



# Customer Issue Management Update

## CoMC

15 February 2023

**Updated post meeting for Missing Secured Active Messages (SAMs) Issue**

# Open Issues Impacting Customers

Issue Area	Issue Summary	Further Information and Action Being Undertaken	Customers Impacted
Missing Secured Active Messages (SAMs)	<ul style="list-style-type: none"> <li>- 205 missing SAM's relating to switching activities</li> </ul>	<ul style="list-style-type: none"> <li>• CSS have provided outcome of their reconciliation activities for 186 MPRNs:               <ul style="list-style-type: none"> <li>- 122 confirmed as valid registrations. These will be processed with an effective date of 21 February 2023.</li> <li>- 15 where there has been a switch since</li> <li>- 3 cancelled switch</li> <li>- 46 appear to be cancelled but require confirmation from CSS</li> </ul> </li> <li>• Awaiting reconciliation activities for the remaining 19 MPRNs</li> <li>• CSS have notified of a further 94 MPRNs where they did not send the pending notification or Secured Active Message to CDSP. Issue occurred in December 2022.</li> </ul>	Shippers DNs IGTs
SwitchStream Service (Option 1 only)	<ul style="list-style-type: none"> <li>- 267 MPRNs where a notification was not issued to the Shipper of a Registration request</li> </ul>	<p>Working with the impacted Shippers to progress Confirmations where the Shipper was unable to Object &amp; has lost ownership</p> <ul style="list-style-type: none"> <li>- 65 MPRNs have transferred ownership, of which we are aware of 6 that the Shipper would have submitted an Objection to</li> </ul>	Shippers
Amendment Invoice Defects	<ul style="list-style-type: none"> <li>- 16 open defects impacting the Amendment invoice</li> </ul>	<ul style="list-style-type: none"> <li>- Profiling carried out monthly to identify impacted MPRNs</li> <li>- 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</li> </ul>	Shippers DNs
AQ Defects	<ul style="list-style-type: none"> <li>- 24 AQ impacting defects (defects impacting AQ calculation)</li> </ul>	<ul style="list-style-type: none"> <li>- Profiling carried out to identify impacted MPRNs</li> <li>- Aqs are corrected to limit impact on the customer.</li> <li>- All profiled sites for outstanding AQ calculation impacting defects have been corrected along with the new Formula Year</li> </ul>	Shippers DNs IGTs
Contact Data	<ul style="list-style-type: none"> <li>- Consumer contact data provided by Shippers is not complete when sent in the daily/quarterly portfolio files to IGTs</li> </ul>	<ul style="list-style-type: none"> <li>- 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 &amp; EQL)</li> <li>- Report providing all consumer contact data sent January 23 following IQL submission</li> <li>- Checks performed have confirmed IDL report is correct and complete</li> </ul>	IGTs DNs

# Issue Summary – Distribution Networks

- Missing Secured Active Messages (SAMs)
  - Total of 205 missing SAMs (as of 15/02/2023) relating to Registration notifications from CSS.
  - CSS have provided outcome of their reconciliation activities for 186 MPRNs:
    - 122 confirmed as valid registrations. These will be processed with an effective date of 21 February 2023.
    - 15 where there has been a switch since
    - 3 cancelled switch
    - 46 appear to be cancelled but require confirmation from CSS
  - Awaiting reconciliation activities for the remaining 19 MPRNs
  - CSS have notified of a further 94 MPRNs where they did not send the pending notification or Secured Active Message to CDSP. Issue occurred in December 2022.
  - A communication will be issued notifying customers of the above
  - Potential Impacts:
    - Transportation charges issued to the incorrect Shipper
    - Portfolio reports showing incorrect Shipper/Supplier
- AQ Defects:
  - There are currently 24 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 new Formula Year .
  - Potential Impacts:
    - Incorrect transportation rates applied to charges
- Amendment Invoice Defects
  - 16 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

