconciliation (new missing messages during May 2023) 	Shippers DNs IGTs
AQ Defects	- 6 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
Amendment Invoice Defects	- 4 open defects impacting the Amendment invoice	<ul style="list-style-type: none"> - Profiling carried out monthly to identify impacted MPRNs - Charges for impacted MPRNs are held and not invoiced until the fix is deployed and energy is corrected, where required, prior to the charges being released 	Shippers DNs
Consumer Contact Data	- Consumer contact data provided by Shippers is not complete when sent in the portfolio files to IGTs & DNs	<ul style="list-style-type: none"> - Defect raised and is being progressed. All consumer data is being checked on quarterly (IQL) file. For completeness, the DN's portfolio report is also being reviewed (EDL & EQL) - Report providing all consumer contact data will be issued following IQL submission in April 2023 - Checks performed have confirmed IDL report is correct and complete 	IGTs DNs

Issue Summary – Distribution Networks

- Missing Secured Active Messages (SAMs)
 - Total of 358 missing messages as of 2 June 2023 relating to Registration notifications from CSS.
 - 132 resolved, confirmed as valid registrations. These have been processed and communications sent.
 - 19 resolved, no further action required
 - 204 resolved, cancelled registrations, no further action
 - 1 pending customer response
 - 2 pending CSS reconciliation (new missing messages in May 2023, both for Shipperless MPRNs)
 - Potential Impacts:
 - Transportation charges issued to the incorrect Shipper
 - Portfolio reports showing incorrect Shipper/Supplier
- AQ Defects:
 - There are 6 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
- Amendment Invoice Defects
 - 4 open defects impacting the Amendment invoice: reconciliation charges.
 - Charges for impacted MPRNs are held and not invoiced until the fix is deployed and energy is corrected, where required, prior to the charges being released
 - Potential Impact:
 - Reconciliation charges are incorrect if defect is not identified prior to invoice issue
 - Reconciliation charges are held until the defect is fixed and data corrected
- Portfolio Files
 - Checks being carried out on the daily and quarterly portfolio files following identification of data discrepancies

Issue Summary - Shippers

- Missing Secured Active Messages (SAMs)
 - Total of 358 missing messages as of 2 June 2023 relating to Registration notifications from CSS.
 - 132 resolved, confirmed as valid registrations. These have been processed and communications sent.
 - 19 resolved, no further action required
 - 204 resolved, cancelled registrations, no further action
 - 1 pending customer response
 - 2 pending CSS reconciliation (new missing messages in May 2023, both for Shipperless MPRNs)
 - Potential impacts:
 - Shipper / Supplier not recorded on UKLink or Gemini
 - Outgoing Shipper continues to receive transportation charges
- AQ Defects:
 - There are 6 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,
 - Over/under allocation of energy for demand estimation processes, impacts to UIG
- Amendment Invoice Defects
 - 4 open defects impacting the Amendment invoice: reconciliation charges
 - Charges for impacted MPRNs are held and not invoiced until the fix is deployed and energy is corrected, where required, prior to the charges being released
 - Potential Impact:
 - Reconciliation charges are incorrect if defect is not identified prior to invoice issue
 - Reconciliation charges are held until the defect is fixed and data corrected

Issue Summary – IGTs

- Missing Secured Active Messages (SAMs)
 - Total of 358 missing messages as of 2 Jun 2023 relating to Registration notifications from CSS.
 - 132 resolved, confirmed as valid registrations. These have been processed and communications sent.
 - 19 resolved, no further action required
 - 204 resolved, cancelled registrations, no further action
 - 1 pending customer response
 - 2 pending CSS reconciliation (new missing messages in May 2023, both for Shipperless MPRNs)
 - Potential impacts:
 - Shipper / Supplier not recorded on UKLink or Gemini
 - Outgoing Shipper continues to receive transportation charges
- AQ Defects:
 - There are 6 open defects impacting the AQ calculation . A further 7 defects closed during April
 - 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
 - A defect has been raised and this is being progressed
 - Report providing all consumer contact data will be issued following IQL submission in April 2023
 - Checks have confirmed that the daily portfolio file (IDL) is complete and correct



