Contract Management Committee

5. Contract Management Report 19th April 2033

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KPM Reporting
(March reporting period)

Agenda item 5.1

DSC Credit and Risk Performance Indicators

Energy Performance Indicators		
Measure Detail (Right First Time)	**Target**	**March**
Energy Balancing Credit Rules adhered to, to ensure adequate security in place	100%	100%
Measure Detail (Cycle Time)	**Target**	**March**
% of revenue collected by due date	98%	99.96%
% of revenue collected by due date (+2 days)	100%	99.98%
CDSP Performance Indicators (Cycle Time)		
Measure Detail (Cycle Time)	**Target**	**March**
% of revenue collected by due date	98%	99.89%
% of revenue collected by due date (+3 days)	98%	99.99%

Monthly Contract Management reports and updates

Agenda Item 5.3

Performance monitoring (March 2023)

- Third Party and Additional Services Reporting

Reporting area	Mar-23	Year to date
Additional Services	£20,761.00	£132,328.08
Third Party Services	£48,269.01	£334,393.57

- Gemini Performance and UK Link Availability

Gemini Service Performance	
Target	Actual
99%	99.69%

UK Link Availability and Performance		
	Target	Actual
Batch Transfer	99%	100%
Service Desk Availability	99%	99.68%

All Transportation Invoice Charging obligations were achieved

Meter Count Report (March 2023)

Class	MPRN Count	Smart Count	Total	Smart %
1	615	0	615	0.00%
2	701	0	701	0.00%
3	197295	4572472	4769767	95.86%
4	11620779	8666085	20286866	42.72%

Overall 52% of the entire Meter Portfolio is Smart

Xoserve Incident Summary

Agenda Item 5.4

Summary

System Affected	Priority	Impact	Remedial Actions	KPM Breach	Resolved	Customer Segment Impacted
Gemini	P2	There was intermittent access to the Gemini service for a period of 25 minutes, this impacted a small number of Customers attempting to log into the service	A problematic node was detected and isolated from the load balancer; services were then redirected to the working primary node.	No	Yes	National Gas Transmission & Shippers
Service Desk	P2	During the outage Customers would not have been able to contact the Service Desk via phone. All other routes (email and Self-Serve Portal) remained available. No abandoned / missed calls were detected.	The Service Desk invoked the contingency by switching calls to Skype whilst working however that was unsuccessful, multiple services were restarted associated to the PIM (Peripheral Interface Management) service in order to restore service.	No	Yes	All
Xoserve.com	P2	All customers of the webpage would have received an "500 Error" message when trying to access	The vendor was engaged and performed a code update to stop the error in the live update section affecting the whole webpage, following completion of the code update the webpage was restored.	No	Yes	All
Gemini	P2	External customers were unable to access the Gemini Service	The scheduled patching was rolled back restoring service.	No	Yes	Shippers
CMS	P2	Customers attempting to access the CMS Application would not have been able to successfully login during the restart of the system.	A controlled restart of CMS application was performed to allow customers contacts to be processed successfully.	No	Yes	All CMS Customers

Customer Issue Dashboard

Agenda item 5.5

Open Issues Impacting Customers

Issue Area	Issue Summary	Further Information and Action Being Undertaken	Customers Impacted
Missing Secured Active Messages (SAMs)	- 359 missing SAM's relating to switching activities	• Latest position on missing messages (as of 11 April 2023) - 127 confirmed as valid registrations. These have been processed and communications sent. Completed. - 75 resolved, no further action required - 1 pending customer response - 62 pending CSS reconciliation - 94 CSS stalled pending/SAM to CDSP, waiting on CSS to advise on action required	Shippers DNs IGTs
Amendment Invoice Defects	- 10 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	- 15 AQ impacting defects (defects impacting AQ calculation)	- 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
Consumer Contact Data	- Consumer contact data provided by Shippers is not complete when sent in the portfolio files to IGTs & DNs	- Defect raised and is being progressed. All consumer data is being checked on quarterly (IQL) file. For completeness, the DNs portfolio report is also being reviewed (EDL & EQL) - Report providing all consumer contact data will be issued w/c 17 April 23 following IQL submission - Checks performed have confirmed IDL report is correct and complete	IGTs DNs

