Contract Management Committee

5. Monthly Contract Management Report
16th November 2022

Contents

- 5.1 KPM Reporting (*will be published 11th November*)
- 5.3 Monthly Contract Metrics
- 5.4 Incident summary
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KPM Reporting (October reporting period)

Agenda item 5.1

Monthly Contract Management reports and updates

Agenda Item 5.3

Performance monitoring (October 2022)

- Third Party and Additional Services Reporting

Reporting area	Oct-22	Year to date
Additional Services	£6,409.00	£102,948.00
Third Party Services	£11,617.36	£221,824.49

- 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 (October 2022)

Class	MPRN Count	Smart Count	Total	Smart %
1	619	0	619	0.00%
2	562	0	562	0.00%
3	204698	4631599	4836297	95.77%
4	12212869	7921934	20134804	39.34%

Overall 50% 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/

- **HyDeploy Phase 2 Guest Blog** https://www.xoserve.com/news/guest-blog-lessons-and-learnings-from-hydeploy-phase-2/

- **Delivering Decarb – October Edition -**
https://www.xoserve.com/news/deliveringdecarb-october-edition/

Summary

During October we experienced 3 P2 incidents

System Affected	Priority	Impact	Remedial Actions	KPM Breach	Resolved	Customer Segment Impacted
GES API	P2	During the peak of service (12:30-17:00) customer requests for data on the address search function for the Switching API Services were not fulfilled.	Performance self-stabilised when switching gate closed Code was further optimized to prevent future performance issues	No	Yes	Shippers
GES API	P2	GES API services were degraded between 8:58 and 9:38. During this time customers experienced a slower response time when actioning an address search query. Between 9:38 and 9:56 the service became unavailable, customers using the GES service between this time experienced a 401-error response error message.	Immediate action was taken to revert the change, restoring full functionality across the affected GES API. Amendments have now been made to internal software code & processes to avoid reoccurrence. Any changes made to reporting will follow the formal operational change & control route.	No	Yes	Shippers
BW	P2	No significant customer impact. A small number of reports for Distribution Networks (DNs) were delivered later than normal, but all well ahead of SLA.	A backup of the file system was taken to release space; unfortunately, this was unsuccessful. Replication was broken between primary and DR nodes File catch-up activities were performed ensuring no impact to the file processing KPM's.	No	Yes	No impact

High-level summary of P1/2 incidents: Oct 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
INC0281993	Customers experienced slow response when using the Supply Point Switching API under the Gas Enquiry Service. (GES)	Due to inefficient code in the address search query, alongside an increase in traffic, API performance issues started to affect the customer experience.	During the peak of service (12:30-17:00) customer requests for data on the address search function for the Switching API Services were not fulfilled.	While the issue was being investigated the switching gate closed and performance self stabilised to within expected levels. No action was taken to restore service. Root cause investigation identified inefficiencies within the existing code for the search query. A change to the code was developed, tested and successfully deployed to ensure the query ran efficiently. Service was restored within the day, with an enduring fix deployed on the 10th October.	3rd Oct	3rd Oct
INC0284890	Correla monitoring checks highlighted availability issues on the GES supply point switching API. A networking failure was identified between the API and the GES database resulting in the service not being available.	A change was deployed to the central reporting environment; the change unexpectedly synched with the production database causing a network disconnection on the GES API Service.	GES API services were degraded between 8:58 and 9:38. During this time customers experienced a slower response time when actioning an address search query. Between 9:38 and 9:56 the service became unavailable, customers using the GES service between this time experienced a 401-error response error message.	Immediate action was taken to revert the change, restoring full functionality across the affected GES API. Amendments have now been made to internal software code & processes to avoid reoccurrence. All future reporting changes will have additional rigour applied to ensure all possible risks are considered	11th Oct	11th Oct
INC0286157	Data synchronization between SAP ISU and the SAP BW database paused causing the BW reporting service to be unresponsive / unavailable. The pending transfers transaction log ran out of space and was unable to process any further transactions.	This is under investigation with Microsoft. A Correla problem record PRB0041298 has been logged to track and understand the root cause of the synchronization issue.	No significant customer impact. A small number of reports for Distribution Networks (DNs) were delivered later than normal, but all well ahead of SLA.	The technical teams explored different options to restore service, finally deciding to break the replication between the primary database node and the DR (Disaster Recovery) node. The primary database node started to respond as file system space was released. The application server successfully connected, restoring service. File catch-up activities were performed ensuring no impact to the file processing KPM's.	14th Oct	14th Oct