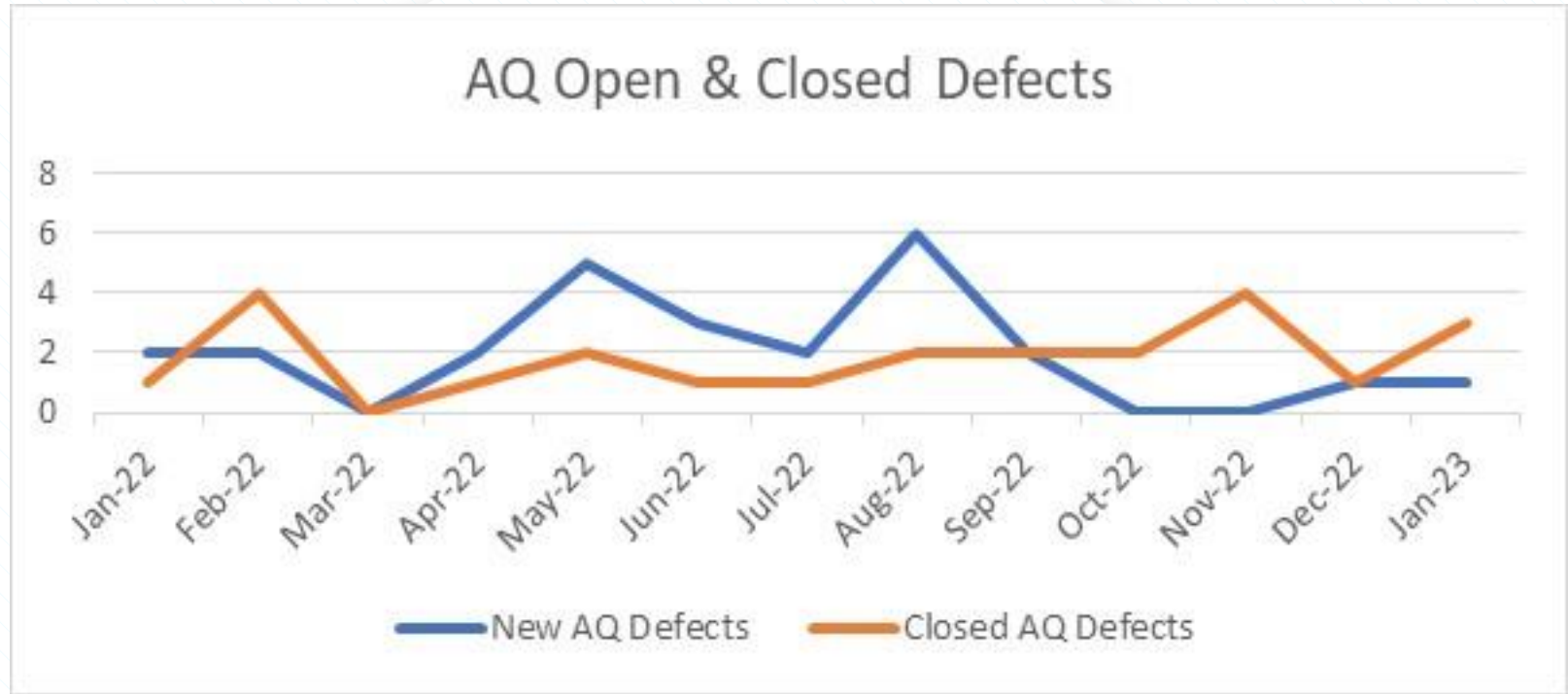
# Issue Summary – Shippers

- Missing Secured Active Messages (SAMs)
  - Total of 205 missing SAMs (as of 15/02/2023) relating to Registration notifications from CSS.
  - CSS have provided outcome of their reconciliation activities for 186 MPRNs:
    - 122 confirmed as valid registrations. These will be processed with an effective date of 21 February 2023.
    - 15 where there has been a switch since
    - 3 cancelled switch
    - 46 appear to be cancelled but require confirmation from CSS
  - Awaiting reconciliation activities for the remaining 19 MPRNs
  - CSS have notified of a further 94 MPRNs where they did not send the pending notification or Secured Active Message to CDSP. Issue occurred in December 2022.
  - A communication by 17 February 2023 will be issued notifying customers of the above
  - Potential impacts:
    - Shipper / Supplier not recorded on UKLink or Gemini
    - Outgoing Shipper continues to receive transportation charges
- SwitchStream Service (Option 1)
  - 267 MPRNs where a notification was not issued to the Shipper of a Registration request from another Shipper
    - 65 MPRNs have been registered with the new Shipper
    - of the 65, we are aware of 6 MPRNs that the Shipper would have objected to
  - Potential Impacts
    - Three Shippers was not given the opportunity to submit an Objection and has subsequently lost ownership of a supply point
- AQ Defects:
  - There are currently 24 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 new Formula Year snapshot .
  - Potential Impacts:
    - Incorrect transportation rates applied to charges,
    - Over/under allocation of energy for demand estimation processes, impacts to UIG
- Amendment Invoice Defects
  - 16 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