Issue Summary – Distribution Networks

- Missing Secured Active Messages (SAMs)
    - Total of 359 missing messages as of 11 April 2023 relating to Registration notifications from CSS.
        - 127 confirmed as valid registrations. These have been processed and communications sent. Completed.
        - 75 resolved, no further action required.
        - 1 pending customer response
        - 62 pending CSS reconciliation
        - 94 CSS stalled pending/SAM to CDSP, waiting on CSS to advise on action required
    - Potential Impacts:
        - Transportation charges issued to the incorrect Shipper
        - Portfolio reports showing incorrect Shipper/Supplier
- AQ Defects:
    - There are 15 open defects impacting the AQ calculation
    - 7 defects closed during March
    - 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
    - 10 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 359 missing messages as of 11 April 2023 relating to Registration notifications from CSS.
    - 127 confirmed as valid registrations. These have been processed and communications sent. Completed.
    - 75 resolved, no further action required.
    - 1 pending customer response
    - 62 pending CSS reconciliation
    - 94 CSS stalled pending/SAM to CDSP, waiting on CSS to advise on action required
  - Potential impacts:
    - Shipper / Supplier not recorded on UKLink or Gemini
    - Outgoing Shipper continues to receive transportation charges
- AQ Defects:
  - There are 15 open defects impacting the AQ calculation
  - 7 defects closed during March
  - 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
  - 10 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 359 missing messages as of 11 April 2023 relating to Registration notifications from CSS.
    - 127 confirmed as valid registrations. These have been processed and communications sent. Completed.
    - 75 resolved, no further action required.
    - 1 pending customer response
    - 62 pending CSS reconciliation
    - 94 CSS stalled pending/SAM to CDSP, waiting on CSS to advise on action required
  - Potential impacts:
    - IGT Transportation charges issued to the incorrect Shipper
    - Portfolio reports showing incorrect Shipper/Supplier
- AQ Defects:
  - There are 15 open defects impacting the AQ calculation
  - 7 defects closed during March
  - 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 .
- 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 w/c 17 April 23 following IQL submission
  - Checks have confirmed that the daily portfolio file (IDL) is complete and correct

GRDA Performance
Agenda Item 5.6

GRDA Performance – March 2023

- Key points to note March 2023 - Figures quoted based on draft RPA report due to CoMC paper deadline – indicates

- Any failures due to missing messages

  - 3 of 28 days at average volume with at least one missing message.

  - 1 of 3 days at sub peak volume with at least one missing message

- All other targets were met

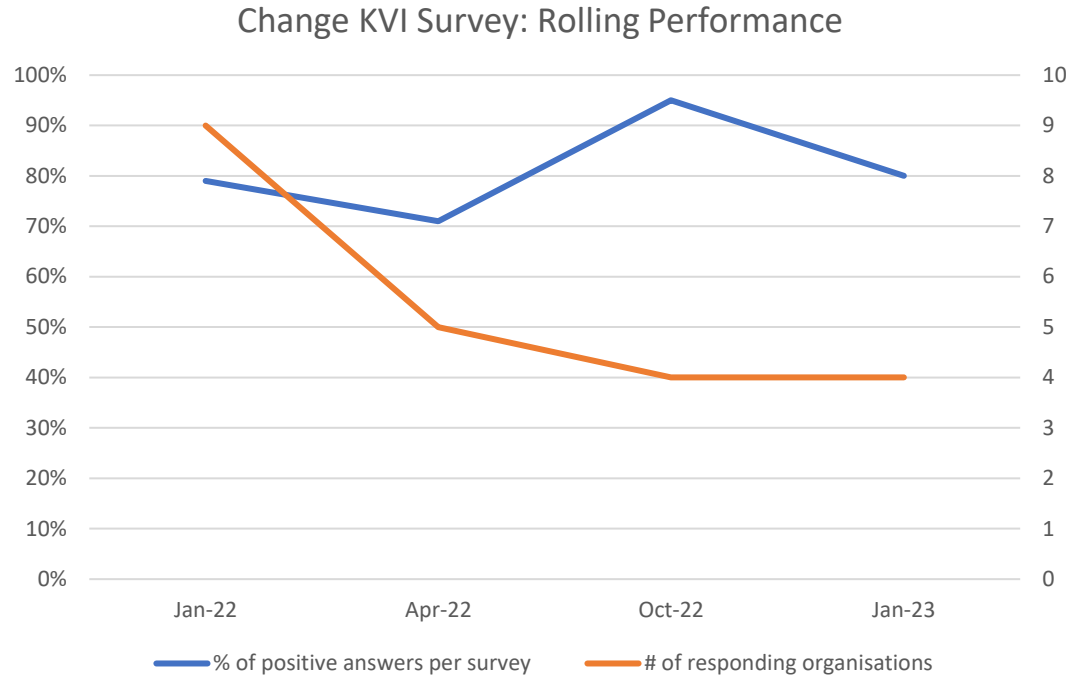| Service Pr	Service De	Service Definition Se	Section	Metric Description	Performan	Metric Ty	Value
Xoserve	GRDS	Service Availability	5.2	Percentage Service Availability for the receipt and acknowledgement of Market Messages from the CSS Provider (excluding scheduled maintenance	0.9975	DECIMAL	0.9999
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	0.8929
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	0.6667
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	28
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	3
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 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	645
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	79
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	20
Xoserve	GRDS	Service Levels	7.5	Where a BCDR event is invoked what number of instances was the maximum recovery time objective for the GRDS greater than 8 hours	0	INT	0
Xoserve	GRDS	General	N/A	Re 7.1.1 & 7.1.3 - Performance failure caused by missing SAMs from DCC. We responded to all received SAMs in milliseconds and both metrics would score 100% if messages were received in the stated windows.	N/A	FREE TEXT	