Open Issues Impacting Customers

Issue Area	Issue Summary	Action Being Undertaken	Customers Impacted
Missing Secured Active Messages	- 159 missing SAM's relating to switching activities	- 119 due to a timing issue between CSS & Xoserve servers. IA for each scenario in progress to carry out a prospective registration. - 25 with DCC, outcome of their investigations expected w/c 7 November - 9 confirmed by DCC as cancelled switches, UKLink updated - 6 under investigation with DCC	Shippers DNs IGTs
Incorrect CV 19 October 22	- Incorrect CV loaded into UKLink and used for DM energy calculations for 19 October in SC LDZ	- UKLink updated to correct CV value - All reports updated prior to submission except for the SC9 file - Energy corrected for the impacted MPRNs prior to the production of the Commodity invoice - Financial adjustments will be processed for the energy balancing charges - Change raised for the assessment of what system validations that can be put in place	Shippers DNs
Amendment Invoice Defects	- 15 open defects impacting the Amendment invoice	- 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	- 30 AQ impacting defects as of 7 October 2022 - 24 of which impact the energy used to calculate AQ - Circa. 150 MPRNs impacted	- Profiling to identify impacted MPRNs - AQs are corrected to limit impact on the customer - Focus remains on resolving high priority AQ prior to 1 December 2022. - Communications in place with DN Pricing Managers to ensure FYAQ values are accurate	Shippers DNs
Contact Data	- Consumer Contact data provided by Shippers is not complete when sent in the quarterly portfolio files to IGTs	- Defect raised and is being progressed - Report of the Emergency Contacts held on UKLink issued to IGTs on 1st November - This will be re-issued if needed; defect not fixed	IGTs

Issue Summary – Distribution Networks

- Missing Secured Active Messages (SAMs)
  - Total of 159 missing SAMs (as of 4/11/22) relating to Registration notifications from CSS.
    - 119 due to a timing issue between CSS & Xoserve servers. IA for each scenario in progress.
    - 25 with DCC, outcome of their investigations expected w/c 7 November
    - 9 confirmed by DCC as cancelled switches, UKLink updated
    - 6 under investigation with Xoserve & DCC
  - Potential Impacts:
    - Transportation charges issued to the incorrect Shipper
    - Portfolio reports showing incorrect Shipper/Supplier
- Incorrect CV for 19 October 2022
  - Incorrect CV loaded into UKLink and used for DM energy calculations for 19 October in SC LDZ
- AQ Defects:
  - There are currently 30 AQ impacting defects as of 4 November 2022
  - Circa. 150 MPRNs impacted based on latest profiling
  - AQs are corrected where required to limit impact on customer
  - All MPRNs impacted will be re-profiled prior to 1 December AQ calculation and corrected prior to the FYAQ snapshot
  - Potential Impacts:
    - Incorrect transportation rates applied to charges, financial adjustments processed once defect fixed and data corrected
    - If AQs are incorrect on 1 December 2022, this may impact the Formula Year AQ.
- Amendment Invoice Defects
  - 15 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 – Shippers