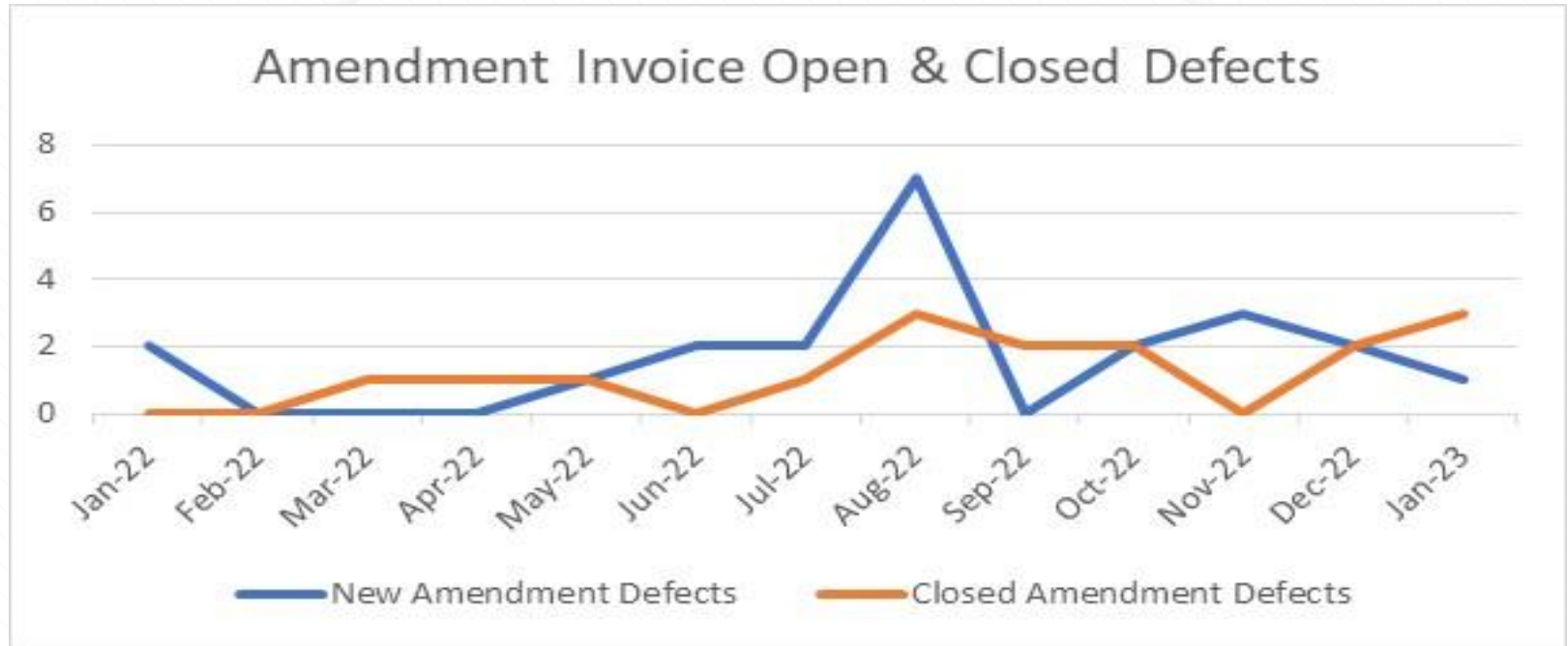
# Issue Summary – IGTs

- Missing Secured Active Messages (SAMs)
  - Total of 205 missing SAMs (as of 15/02/2023) relating to Registration notifications from CSS.
  - CSS have provided outcome of their reconciliation activities for 186 MPRNs:
    - 122 confirmed as valid registrations. These will be processed with an effective date of 21 February 2023.
    - 15 where there has been a switch since
    - 3 cancelled switch
    - 46 appear to be cancelled but require confirmation from CSS
  - Awaiting reconciliation activities for the remaining 19 MPRNs
  - CSS have notified of a further 94 MPRNs where they did not send the pending notification or Secured Active Message to CDSP. Issue occurred in December 2022.
  - A communication will be issued notifying customers of the above
  - Potential impacts:
    - IGT Transportation charges issued to the incorrect Shipper
    - Portfolio reports showing incorrect Shipper/Supplier
- AQ Defects:
  - There are currently 24 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 new Formula Year snapshot .
- Contact Data not complete in the Daily Portfolio Files:
  - 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 containing all consumer contact data sent in January following submission of the IQL file
  - Checks have confirmed that the daily portfolio file (IDL) is complete and correct

