



Contract Management Committee

5. Monthly Contract Management Report
14th December 2022

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KPM Reporting (November reporting period)

Agenda item 5.1

Overall Summary - KPMs

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
KPMs (20 total)	16 (1 pending – due 14 th Dec)	3	0

Failure Summary - KPMs

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%	13,037,663 AQs were calculated or corrected in UK Link for the month of November '22. 113 AQ Updates impacted due to Exceptions being raised so while performance is not 100%, it's rounding to 100% at 2 decimal places as per the KPM logic. Actual performance is 99.9991% Exception resolution is to schedule	Shipper
KPM.06	Percentage processed within the Completion Time Service Level in DSC	Manage Shipper Transfers	Cycle Time	100.00%	95.29%	<p>Three issues manifested themselves within our UK Link file gateway application during the calendar month of November, primarily as a result of 'above average' (in some instances 'excessive') inbound file traffic into the UK Link estate.</p> <p>Each issue resulted in file flow creation performance issues that hindered the processing of all outbound TMC idocs into TMC files that could be sent out onto the IX within the new CSS DSC 4-hour SLA (for gaining shippers).</p> <p>No impact to the actual switch being processed into UK Link and Gemini ahead of the start of the Gas Day. No customer tickets or complaints have been received in relation to days whereby gaining shipper TMC notifications were issued out late onto the IX.</p>	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%	99.99%	136,989,666 reads and 354,196 asset updates were received. 175 reads and 47 asset updates were not processed due to Exception processes.	GT / iGT / Shipper

Overall Summary - PIs

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
PIs (24 total)	16	2	6 (inc. PI.12& PI.15 – scores carried over for visibility)

Failure Summary - PIs

PI Ref	Measure Detail	Journey / Process	Measure Type	Target	Performance	Failure / Remedial Action	Impacted Constituent/s (GT / iGT / NG / Shipper)
PI.01	% CMS Contacts processed within SLA (95% in D+10)	Manage Updates To Customer Portfolio	Cycle Time	95.00%	88.62%	RFA volumes continue to hamper our operational teams in achieving this target, particularly as a result of shipper customers preferring to agree prioritisation of RFAs which often go against the chronological first-in, first-out sequence that is demanded by the performance metric. Quality levels of RFA submissions currently tracking at c.39% rejection rate (data accuracy/quality).	Shipper/GT
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Cycle Time	100.00%	98.30%	Delays with report generation due to large load on the BW system. A large volume of files were sent in via EFT which delayed the Gemini files reaching BW. As the jobs needed to be triggered manually which there are multiple of, this caused the delays. This was not an issue caused by BW.	Shipper/GT

DSC Credit and Risk Performance Indicators

Energy Performance Indicators		
Measure Detail (Right First Time)	Target	November
Energy Balancing Credit Rules adhered to, to ensure adequate security in place	100%	100%
Measure Detail (Cycle Time)	Target	October
% of revenue collected by due date	98%	99%
% of revenue collected by due date (+2 days)	100%	100%
CDSP Performance Indicators (Cycle Time)		
Measure Detail (Cycle Time)	Target	October
% of revenue collected by due date	98%	99.91%
% of revenue collected by due date (+3 days)	98%	99.93%



Monthly Contract Management reports and updates

Agenda Item 5.3

Performance monitoring (November 2022)

- Third Party and Additional Services Reporting

Reporting Area	Nov-22	Year to date
Additional Services	£2,277.00	£105,255.00
Third Party Services	£0.00	£221,824.49

- Gemini Performance and UK Link Availability

Gemini Service Performance	
Target	Actual
99%	99.20%

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 (November 2022)

Class	MPRN Count	Smart Count	Total	Smart %
1	623	0	623	0.00%
2	631	0	631	0.00%
3	206776	4551279	4758055	95.65%
4	11971807	8279462	20251270	40.88%

Overall 51% of the entire Meter Portfolio is Smart

Customer Highlights

- More Details on the Stories below can be found on the Xoserve Website:-
<https://www.xoserve.com/>
- **Decarb Discussions podcast – Hydrogen Guarantee of Origin scheme**
- <https://www.xoserve.com/news/decarb-discussions-podcast-hydrogen-guarantee-of-origin-scheme/>
- **Delivering Decarb – November Edition**
- <https://www.xoserve.com/news/deliveringdecarb-november-edition/>
- **Local Energy Planning – Guest Blog**
- <https://www.xoserve.com/news/guest-blog-finding-a-path-to-support-local-energy-planning/>