- Missing Secured Active Messages (SAMs)
  - Total of 159 missing SAMs (as of 4/11/22) relating to Registration notifications from CSS.
    - 119 due to a timing issue between CSS & Xoserve servers. IA for each scenario in progress.
    - 25 with DCC, outcome of their investigations expected w/c 7 November
    - 9 confirmed by DCC as cancelled switches, UKLink updated
    - 6 under investigation with Xoserve & DCC
  - Potential impacts:
    - Shipper / Supplier not recorded on UKLink or Gemini
    - Outgoing Shipper continues to receive transportation charges
- Incorrect CV for 19 October 2022
  - Incorrect CV loaded into UKLink and used for DM energy calculations for 19 October in SC LDZ
  - Incorrect CV value included in the daily file notifying of the CV values (SC9)
- AQ Defects:
  - There are currently 30 AQ impacting defects as of 4 November 2022
  - Circa. 150 MPRNs impacted based on latest profiling
  - AQs are corrected where required to limit impact on customer
  - All MPRNs impacted will be re-profiled prior to 1 December AQ calculation and corrected prior to the FYAQ snapshot
  - 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
  - 15 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 159 missing SAMs (as of 4/11/22) relating to Registration notifications from CSS.
    - 119 due to a timing issue between CSS & Xoserve servers. IA for each scenario in progress.
    - 25 with DCC, outcome of their investigations expected w/c 7 November
    - 9 confirmed by DCC as cancelled switches, UKLink updated
    - 6 under investigation with Xoserve & DCC
  - Potential impacts:
    - IGT Transportation charges issued to the incorrect Shipper
    - Portfolio reports showing incorrect Shipper/Supplier
- AQ Defects:
  - There are currently 30 AQ impacting defects as of 4 November 2022
  - Circa. 150 MPRNs impacted based on latest profiling
  - AQs are corrected where required to limit impact on customer
  - All MPRNs impacted will be re-profiled prior to 1 December AQ calculation and corrected prior to the FYAQ snapshot
  - Potential Impacts:
    - If AQs are incorrect on 1 December 2022, this may impact the Formula Year AQ.
- 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
  - Report provided to IGTs early November of the Emergency Contacts held on UKLink

GRDA Performance

Agenda Item 5.6

GRDA Performance – October 2022

- Key points to note November 2022:
  - 4 days in October where there was at least one missing GC Message (5 messages in total)
  - 15 days above average volume in month, but below peak; or which 3 had at least 1 missing message
  - 99.93% availability of GRDS – API server outage

target   actual

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	0.9993
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	0.9375
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	0.8
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	16
Xoserve	GRDS	Service Levels	7.1.6	Provider (relating to secured switches at gate closure) were at or below the peak daily volume	N/A	INT	15
Xoserve	GRDS	Service Levels	7.1.6	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 an 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 below an 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 below peak 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 below peak hourly volume what percentage of hours was the 90th percentile response time from GRDS 15 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service 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	714
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	30
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	0
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	
Xoserve	GRDS	General	N/A	Free text comments	N/A	FREE TEXT	

Appendix 1 - KPM slides (item 5.1 will be published 11th November)

Appendix 2 - Xoserve Incident Summary (item 5.4)