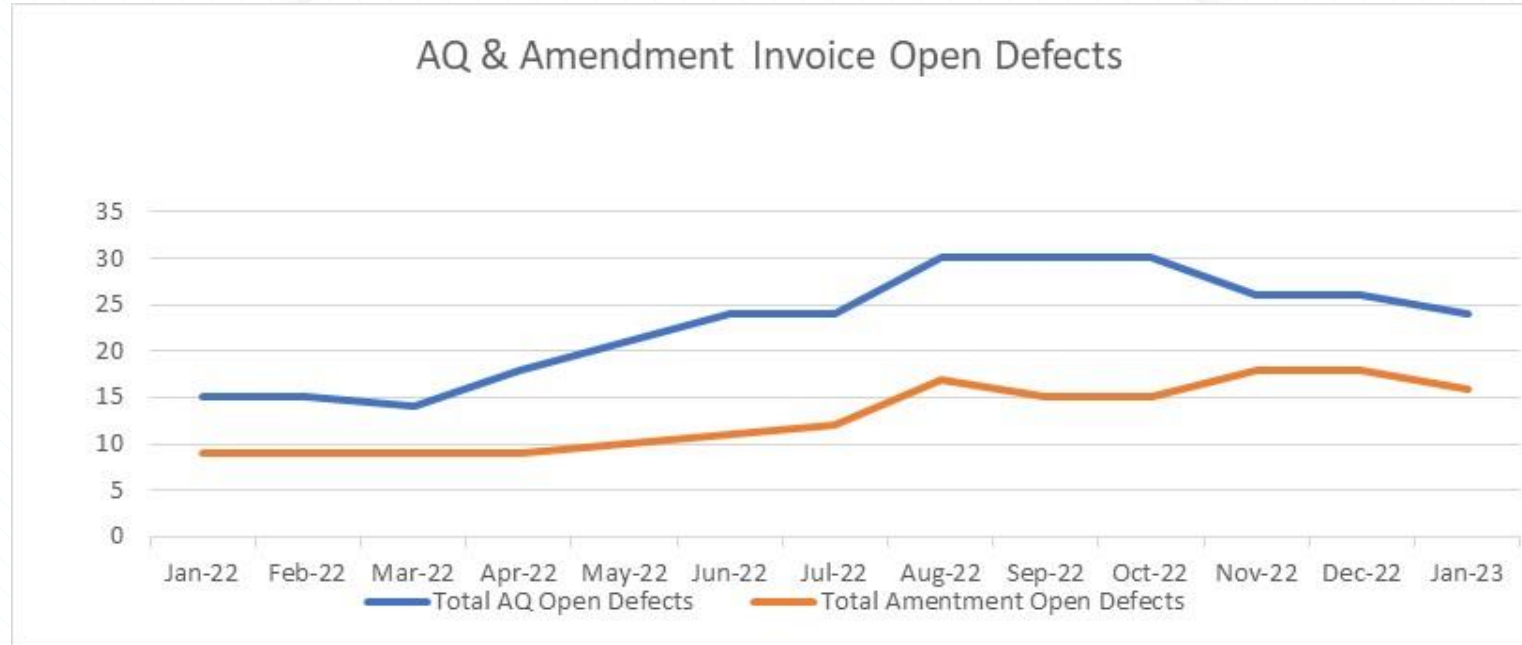
# AQ Defects – Open & Closed over 12 Month Period



# 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

The image shows a placeholder for a dashboard table. The table is represented by a light gray border forming a grid with 5 columns and 1 row. The background of the slide features a light blue diagonal line pattern.

--	--	--	--	--

# Further Information

Please contact the Issue Management Team  
[box.xoserve.IssueResolution@xoserve.com](mailto: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/>