Q3 KVI Change Management Survey Results

Agenda Item 5.7

Q3 KVI Change Management Survey Results

- KVI Change Management Survey – January 2023
- Score decreased from 9.5 to 8.0 from last survey

- YTD Scorecard for 22/23 has decreased from 9.5 to 8.8

- Number of participants stayed the same @ 4

Change KVI Survey: Rolling Performance

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

Appendix 1 - KPM slides (*Final version will be available after 14th April*)
Appendix 2 - Xoserve Incident Summary (item 5.4)
Appendix 3 -Customer Issue Dashboard(item 5.5)

APPENDIXES
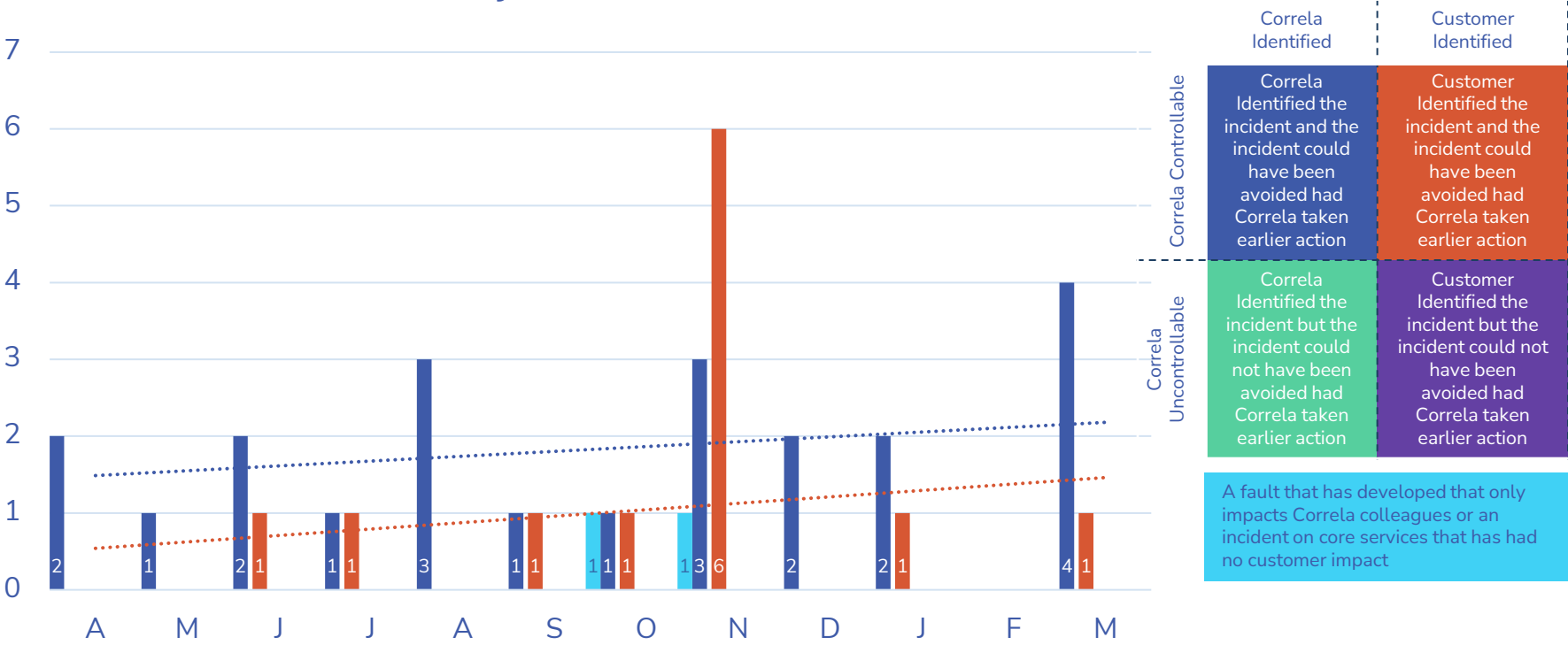
Appendix1

KPM SLIDES

Appendix 2

XOSERVE INCIDENT SUMMARY

High Level Summary of P1/P2 Incidents: Mar 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
INC0335202	An auto system generated alert was received notifying that the Gemini Service was unavailable	Intermittent connectivity loss was identified on the inter DC link. Further root cause analysis is in progress with the Vendor. The vendor confirmed the intermittent connectivity loss was due to some preparation work taking place for some planned maintenance activities. The preparation work caused fiber bumps which triggered some flapping on the network.	There was intermittent access to the Gemini service for a period of 25 minutes, this impacted a small number of Customers attempting to log into the service	A problematic node was detected and isolated from the load balancer; services were then redirected to the working primary node.	9th Mar	9th Mar
INC0335444	During routine test calls the Cisco phone system was unavailable and the Service Desk were not contactable, whilst invoking contingency via Skype that was also unavailable.	PIM (Peripheral Interface Manager) services went down on both Peripheral Gateway (PG) servers. Full Root Cause Analysis is in progress.	During the outage Customers would not have been able to contact the Service Desk via phone.(Low call volumes). All other routes (email and Self-Serve Portal) remained available. No abandoned / missed calls were detected.	The Service Desk invoked the contingency by switching calls to Skype whilst working on an enduring fix, unfortunately the contingency was not successful and resulted in multiple services associated to the PIM to be restarted	10th Mar	10th Mar