Appendix 3 - Customer Issue Dashboard (item 5.5)
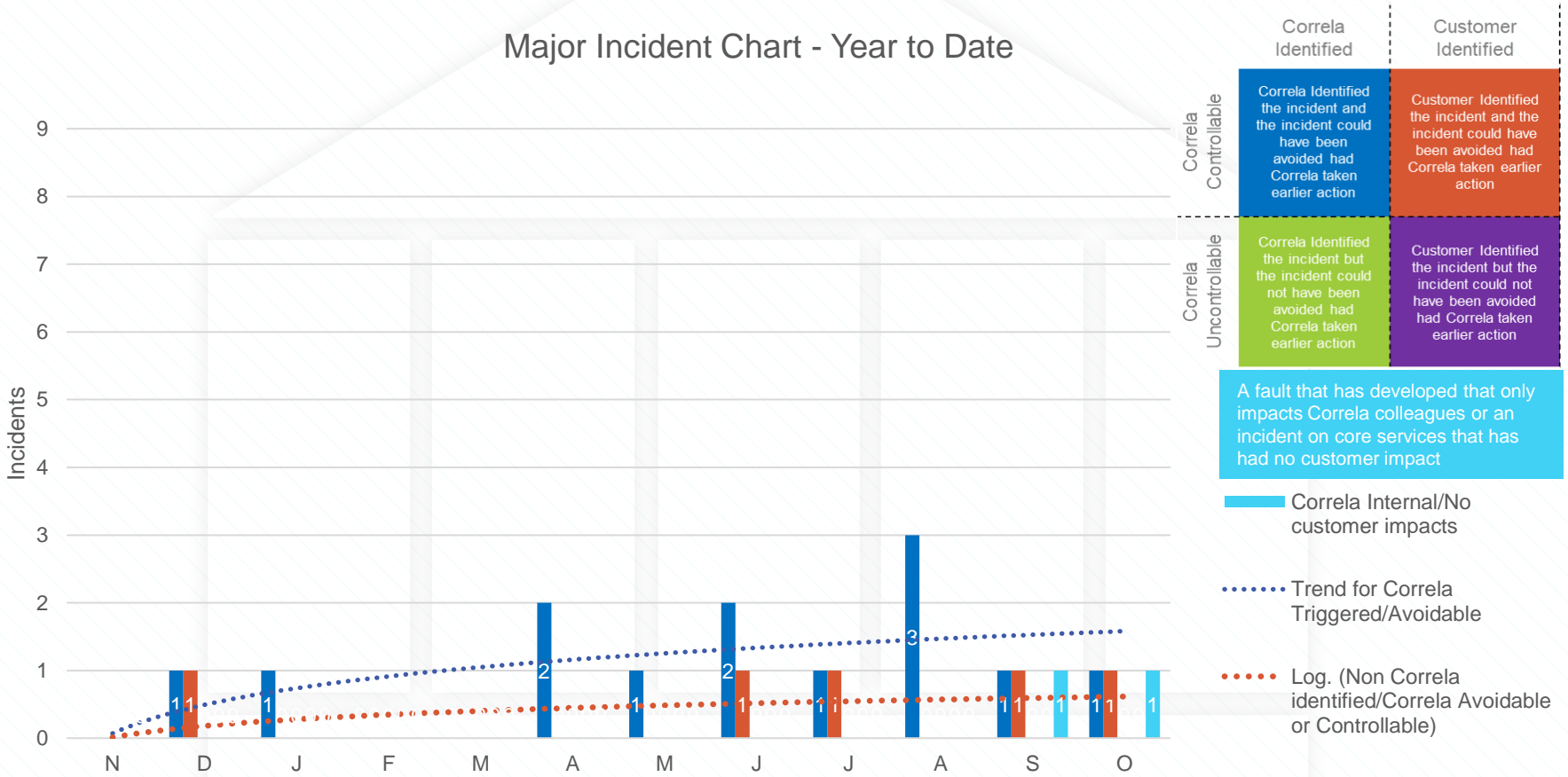
APPENDIXES

Appendix1

KPM SLIDES

Appendix 2

XOSERVE INCIDENT SUMMARY

What is happening Overall

Major Incident Chart - Year to Date

	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

Correla Internal/No customer impacts

.... Trend for Correla Triggered/Avoidable

.... Log. (Non Correla identified/Correla Avoidable or Controllable)