Xoserve Incident Summary

Agenda Item 5.4

Summary

During November we experienced 9 P2 incidents

System Affected	Priority	Impact	Remedial Actions	KPM Breach	Resolved	Customer Segment Impacted
Gemini	P2	Customers may have experienced intermittent issues when attempting to connect to the Gemini Exit service	Services were automatically restarted, the impacted Nodes 3 and 4 were removed from the load balancer, the hardware was replaced, and the nodes were reintroduced, and service restarted. This was followed by quality assurance checks to ensure no additional impact experienced.	No	Yes	Shippers
UK Link Portal	P2	Distribution Networks were unable to issue emergency gas broadcast messages to consumers informing of emergency gas incidents via the UK Link portal service	A manual workaround was developed to trigger & deliver the required messages A code fix was later developed, tested, and successfully deployed into the production system to restore broadcasting functionality.	No	Yes	DNs
UK Link	P2	Delays were experienced whilst processing multiple files impacting the following critical files (ASN, TMC and BRR).	A workaround was implemented to point outstanding customer files to a different server to allow them to be successfully delivered. Additional Monitoring was introduced to ensure all files were processing in a timely manner to clear the backlog caused by the slow processing	No	Yes	All Customers
UK Link	P2	Following performance degradation, an SAP PO restart was required to restore the critical file process. Whilst the restart was in progress customers were unable to access the UKL Portal and CMS Services.	Files stuck in the email fetcher server were cleared. AMT, SAP PO and email services were restarted. Workaround deployed to deliver FSG files to ISU.	No	Yes	All Customers

Summary

During November we experienced 9 P2 incidents

System Affected	Priority	Impact	Remedial Actions	KPM Breach	Resolved	Customer Segment Impacted
Gemini	P2	Shippers accessing the Gemini service via their Citrix Access were presented with 'server under maintenance' error throughout the duration of the Incident.	Encryption certificates were due to expire in December, the MS default policy auto renewed within ADFS The Affected node was isolated, and the site certificate was updated. A manual check and automated alert has been put in place to provide advanced (90 days) notice of any renewal – this is in line with other certificate notifications.	No	Yes	Shippers
UK-Link	P2	Customers were unable to access the UK Link Portal & Legacy CMS services throughout the duration of the restarts	A problematic database was removed from the stack as it had filled all available transaction log space & became unusable. Once appropriate housekeeping had been completed services were restored & introduced successfully.	No	Yes	All Customers
Gemini	P2 3 incidents	On 3 occasions in a 24-hour period, Shippers were unable to access the Gemini Service via Citrix client. The National Grid GNCC access was unaffected, but this may have led to calls to the GNCC from shippers.	While investigating root cause, and to restore service quickly a full restart of services across all Citrix servers was performed. Root cause was found to be an edge case issue was identified in the Citrix patch that indicated this could occur in some circumstances. The patch was removed, and service was stabilized.	No	Yes	Shippers

High-level summary of P1/2 incidents: Nov 2022

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
INC0293724	The Gemini Exit application was not accessible to Shippers, National Grid Customers and Corella colleagues if they remained connected to the Impacted nodes.	ESXi hosts at the Cressex datacentre became unavailable due to a rare memory hardware failure. This impacted the availability of Gemini via nodes 3&4.	During the restart of the nodes Gemini customers connecting to URLs directed to nodes 3&4 may have experienced intermittent connectivity to the Gemini Exit service	Services were automatically restarted on unaffected production nodes. The impacted Nodes 3 & 4 were removed from the load balancer, hardware was replaced with Nodes 3 and 4 re-introduced and service restarted. Quality Assurance checks were completed to ensure no additional impacts materialised following the restart of the impacted Nodes	1 st Nov	1 st Nov
INC0295512	The UK Link portal experienced an issue with the broadcast functionality. The functionality to upload data and issue gas emergency messages (SMS) via Twilio to consumers stopped working.	RCA not concluded, but initial findings indicate that the cause was a defect in the code which prevented the file from being processed	Distribution Networks were unable to issue emergency gas broadcast messages out to consumers informing of emergency gas incidents via the UK Link portal service	A manual workaround was developed to trigger & deliver the required messages to the impacted MPRN's. A code fix was later developed, tested, and successfully deployed into the Production system to restore broadcasting functionality. Teams continued to monitor the service closely following deployment.	4 th Nov	5 th Nov
INC0295575	Proactive monitoring on the Gemini & UK Link environments identified some critical files were being held up in the AMT processing queue.	RCA not concluded but identified as being due to very large REL files being submitted causing congestion resulting in slow processing.	There was a delay processing the impacted critical Files ASN,TMC and BRR.	A workaround was implemented to point outstanding customer files to a different server to allow them to be successfully delivered. Additional Monitoring was introduced to ensure all files were processing in a timely manner to clear the backlog caused by the slow processing	4 th Nov	5 th Nov

High-level summary of P1/2 incidents: Nov 2022

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
INC0298944	The UK Link service experienced an issue with the email fetcher functionality for the FSG (Failure to supply Gas) email templates. Templates were not loading using the interface box account to UKLink.	RCA in progress with Microsoft as there appears to have been a Microsoft Exchange error.	Customers were unable to access the UKL Portal and Legacy CMS Services. *Note: New CMS functionality was not impacted.	Investigations identified files were stuck in the email fetcher server and were cleared and restarted successfully. A workaround was developed and deployed to deliver the FSG email files offline into SAP ISU to ensure files were delivered within the required timeframes.	15 th Nov	15 th Nov
INC0299807	Shippers reported they were unable to access Gemini Service via their Citrix access	Access encryption certificates were auto-renewed by Microsoft and not reflected in the Authentication Service	Shippers accessing the Gemini service were presented with 'server under maintenance' error for the duration of the Incident.	Service was restored by isolating the affected access node and updating the required certificate.	17 th Nov	17 th Nov
INC0301046	SAP PO application went offline causing file processing channels to go into error	RCA currently in progress with support from Microsoft to determine the root cause.	Customers were unable to access the UK Link Portal & Legacy CMS services throughout the duration of the restarts	A problematic database was removed from the stack as it had filled all available transaction log space & became unusable. Once appropriate housekeeping had been completed services were restored& introduced successfully.	22 nd Nov	22 nd Nov
INC0303774 INC0303871 INC0303999	Shippers reported they were unable to access Gemini Service via their Citrix access	Root cause was found to be an edge case issue with a Citrix patch that had been applied to 3 of the 4 servers. We continue to work with Citrix to determine the best way forward	Shippers were unable to access the Gemini Service via Citrix. The National Grid GNCC access was unaffected.	A full rolling restart of the services across all Citrix servers restoring service while working on root cause. To restore stability, it was determined that rolling back the patch would be more expedient than fixing forward.	29 th Nov	30 th Nov