GRDA Performance
Agenda Item 4.6

GRDA Performance – May 2023

target actual



	A	B	C	D	E		G	H	
1	Service Pr	Service De	Service De	Section nu	Metric Description		Performa	Metric Tyg	Val
2	Xoserve	GRDS	Service Av	5.2	Percentage Service Availability for the receipt and acknowledgement of Market Messages from the CSS Provider (excluding scheduled maintenance)		0.9975	DECIMAL	0.996
3	Xoserve	GRDS	Service Av	5.3	Number of instances where scheduled maintenance occurred between 16:00 and 01:00 hours		0	INT	0
4	Xoserve	GRDS	Service Av	5.4	In the event of an unplanned outage how many instances had the system not resumed operation within one hour		0	INT	0
5	Xoserve	GRDS	Service Lei	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	0.9
6	Xoserve	GRDS	Service Lei	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
7	Xoserve	GRDS	Service Lei	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
8	Xoserve	GRDS	Service Lei	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
9	Xoserve	GRDS	Service Lei	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	20
10	Xoserve	GRDS	Service Lei	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	11
11	Xoserve	GRDS	Service Lei	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
12	Xoserve	GRDS	Service Lei	7.2.1	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 mean response time from GRDS 6 seconds or less		1	DECIMAL	1
13	Xoserve	GRDS	Service Lei	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	1
14	Xoserve	GRDS	Service Lei	7.2.3	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 mean response time from GRDS 10 seconds or less		1	DECIMAL	1
15	Xoserve	GRDS	Service Lei	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
16	Xoserve	GRDS	Service Lei	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	625
17	Xoserve	GRDS	Service Lei	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	97
18	Xoserve	GRDS	Service Lei	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	22
19	Xoserve	GRDS	Service Lei	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	-
20	Xoserve	GRDS	General	N/A	Re 7.1.1 - Performance failure caused by a two missing SAMs from DCC. 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 points to note May 2023 - Figures quoted based on draft RPA report due to CoMC paper deadline – indicates:
- Any failures due to two missing messages:
 - 1 of 20 days at average volume with at least one missing message.
- All other targets were met



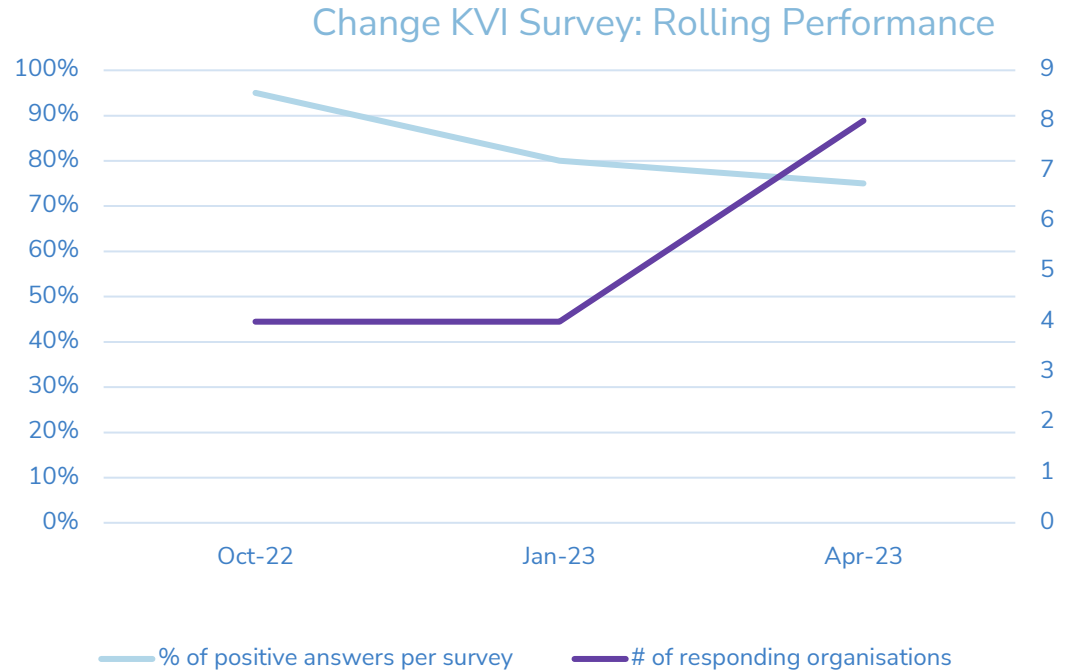
KVI Change Survey Results

Agenda Item 4.7

Q4 KVI Change Management Survey Results

KVI Change Management Survey – January 2023

- Score decreased from 8.0 to 7.5 from last survey
- YTD Scorecard for 22/23 has decreased from 8.8 to 8.3 however this is still above the target score of 8
- Number of participants – Increased from 4 to 8



Note – October KVI covered 2 Quarters.