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

Oct 2022

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

Performance Year to Date

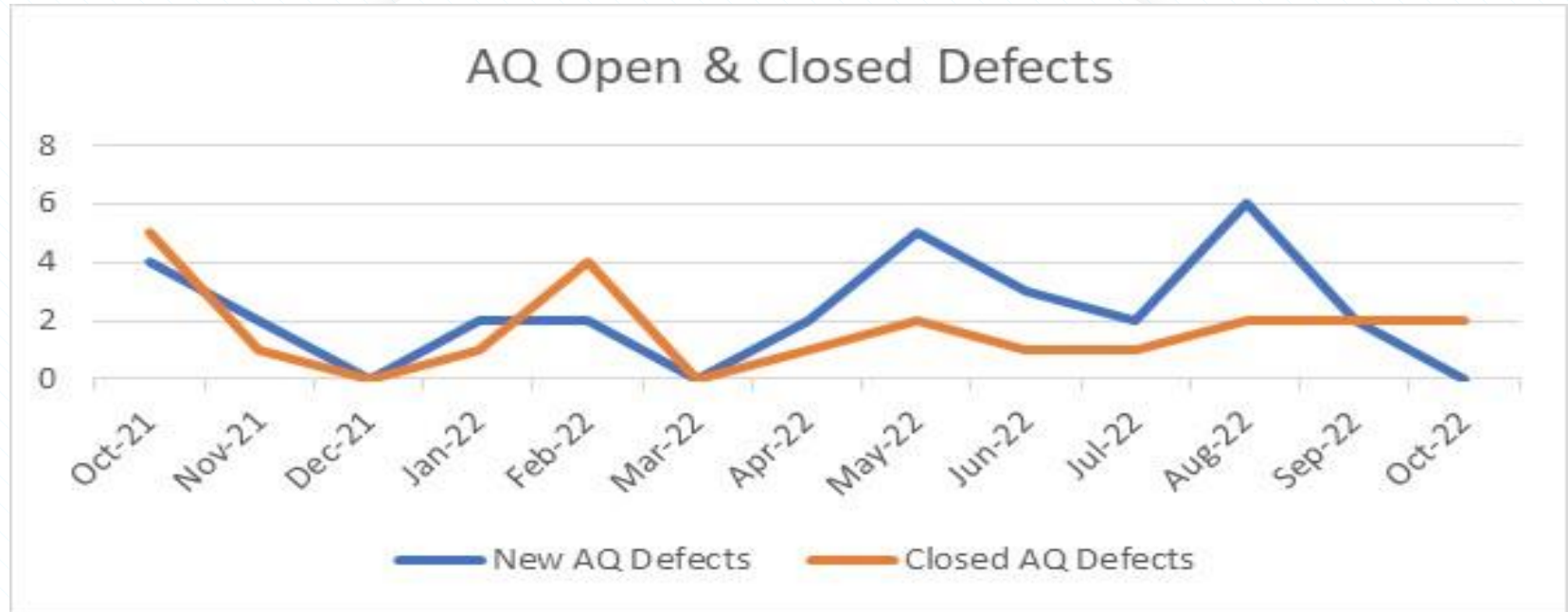|	Correla Identified	Customer Identified
Correla Controllable	12	3
Correla Uncontrollable	0	0