Customer Issue Dashboard

Agenda item 5.5

Open Issues Impacting Customers

Issue Area	Issue Summary	Action Being Undertaken	Customers Impacted
Missing Secured Active Messages	<ul style="list-style-type: none"> - 177 missing SAM's relating to switching activities 	<ul style="list-style-type: none"> - 119 due to a timing issue between CSS & Xoserve servers. IA for each scenario in progress to carry out a prospective registration. - 9 confirmed by DCC as cancelled switches, UKLink updated - 49 under investigation with DCC 	Shippers DNs IGTs
Amendment Invoice Defects	<ul style="list-style-type: none"> - 18 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
AQ Defects	<ul style="list-style-type: none"> - 26 AQ impacting defects as of 2 December 2022 	<ul style="list-style-type: none"> - Profiling to identify impacted MPRNs - AQs are corrected to limit impact on the customer - Communications in place with DN Pricing Managers to ensure FYAQ values are accurate 	Shippers DNs
Contact Data	<ul style="list-style-type: none"> - Consumer Contact data provided by Shippers is not complete when sent in the quarterly portfolio files to IGTs 	<ul style="list-style-type: none"> - Defect raised and is being progressed - Report of the Emergency Contacts held on UKLink issued to IGTs on 2 December 	IGTs

Issue Summary – Shippers

- Missing Secured Active Messages (SAMs)
 - Total of 177 missing SAMs (as of 02/12/2022) relating to Registration notifications from CSS.
 - 119 due to a timing issue between CSS & Xoserve servers. IA for each scenario in progress to carry out a prospective registration.
 - 9 confirmed by DCC as cancelled switches, UKLink updated
 - 49 under investigation with DCC
 - Potential impacts:
 - Shipper / Supplier not recorded on UKLink or Gemini
 - Outgoing Shipper continues to receive transportation charges
- AQ Defects:
 - There are currently 26 AQ impacting defects as of 2 December 2022
 - Aqs are corrected where required to limit impact on customer
 - 463 outstanding data corrections will be completed by 1 January 2023
 - Potential Impacts:
 - Incorrect transportation rates applied to charges, financial adjustments processed once defect fixed and data corrected
 - Over/under allocation of energy for demand estimation processes, impacts to UIG
- Amendment Invoice Defects
 - 18 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 – Distribution Networks

- Missing Secured Active Messages (SAMs)
 - Total of 177 missing SAMs (as of 02/12/2022) relating to Registration notifications from CSS.
 - 119 due to a timing issue between CSS & Xoserve servers. IA for each scenario in progress to carry out a prospective registration.
 - 9 confirmed by DCC as cancelled switches, UKLink updated
 - 49 under investigation with DCC
 - Potential Impacts:
 - Transportation charges issued to the incorrect Shipper
 - Portfolio reports showing incorrect Shipper/Supplier
- AQ Defects:
 - There are currently 26 AQ impacting defects as of 2 December 2022
 - Aqs are corrected where required to limit impact on customer
 - 463 outstanding data corrections will be completed by 1 January 2023. The December adhoc BOPRI reports will also be updated.
 - Potential Impacts:
 - Incorrect transportation rates applied to charges, financial adjustments processed once defect fixed and data corrected
- Amendment Invoice Defects
 - 18 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 177 missing SAMs (as of 02/12/2022) relating to Registration notifications from CSS.
 - 119 due to a timing issue between CSS & Xoserve servers. IA for each scenario in progress to carry out a prospective registration.
 - 9 confirmed by DCC as cancelled switches, UKLink updated
 - 49 under investigation with DCC
 - Potential impacts:
 - IGT Transportation charges issued to the incorrect Shipper
 - Portfolio reports showing incorrect Shipper/Supplier
- AQ Defects:
 - There are currently 26 AQ impacting defects as of 2 December 2022
 - Aqs are corrected where required to limit impact on customer
 - 463 outstanding data corrections will be completed by 1 January 2023
- Contact Data not complete in the Daily Portfolio Files:
 - Consumer Contact data provided by Shippers is not complete when sent in the daily portfolio files
 - A defect has been raised and this is being progressed
 - Further report provided to IGTs on 2 December containing refreshed Emergency Contacts held on UKLink



GRDA Performance
Agenda Item 5.6

GRDA Performance – November 2022 target actual

- Key points to note November 2022:

- 11 days in November where there was at least one missing GC Message
- 17 days above average volume in month, but below peak; of which 8 had at least 1 missing message
- Free text populated to highlight reason for failed metrics 7.1.1/7.1.3

Service F	Service C	Service Definition	Section r	Metric Description	Perform	Metric T	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)	0.9375	DECIMA	99.98
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	0.7632
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	0.5294
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 were market messages from the CSS Provider (relating to secured switches at gate closure) were at or below the average daily volume	N/A	INT	13
Xoserve	GRDS	Service Levels	7.1.6	Number of days in the reporting month were market messages from the CSS Provider (relating to secured switches at gate closure) were at or below the peak daily volume	N/A	INT	17
Xoserve	GRDS	Service Levels	7.1.6	Number of days in the reporting month were 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 below average hourly volume what percentage of hours was the mean response time from GRDS 6 seconds or less	1	DECIMA	1
Xoserve	GRDS	Service Levels	7.2.2	Where market messages from the CSS Provider (other than at gate closure) are at or below average hourly volume what percentage of hours was the 90th percentile response time from GRDS 10 seconds or less	1	DECIMA	1
Xoserve	GRDS	Service Levels	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	DECIMA	1
Xoserve	GRDS	Service Levels	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	DECIMA	1
Xoserve	GRDS	Service Levels	7.2.5	Number of hours in the reporting month were market messages from the CSS Provider (other than at gate closure) were at or below the average hourly volume	N/A	INT	525
Xoserve	GRDS	Service Levels	7.2.6	Number of hours in the reporting month were market messages from the CSS Provider (other than at gate closure) were at or below the peak hourly volume	N/A	INT	163
Xoserve	GRDS	Service Levels	7.2.7	Number of hours in the reporting month were 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 BCDPR 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	GRDS Service Level 7.1.1 and 7.1.3 missing due to missing messages - i.e. messages not received from CSS. GRDS performance would otherwise be reported at 100% were it not for these missed messages.	N/A	FREE TEXT	



Appendix 1 - KPM slides

Appendix 2 - Xoserve Incident Summary (item 5.4)

Appendix 3 -Customer Issue Dashboard(item 5.5)

APPENDIXES



Appendix1

KPM SLIDES

DSC KPM Performance for November 2022

DSC Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target Metric	Volumes	Nov-22
KPM.01	Percentage of shipper transfers processed	Manage Shipper Transfers	Andy Szabo / Alex Stuart	Right First Time	100.00%	665,367	100.00%
KPM.02	Percentage of meter reads successfully processed	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Right First Time	99.50%	137,365,624	99.98%
KPM.03	% of asset updates successfully processed	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Right First Time	99.50%	362,490	99.98%
KPM.04	% of AQs processed successfully	Monthly AQ Processes	Andy Szabo / Alex Stuart	Right First Time	100.00%	13,037,663	99.99%
KPM.05	Percentage of total LDZ AQ energy at risk of being impacted	Monthly AQ Processes	Andy Szabo / Alex Stuart	Right First Time	0.75%	461	0.45%
KPM.06	Percentage processed within the Completion Time Service Level in DSC	Manage Shipper Transfers	Andy Szabo / Alex Stuart	Cycle Time	100.00%	665,367	95.29%
KPM.07	Percentage of requests processed within the Completion Time Service Level in DSC	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Cycle Time	100.00%	137,343,862	99.99%
KPM.08	% Notifications sent by due date	Monthly AQ Processes	Andy Szabo / Alex Stuart	Cycle Time	100.00%	13,216,630	100.00%
KPM.09	% of invoices not requiring adjustment post original invoice dispatch (Excludes all Gemini Invoices)	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Right First Time	98.00%	2,636	100.00%
KPM.10	% of DSC customers that have been invoiced without issues/ exceptions (exc. AMS) (Excludes all Gemini Invoices)	Invoicing DSC Customers	Andy Szabo / Alex Stuart	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 / Alex Stuart	Right First Time	97.00%	69	100.00%
KPM.12	% of invoices sent on due date (Excludes all Gemini Invoices)	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Cycle Time	100.00%	2,636	100.00%
KPM.13	% of exceptions resolved within 2 invoice cycles of creation date	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Cycle Time	100.00%	TBC 14/12	TBC 14/12
KPM.14	Number of valid P1 and P2 defects raised within the PIS period relating to relevant change (excluding programmes) (Excludes all Gemini Investment Changes)	Managing Change	Lee Foster / Andy Simpson	Right First Time	0	0	0
KPM.15	Number of valid P3 defects raised within PIS period relating to relevant change (excluding programmes) (Excludes all Gemini Investment Changes)	Managing Change	Lee Foster / Andy Simpson	Right First Time	4	0	0
KPM.16	Number of valid P4 defects raised within PIS period relating to relevant change (excluding programmes) (Excludes all Gemini Investment Changes)	Managing Change	Lee Foster / Andy Simpson	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%	613	98.20%
KPM.18	% of customer tickets (Incidents & Requests) responded to within SLA	Customer Contacts (technical)	Andy Szabo / Trefor Price	Cycle Time	90.00%	1,881	95.82%
KPM.19	UK Link Core Service Availability	UKLink	Andy Szabo / Trefor Price	Cycle Time	99.00%	N/A	99.71%
KPM.20	Gemini Core Service Availability	Gemini	Andy Szabo / Trefor Price	Cycle Time	99.00%	N/A	99.20%