Overview of 2022/2023 KVI Feedback

'You said' Key Feedback Themes	'We did'
Website updates and clarity within the change process	<ul style="list-style-type: none">• Website change pages have been updated more consistently to clearly display all the related documents within a Documents table• Clear Change Proposal 'parent' and 'child' Change Proposal approach• New HLSO template provides more information and background detail, and points to any existing training on the subject matter to help customers understand current process
ChMC and Change Pack Processes	<ul style="list-style-type: none">• Representation Matrix has been updated, also providing full representation details and Xoserve responses to help customers have informed decision making at ChMC voting• Continuously updating the ChMC presentation and evolving to suit Customer needs• Funding splits are more transparent, clearly agreed at High Level Solution Option stage with a separate vote to the preferred Solution option
Delivering projects to agreed timescales	<ul style="list-style-type: none">• Customer Requirement Documents are published and confirmed as part of the Solution Change Pack allowing the scope of a change to be more clearly understood by all parties• We will continue to ensure we deliver all agreed changes to the relevant implementation date as agreed in the BER• Now producing Change Pipeline slides and REC updates for ChMC
ChMC procedure and Governance	<ul style="list-style-type: none">• Provided an updated ChMC User Guide refresh for better signposting on decisions and processes• Continuing to review change documents to ensure they are fit for purpose• New HLSO template is more informative helping customers to make informed decisions• Scheduling pre-meets with Customers and providing a pre-ChMC note prior to the meeting for key updates and flagging information

Further Notes

- All improvements made as a result of previous feedback are still evolving and we look to continue this throughout the next year
- Please feel free to contact us at uklink@xoserve.com with any queries
- The next KVI Survey for Q1 is due to be issued on 10th July 2023
- For your awareness these are the statements we will seek feedback on, if you have any thoughts on these please do get in touch:
 1. Xoserve effectively engages with me and the industry to support the development of regulatory change.
 2. Xoserve provides the information and support I need to interact with the change process effectively.
 3. Xoserve develop and deliver changes to agreed timescales.
 4. Xoserve develop and deliver changes that are aligned to cost estimates.



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:- May 2023

DSC Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target Metric	Volume	May-23
KPM.01	Percentage of shipper transfers processed	Manage Shipper Transfers	Andy Szabo / Neil Laird	Right First Time	100.00%	423,682	100.00%
KPM.02	Percentage of meter reads successfully processed	Meter Read / Asset Processing	Andy Szabo / Neil Laird	Right First Time	99.50%	132,099,926	99.99%
KPM.03	% of asset updates successfully processed	Meter Read / Asset Processing	Andy Szabo / Neil Laird	Right First Time	99.50%	344,749	99.92%
KPM.04	% of AQs processed successfully	Monthly AQ Processes	Andy Szabo / Neil Laird	Right First Time	100.00%	13,953,612	99.99%
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%	2,623	0.70%
KPM.06	Percentage processed within the Completion Time Service Level in DSC	Manage Shipper Transfers	Andy Szabo / Neil Laird	Cycle Time	100.00%	423,682	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%	127,190,985	99.93%
KPM.08	% Notifications sent by due date	Monthly AQ Processes	Andy Szabo / Neil Laird	Cycle Time	100.00%	13,949,904	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%	2,115	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%	238	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%	69	100.00%
KPM.12	% of invoices sent on due date	Invoicing DSC Customers	Andy Szabo / Neil Laird	Cycle Time	100.00%	2,115	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%	TBC 14/06	TBC 14/06
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%	514	99.31%
KPM.18	% of customer tickets (Incidents & Requests) responded to within SLA	Customer Contacts (technical)	Andy Szabo / Trefor Price	Cycle Time	90.00%	1,823	98.76%
KPM.19	UK Link Core Service Availability	UKLink	Andy Szabo / Trefor Price	Cycle Time	99.00%	N/A	99.98%
KPM.20	Gemini Core Service Availability	Gemini	Andy Szabo / Trefor Price	Cycle Time	99.00%	N/A	100.00%