INC0335458	Xoserve.com website became unavailable.	Upon removing a historic live update message from Xoserve.com an incorrect field was deleted in error. The field is an integral part of the webpage and when removed caused the webpage to become unavailable.	All customers of the webpage would have received an "500 Error" message when trying to access	The vendor was engaged and performed a code update to stop the error in the live update section affecting the whole webpage, following completion of the code update the webpage was restored.	10th Mar	10th Mar
INC0335835	Customers reported they were unable to access the Gemini Service. (Issue only impacted external access. National Gas were unaffected)	Root cause is due to the recent patch set which was installed on Cressex Gemini AD DNS server. There are currently two AD DNS servers in Gemini, and both are part of production however there is no test AD DNS server to test the outcome of the patching. Citrix confirmed the patch works with the latest version of Citrix products and to upgrade to prevent this issue reoccurring.	External customers were unable to access the Gemini Service	The scheduled patching was rolled back restoring service.	11th Mar	12th Mar
INC0355664	As a consequence of a slow running job, customer contacts did not process as expected within the CMS application.	Due to slow running job, this prevented a number of customer contacts from being processed.	Customers attempting to access the CMS Application would not have been able to successfully login during the restart of the system.	A controlled restart of CMS application was performed to allow customers contacts to be processed successfully.	30th Mar	30th Mar

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

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

Mar 2023

	Correla Identified	Customer Identified
Correla Controllable	4	1
Correla Uncontrollable	0	0