DSC PI Performance for November 2022

DSC Unlque Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target Metric	Volumes	Nov-22
PI.01	% CMS Contacts processed within SLA (95% in D+10)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	95.00%	21,420	88.62%
PI.02	% CMS Contacts processed within SLA (80% in D+4)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	80.00%	21,299	88.12%
PI.03	% CMS Contacts processed within SLA (98% in D+20)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	98.00%	24,001	99.30%
PI.04	% customer queries responded to within SLA/OLA	Customer Contacts	Andy Szabo / Alex Stuart	Cycle Time	90.00%	1,468	99.25%
PI.05	Percentage of queries resolved RFT	Customer Contacts	Andy Szabo / Alex Stuart	Right First Time	95.00%	1,468	99.93%
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Andy Szabo / Alex Stuart	Cycle Time	100.00%	704	98.30%
PI.07	% of RFT against all reports dispatched	Customer Reporting (all forms)	Andy Szabo / Alex Stuart	Right First Time	99.00%	704	99.89%
PI.08	% of valid CMS challenges received (PSCs)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Right First Time	1.00%	12	0.05%
PI.09	% of Telephone Enquiry Service calls answered within SLA	Customer Contacts	Andy Szabo / Alex Stuart	Cycle Time	90.00%	8,186	94.70%
PI.10	Confidence in DE Team to deliver DESC obligations (via Survey of DESC Members)	Demand Estimation Obligations	Andy Szabo / Alex Stuart	Right First Time	75.00%	N/A	N/A
PI.11	DESC / CDSP DE obligations delivered on time	Demand Estimation Obligations	Andy Szabo / Alex Stuart	Cycle Time	100.00%	6	100.00%
PI.12	KPM relationship management survey	Customer Relationship Management	Andy Szabo / Alison Jennings	Right First Time	95.00%	54	84.19%
PI.13	Plan accepted by customers & upheld (Key Milestones Met as agreed by customers)	Management Of Customer Issues	Andy Szabo / Alex Stuart	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 / Alex Stuart	Right First Time	100.00%	10	100.00%
PI.15	Survey results delivered to CoMC in Month +1	Customer Relationship Management	Andy Szabo / Alison Jennings	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 / Alex Stuart	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 / Alex Stuart	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 / Alex Stuart	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 / Alex Stuart	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 / Alex Stuart	Right First Time	100.00%	1	100.00%
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 / Alex Stuart	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 / Alex Stuart	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 / Alex Stuart	Right First Time	100.00%	N/A	N/A
PI.27	% level 1 milestones met	Managing Change	Andy Szabo / Andy Simpson	Cycle Time	95.00%	10	100.00%