DSC PI Performance:- May 2023

DSC Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target Metric	Volume	May-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%	16,871	99.36%
PI.02	% CMS Contacts processed within SLA (80% in D+4)	Manage Updates To Customer Portfolio	Andy Szabo / Neil Laird	Cycle Time	80.00%	14,917	87.86%
PI.03	% CMS Contacts processed within SLA (98% in D+20)	Manage Updates To Customer Portfolio	Andy Szabo / Neil Laird	Cycle Time	98.00%	16,910	99.59%
PI.04	% customer queries responded to within SLA/OLA	Customer Contacts	Andy Szabo / Neil Laird	Cycle Time	90.00%	1,253	96.24%
PI.05	Percentage of queries resolved RFT	Customer Contacts	Andy Szabo / Neil Laird	Right First Time	95.00%	1,290	99.08%
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Andy Szabo / Neil Laird	Cycle Time	100.00%	1,052	100.00%
PI.07	% of RFT against all reports dispatched	Customer Reporting (all forms)	Andy Szabo / Neil Laird	Right First Time	99.00%	1,052	98.57%
PI.08	% of valid CMS challenges received (PSCs)	Manage Updates To Customer Portfolio	Andy Szabo / Neil Laird	Right First Time	1.00%	8	0.05%
PI.09	% of Telephone Enquiry Service calls answered within SLA	Customer Contacts	Andy Szabo / Neil Laird	Cycle Time	90.00%	4,668	96.70%
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%	9	100.00%
PI.12	KPM relationship management survey	Customer Relationship Management	Andy Szabo / Neil Laird	Right First Time	95.00%	31	98.35%
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%	2	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%	2	100.00%
PI.18	% key milestones met on readiness plan (join) Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Neil Laird	Cycle Time	100.00%	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)	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%	2	100.00%
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%	N/A	N/A
PI.27	% level 1 milestones met	Managing Change	Andy Szabo / Linda Whitcroft	Cycle Time	95.00%	2	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