Performance Year to Date

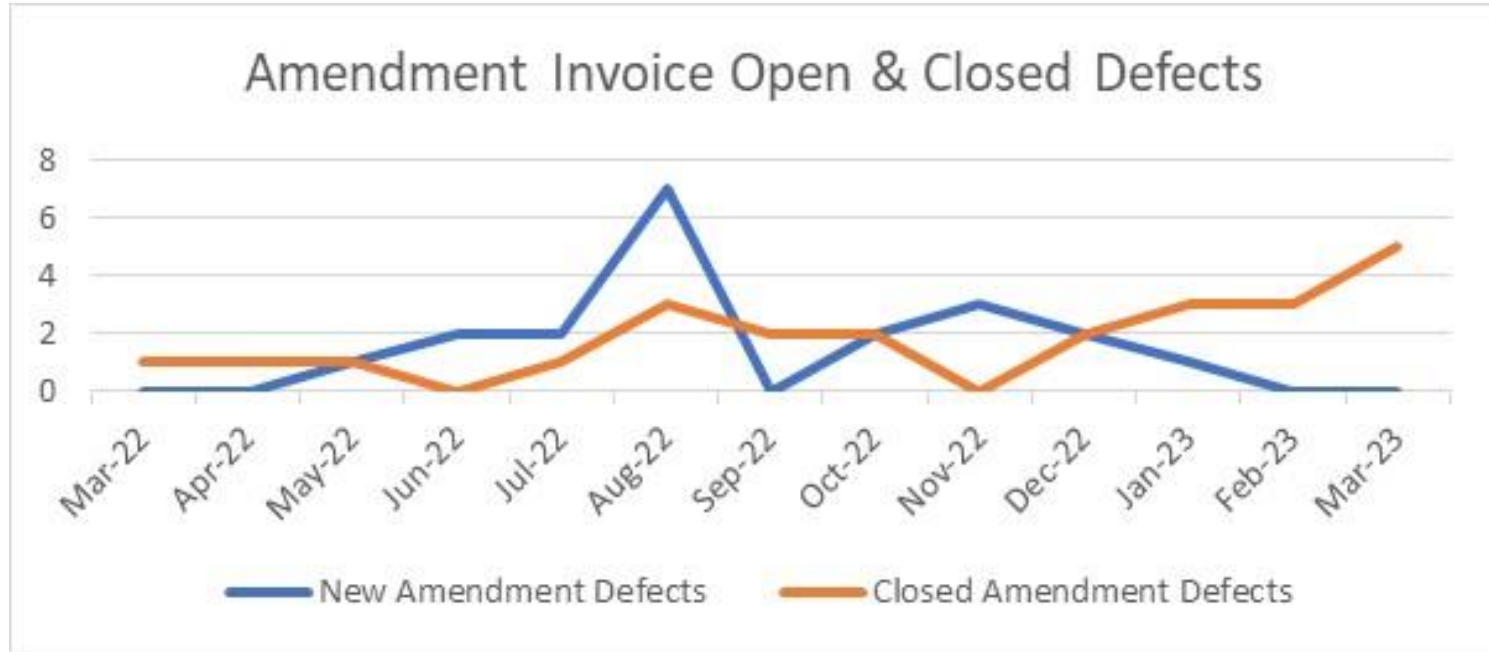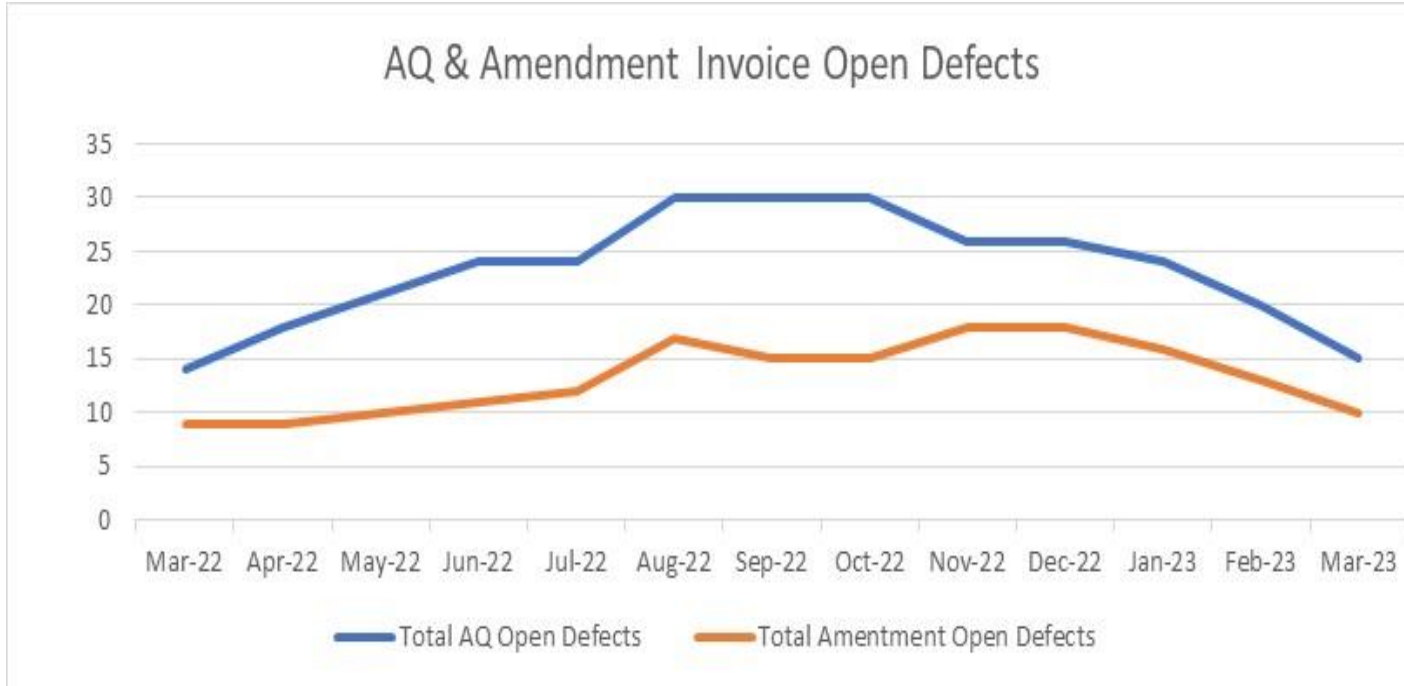|	Correla Identified	Customer Identified
Correla Controllable	23	12
Correla Uncontrollable	0	0