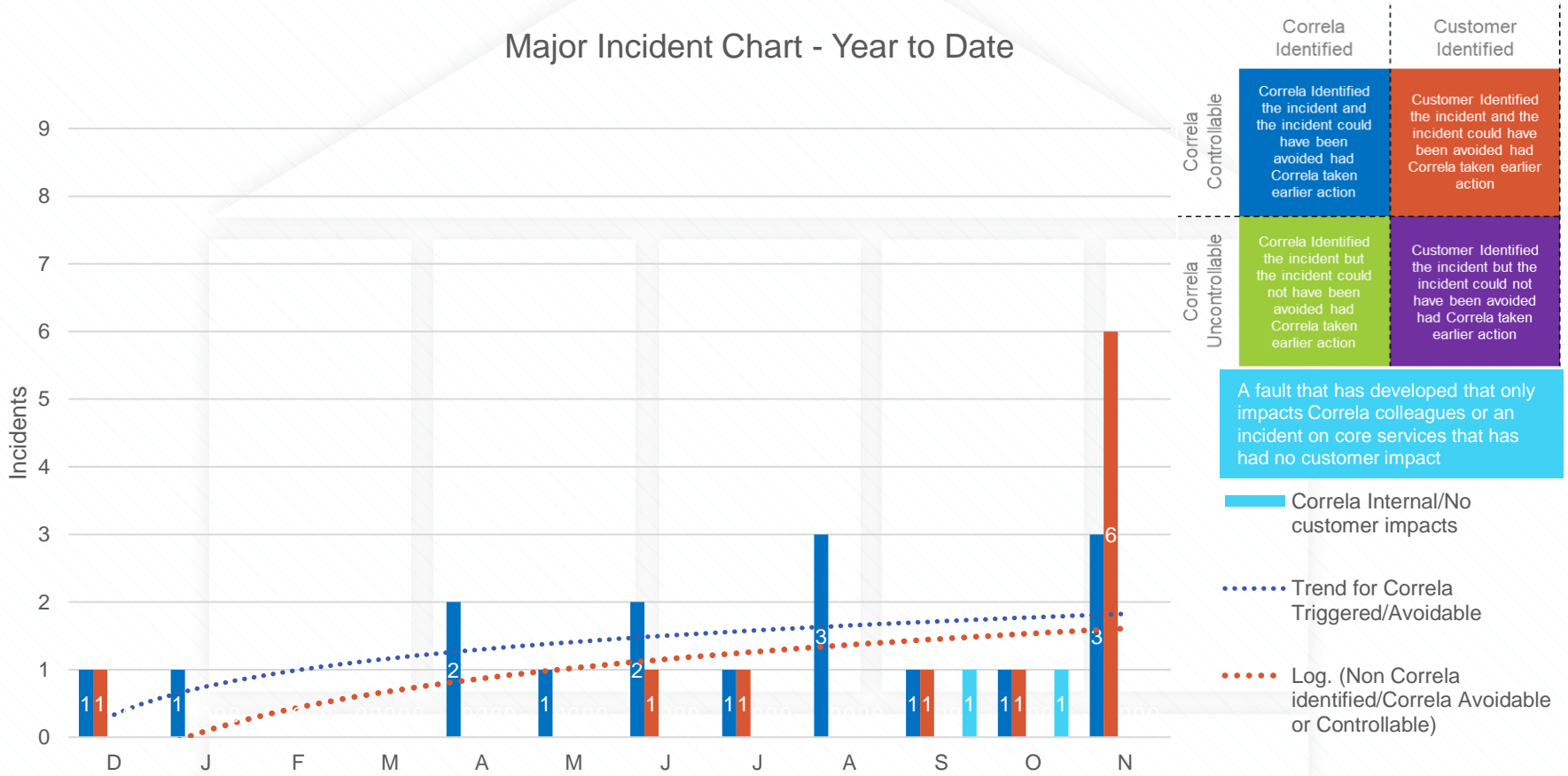


Appendix 2

XOSERVE INCIDENT SUMMARY

What is happening Overall

Major Incident Chart - Year to Date



What is happening Overall?

Key:

Nov 2022

Performance Year to Date

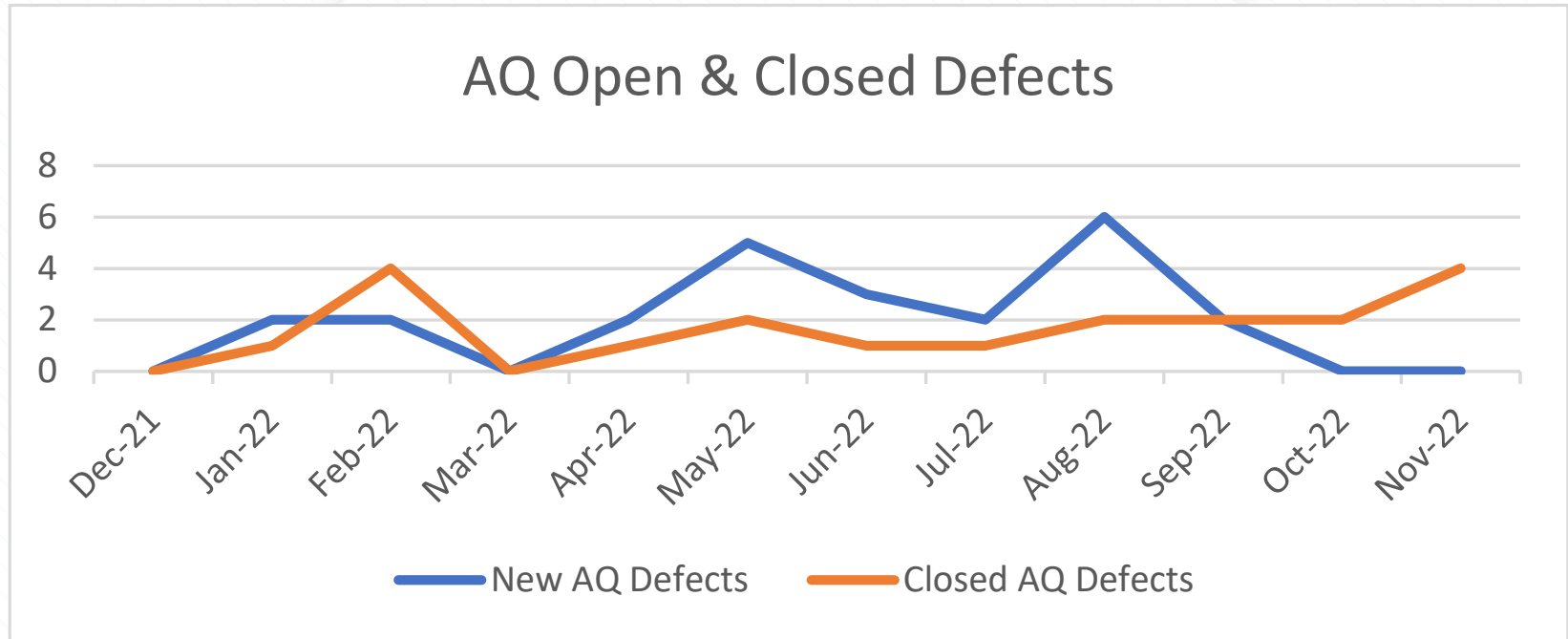
	Correla Identified	Customer Identified		Correla Identified	Customer Identified		Correla Identified	Customer Identified
Correla Controllable	Correla Identified the incident and the incident could have been avoided had Correla taken earlier action	Customer Identified the incident and the incident could have been avoided had Correla taken earlier action	Correla Controllable	3	6	Correla Controllable	15	9
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