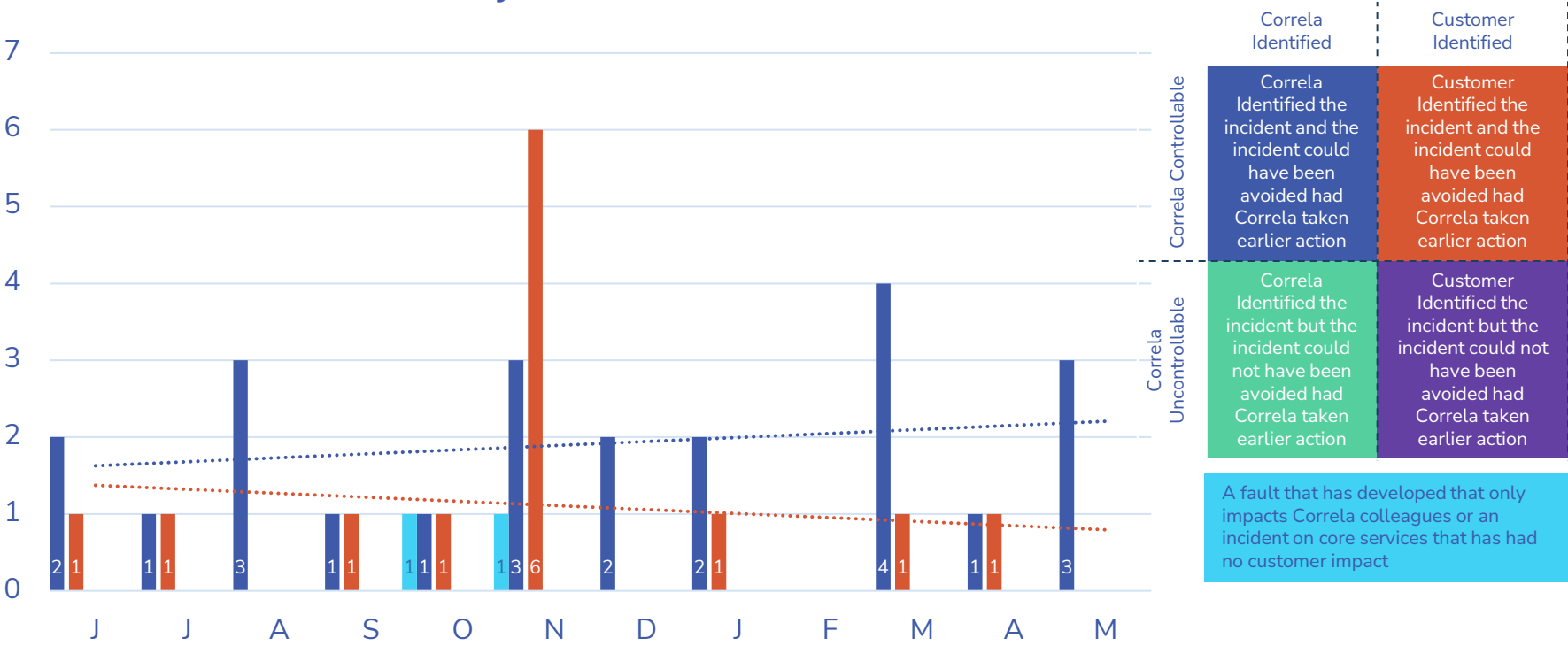
XOSERVE INCIDENT SUMMARY

High Level Summary of P1/P2 Incidents: May 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
INC0366394	Intermittent issues were experienced when processing files via the Gemini B2B gateway	High CPU utilization caused health check failure which resulted in Gateway primary & secondary node to be out of service, thus causing the unavailability of B2B services. The root cause of CPU utilization is not possible to be identified as there was no tooling installed in the production servers to log the data when the issue happened	Within day EU Nominations were unconfirmed within the Gemini system. This resulted in customers having to renominate to allow these to be confirmed.	A restart of the services within the B2B Gateway platform was undertaken. Following the restart files were successfully processing as expected	3 rd May	3 rd May
INC0372725	Whilst undertaking manual checks, it was highlighted that the data transfer between UK Link and Discovery had failed.	A maintenance activity was being carried out by SAP which resulted in a requirement for a change to configure new IP addresses within our Firewall.	Any requests made via the Discovery APIs was reflecting the position of the 20th May (D-2)	A call was held with SAP to understand the issue and recommendation steps were provided. Following this a change was carried out to update the new IP addresses within our firewall restoring connection.	21 st May	23 rd May
INC0375235	Alerting identified a Security certificate failed to automatically renew causing Find My Supplier (FMS) and Discovery APIs to be inaccessible	Authentication of the auto renewal process failed; therefore, the security certificate did not auto renew.	Customers would not have been able to access Find My Supplier (FMS) and Discovery APIs..	The technical support team manually updated the authentication step allowing the security certificate to renew.	30 th May	30 th May

What is Happening Overall?

Major Incident Chart – Year to Date



What is Happening Overall?

Key:

May 2023

Performance Year to Date

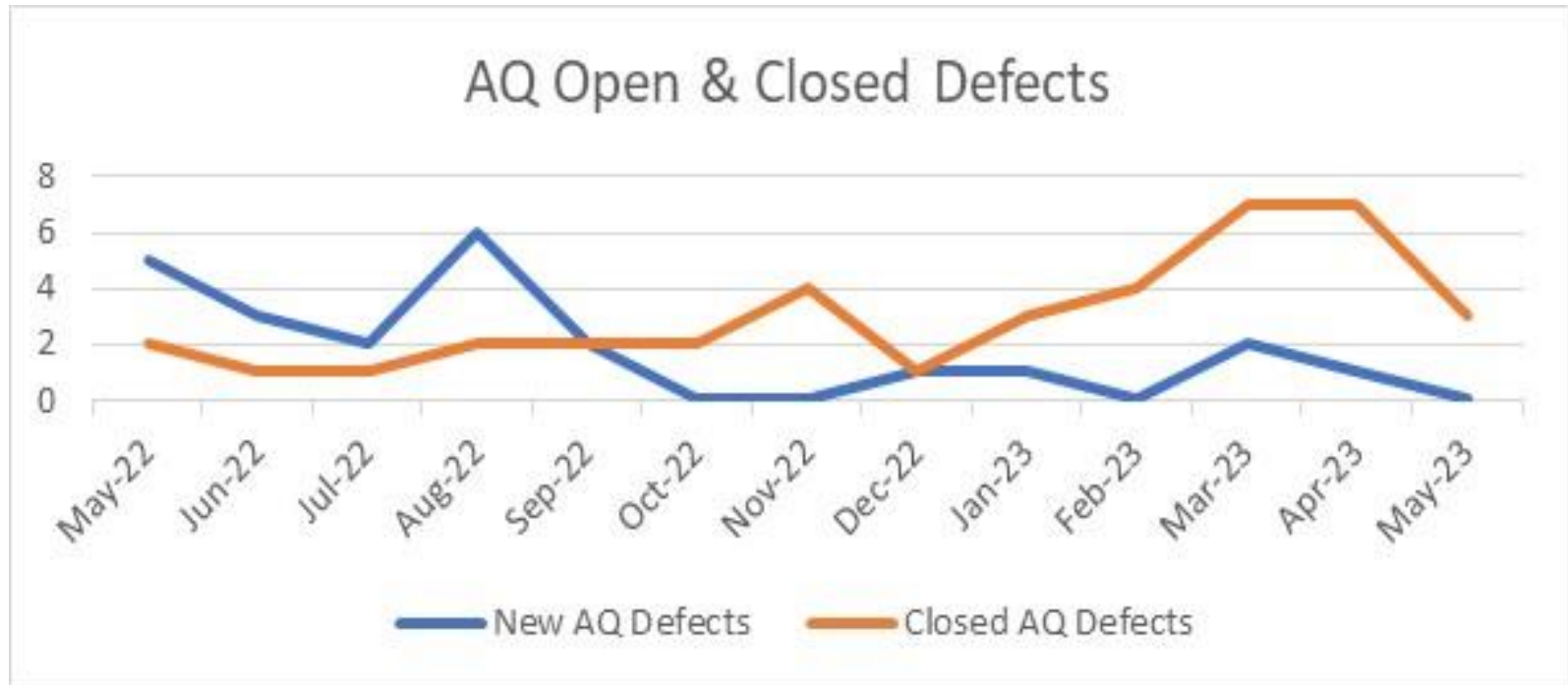
	Correla Identified	Customer Identified		Correla Identified	Customer Identified		Correla Identified	Customer Identified
Correla Controllable	Correla Identified the incident and the incident could have been avoided had Correla taken earlier action	Customer Identified the incident and the incident could have been avoided had Correla taken earlier action	Correla Controllable	3	0	Correla Controllable	4	1
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	0	0	Correla Uncontrollable	0	0