Appendix 3

CUSTOMER ISSUE DASHBOARD

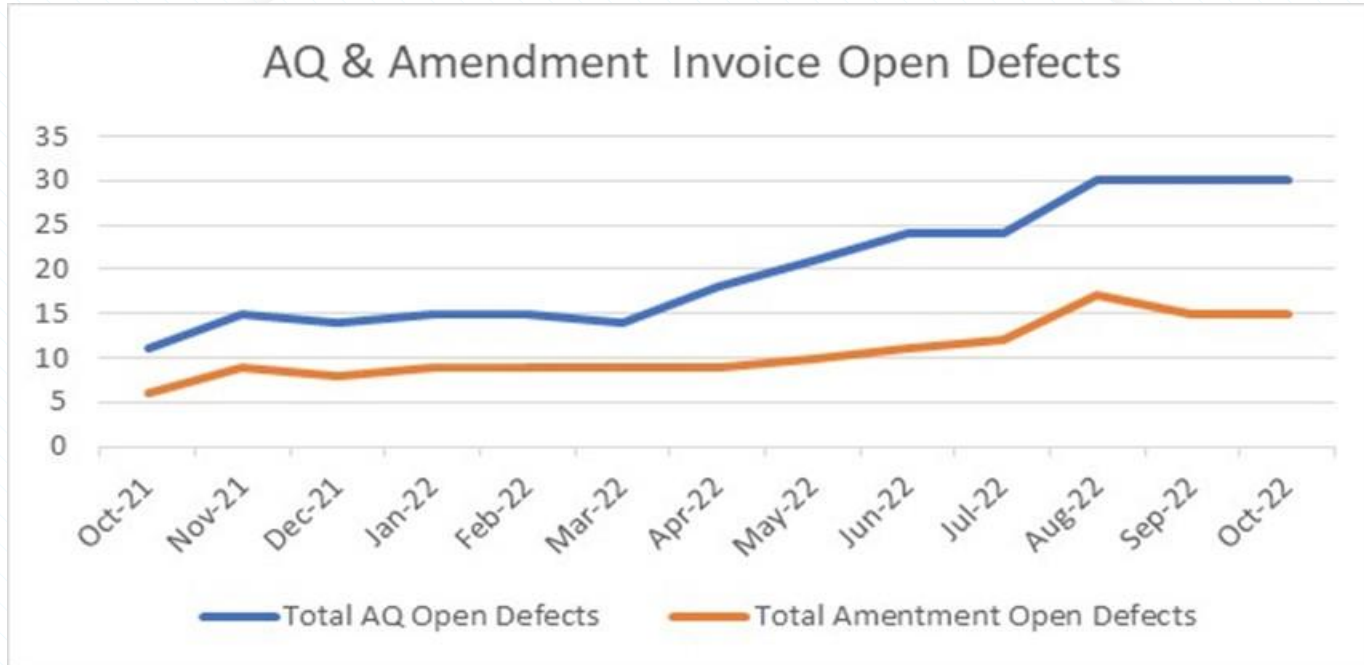# AQ Defects – Open & Closed over 12 Month Period
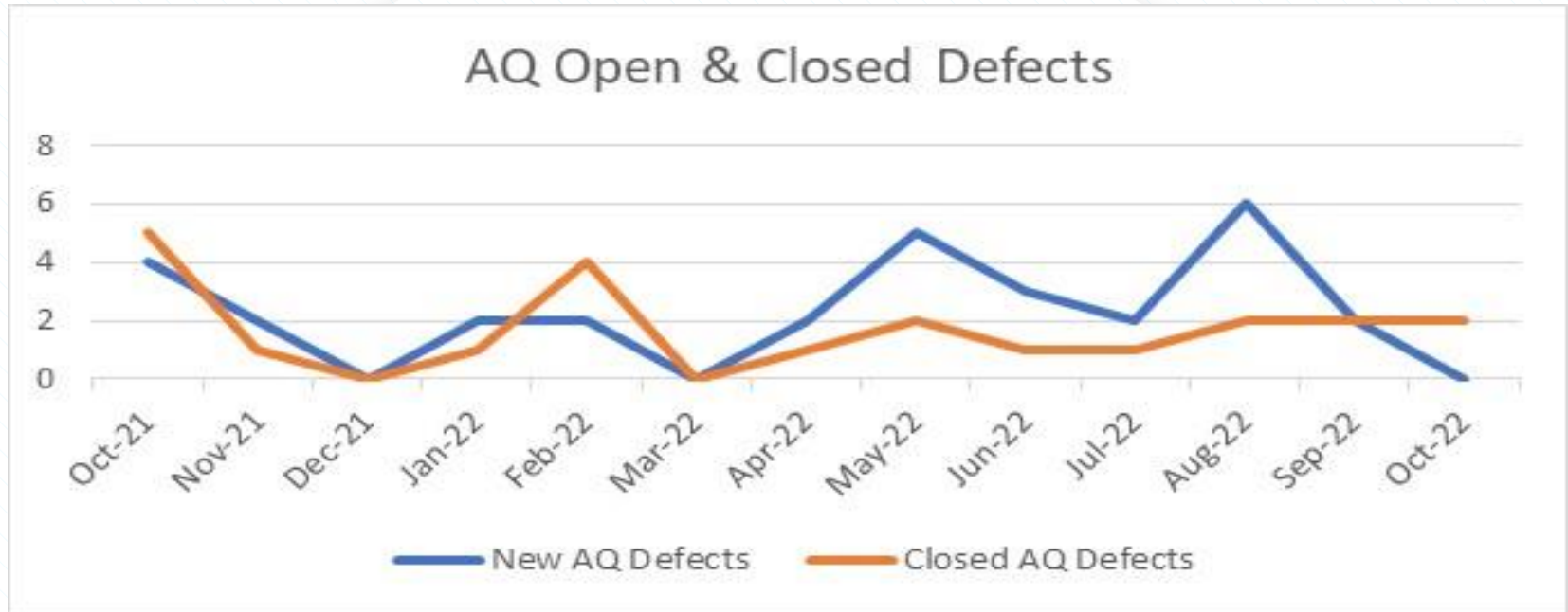