Appendix 3

CUSTOMER ISSUE DASHBOARD

AQ Defects – Open & Closed over 12 Month Period
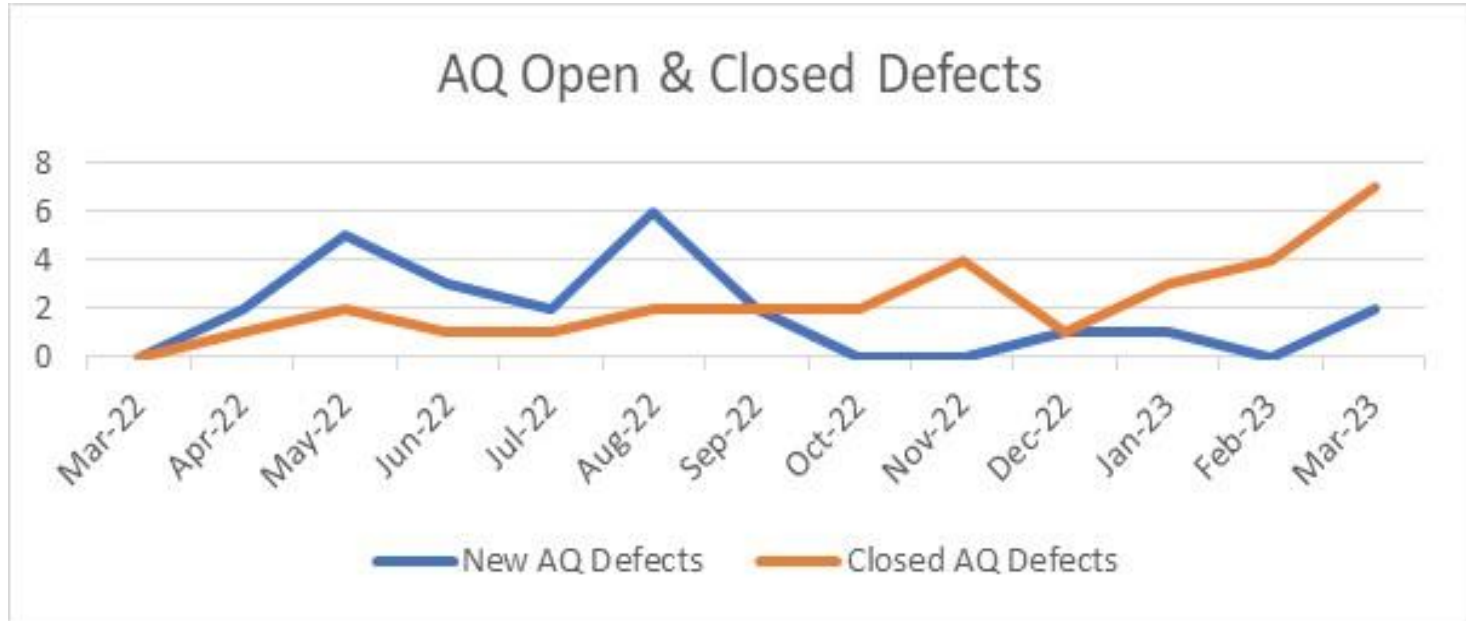
Amendment Invoice Defects – Open & Closed over 12 Month Period

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

Amendment Invoice Dashboard – Outstanding Exceptions

Number of Unique MPRNs with Exceptions