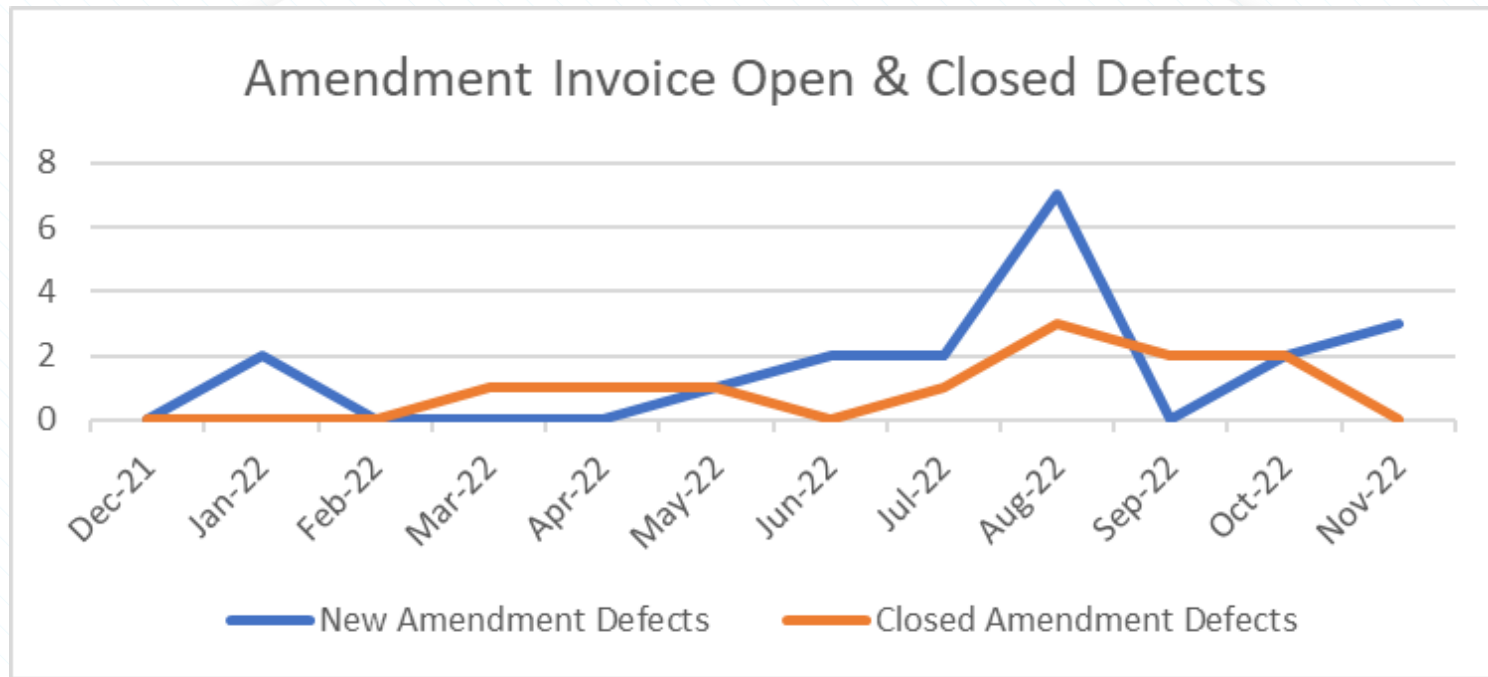
Appendix 3

CUSTOMER ISSUE DASHBOARD

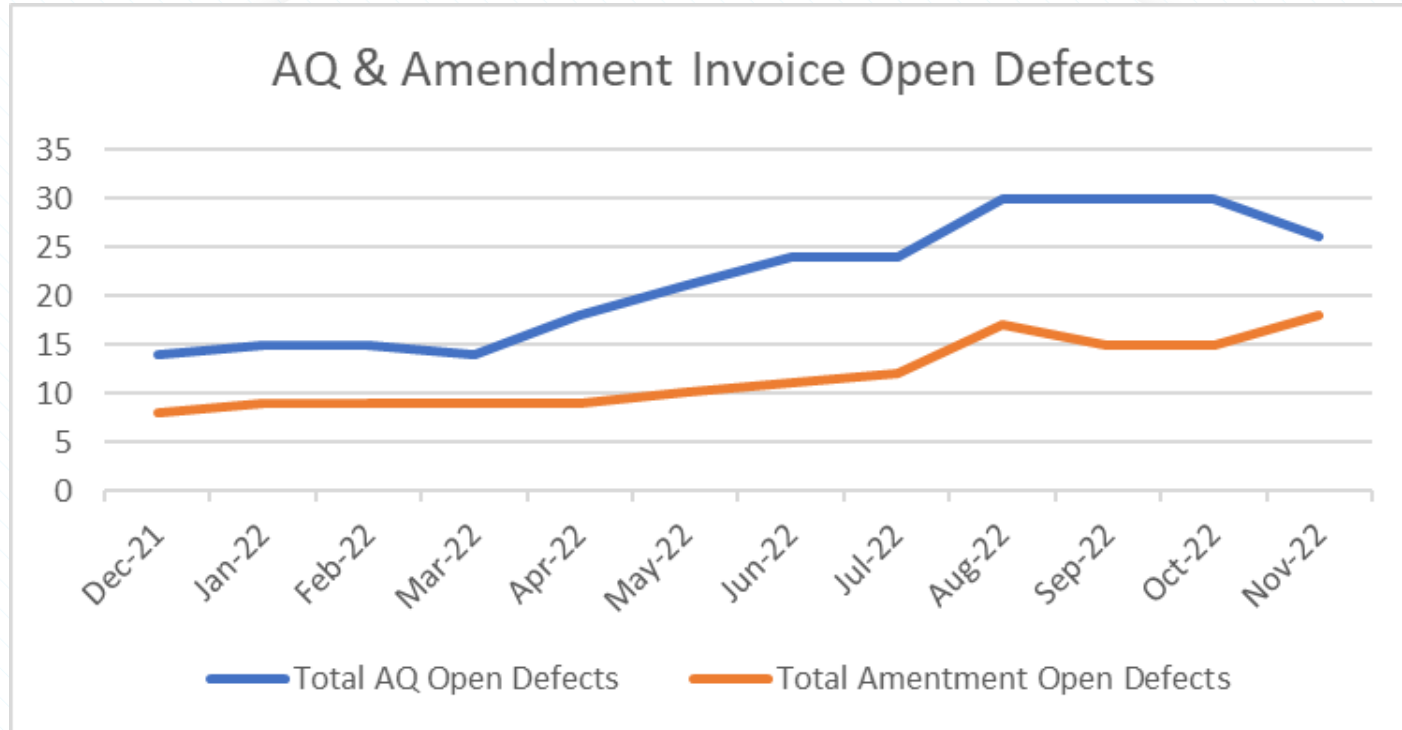
AQ Defects – Open & Closed over 12 Month Period



Amendment Invoice Defects – Open & Closed over 12 Month Period

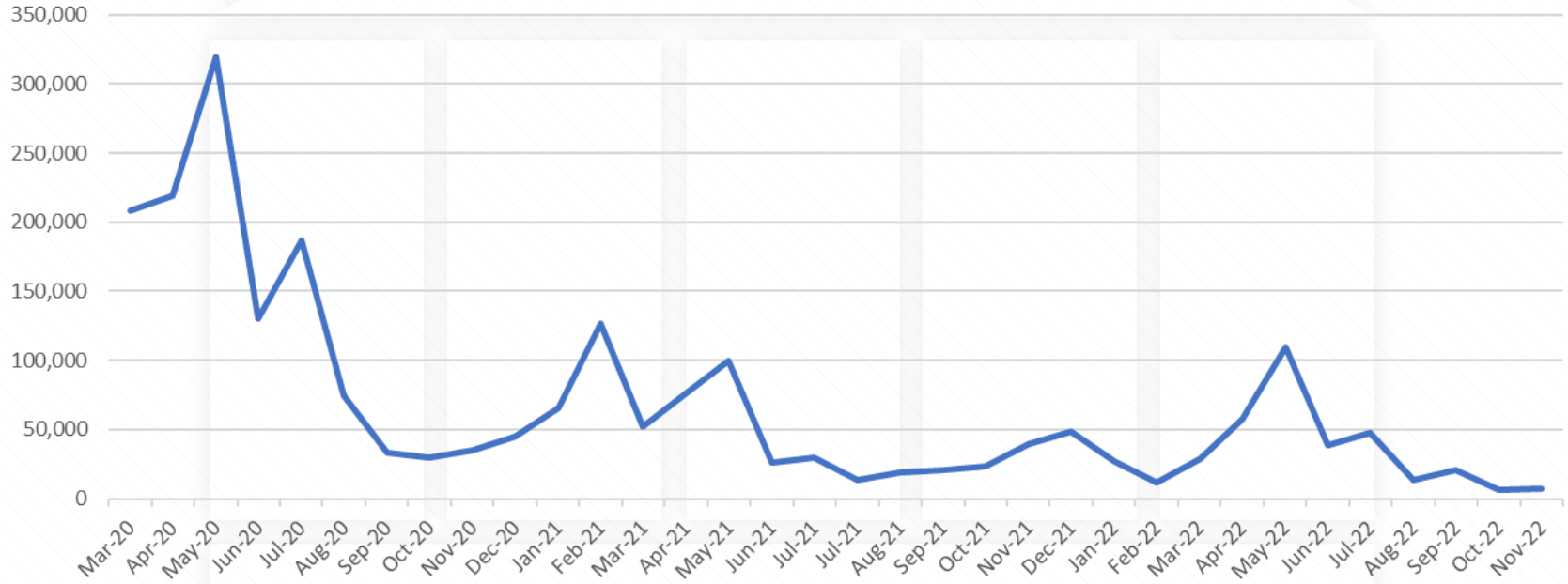


AQ & Amendment Invoice Open Defects (as of the end of each month)



Amendment Invoice Dashboard – Outstanding Exceptions

Number of Unique MPRNs with Exceptions



Further Information

The Customer Issue Register, published on xoserve.com and updated weekly, can be found at the following location:

<https://www.xoserve.com/news-updates/news-and-updates/issues-register/>

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/>