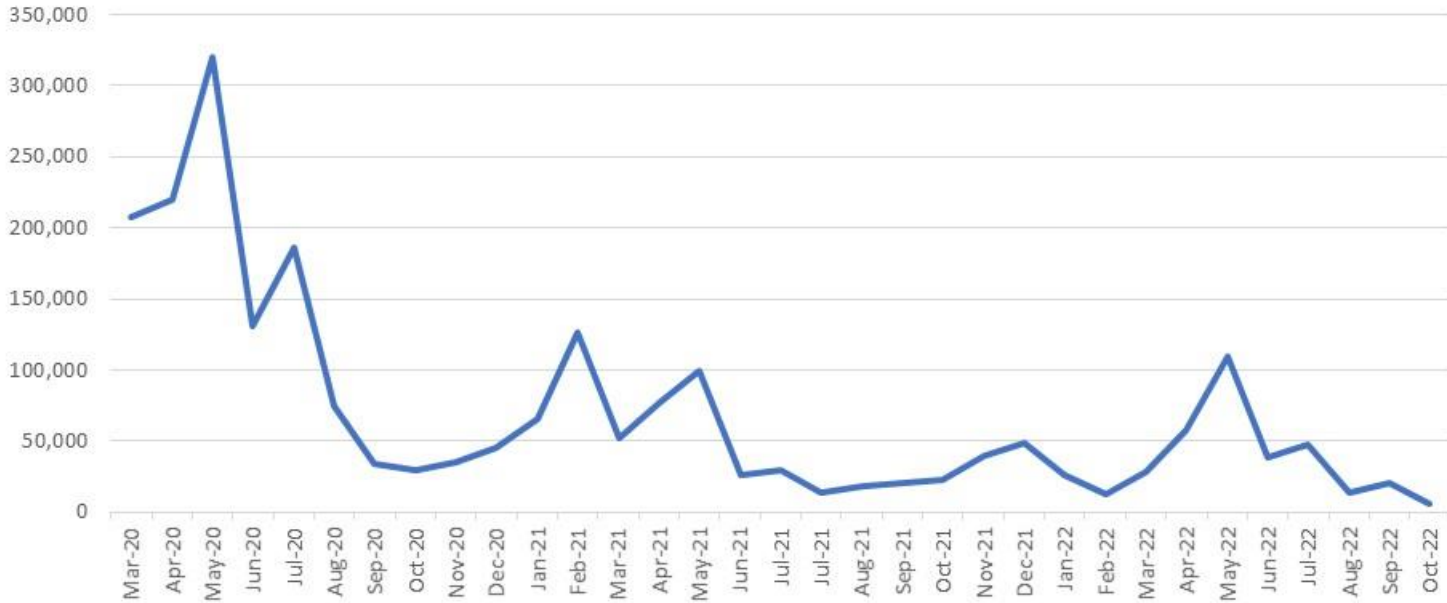# AQ Defects – Open & Closed over 12 Month Period

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/