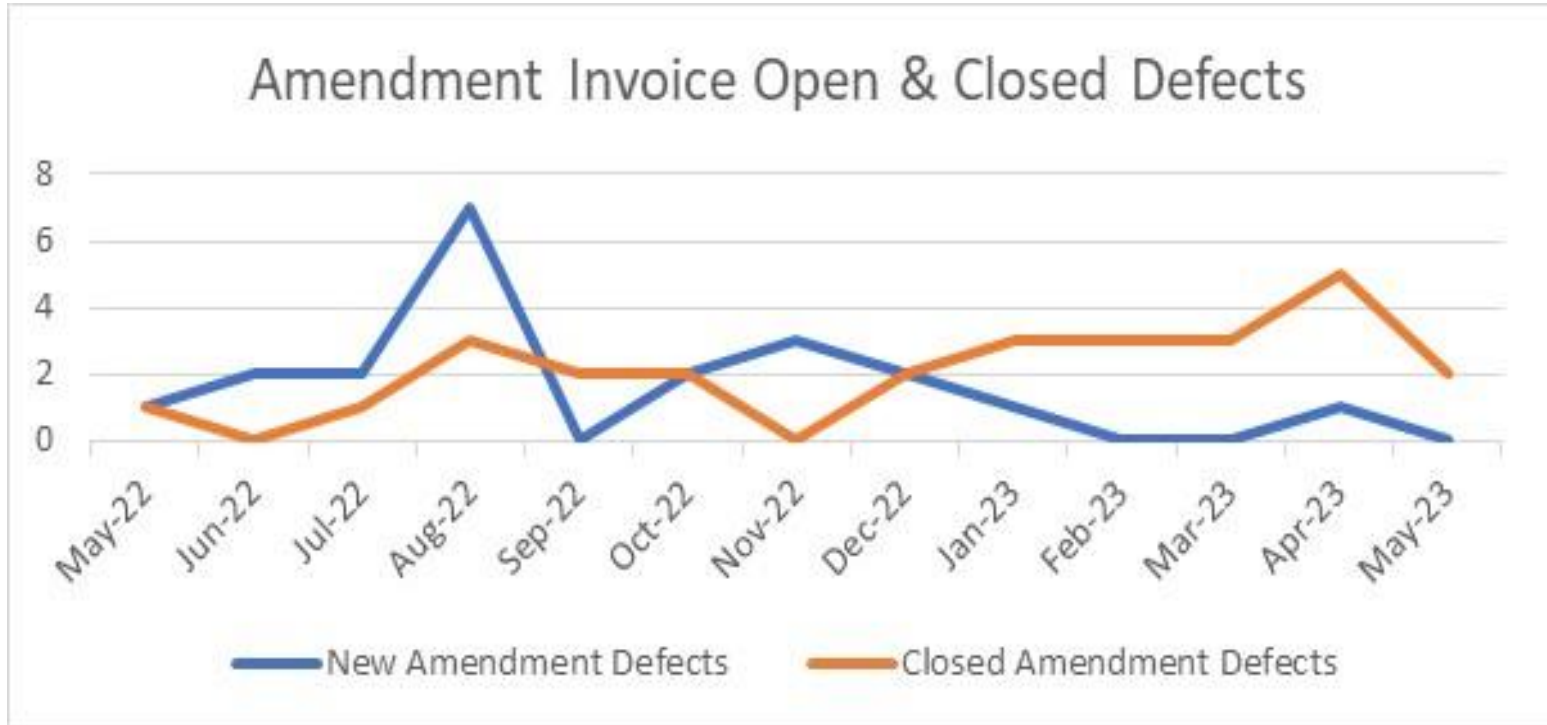
Appendix 3

CUSTOMER ISSUE DASHBOARD

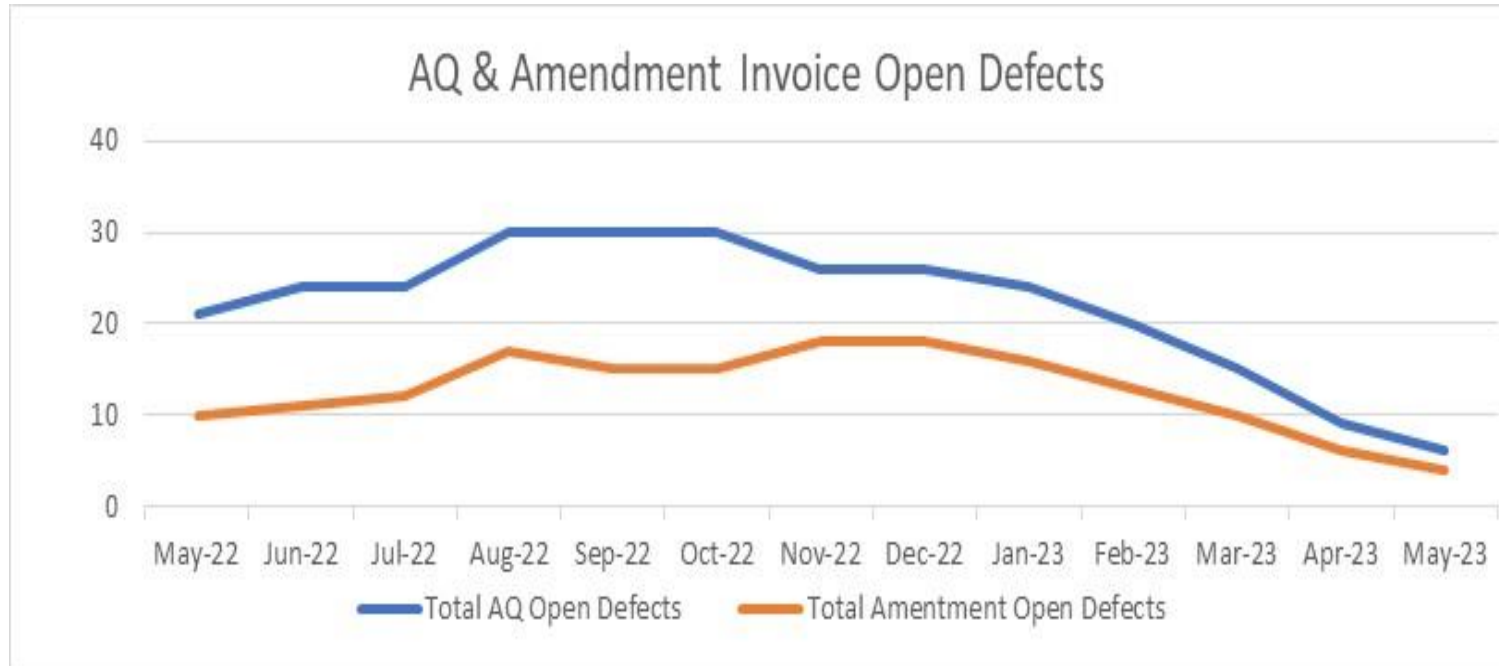
AQ Defects – Open & Closed over 12 Month Period



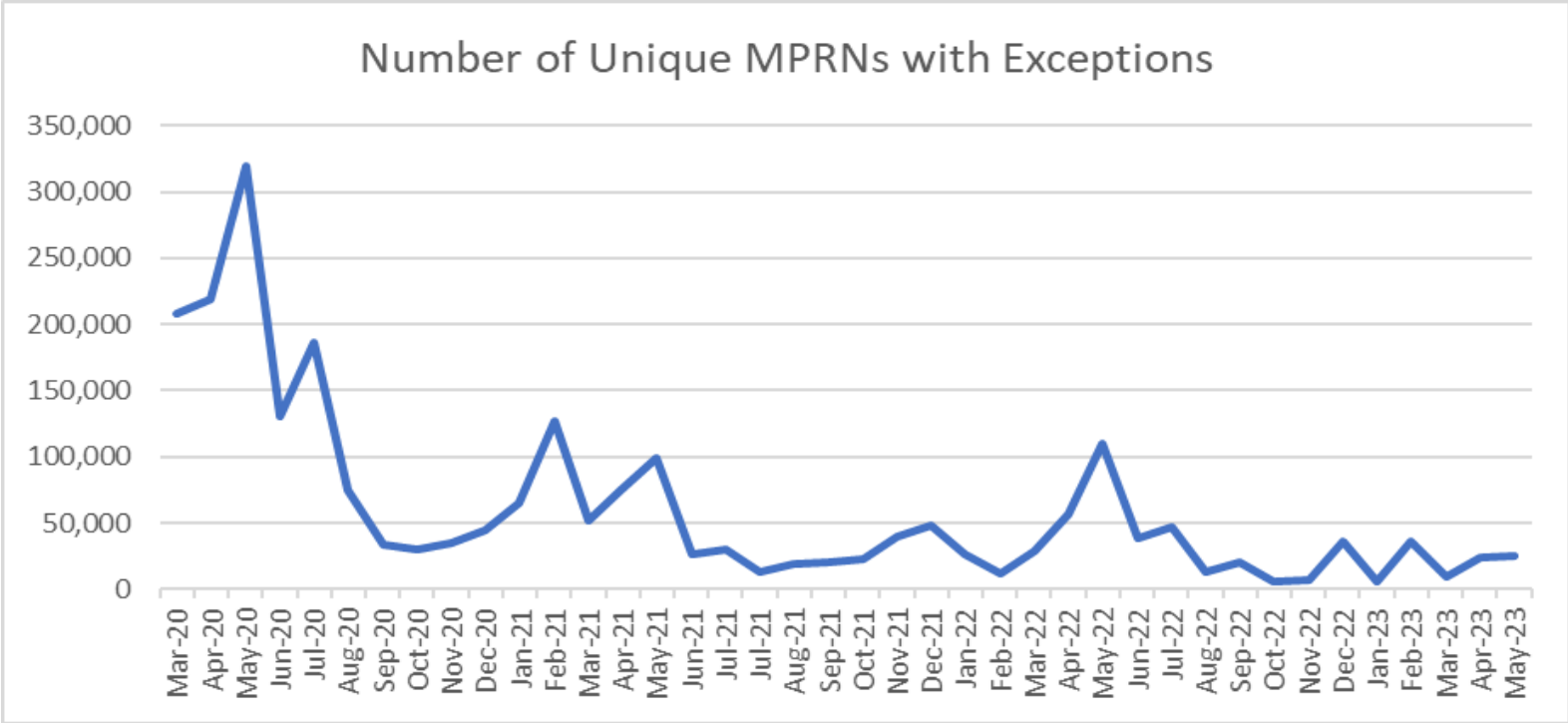
Amendment Invoice Defects – Open & Closed over 12 Month Period



AQ & Amendment Invoice Open Defects



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/>