Contract Management Committee

6. Monthly Contract Management Report
19th October 2022

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KPM Reporting (September reporting period)

Agenda item 6.1

Overall Summary - KPMs

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
KPMs (20 total)	17	3	0

Failure Summary - KPMs

KPM / PI Ref	Measure Detail	Journey / Process	Measure Type	Target	Performance	Failure / Remedial Action	Impacted Constituent/s (GT / iGT / NG / Shipper)
KPM.05	Percentage of total LDZ AQ energy at risk of being impacted	Monthly AQ Processes	Right First Time	0.75%	1.13%	The KPM failure is due to an increase in the affected MPRN count of AQ impacting defects with some being large NDM & DM sites. The AQ impact of all outstanding defects have been assessed with those with the largest impact prioritised for data correction.	GT / iGT / NG / 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%	134,834,264 reads and 246,941 asset updates were received. 118 reads and 265 asset updates were not processed due to Exception processes.	Shippers (indirectly GT, iGT, NG)
KPM.13	% of exceptions resolved within 2 invoice cycles of creation date	Invoicing DSC Customers	Cycle Time	100.00%	99.97%	269,570 exceptions created, 269,478 exceptions cleared	GT / Shipper

Overall Summary - PIs

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
PIs (24 total)	13	3	8

Failure Summary - PIs

KPM / PI Ref	Measure Detail	Journey / Process	Measure Type	Target	Performance	Failure / Remedial Action	Impacted Constituent/s (GT / iGT / NG / Shipper)
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Cycle Time	100.00%	96.56%	Gemini Data Refresh Issues have been the cause of failure for Demand Estimation reports (Mon Throughput and ME Throughput). BO downtime has been the cause of failure for PRI_01 and PR_02 (Reads and AQ). Six Invoicing reports are being counted as part of the PI failure as they were sent out a day late due to the bank holiday.	GT for the Demand Estimation and Reads and AQ Reports. GT for Invoicing RA Reports Shippers for Invoicing Exception / Exclusion reports.
PI.12	KVI relationship survey	Customer Relationship Management	Right First Time	95.00%	84.19%	Significant drop in IGTs and Large Shippers scores. Multiple negative responses from 1 IGT and 1 Large Shipper organisation influenced a drop in scores. Reasons provided for poor score:- Tickets experience, examples of resolutions not received. Perceived that change engagement is Shipper oriented.	IGT / Shipper
PI.27	% level 1 milestones met	Managing Change	Cycle Time	95.00%	66.70%	8 out of 12 Milestone met, Cyber Milestone: (IAM Phase 2 SSO - 1 milestone /USOC Phase 2 – 1 Milestone / Vulnerability Management Phase 1- 2 Milestones)	No impacts to constituents at this stage. Missed or paused milestones are currently being replanned with a viable baselined delivery date and will be communicated through the ISP&B committee once agreed

KPM Customer Survey Results
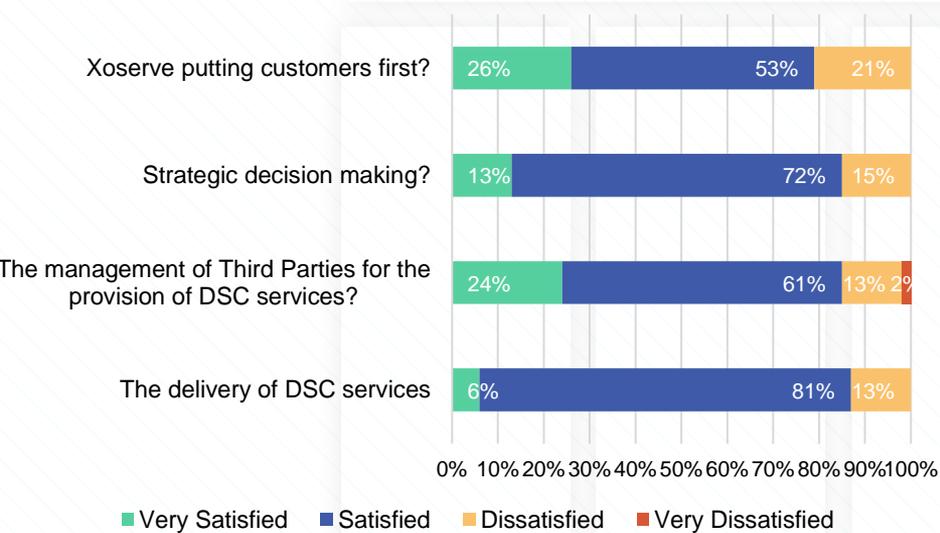
Q2 22/23 – September 2022

Agenda item 6.2
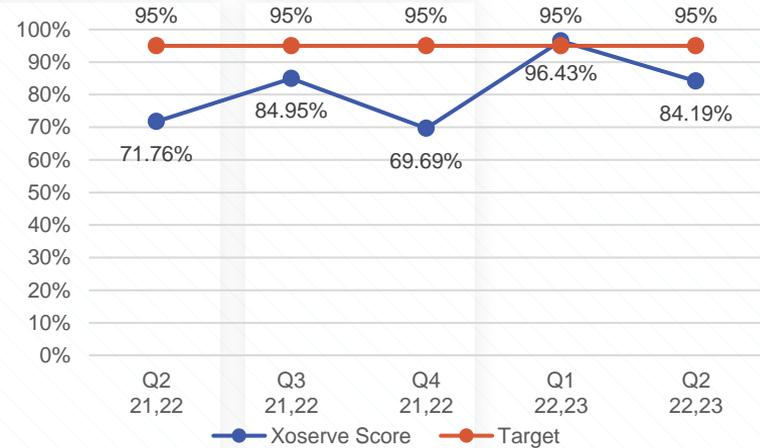
KPM Relationship Management Scores

Target	September-22 Score
95%	84.19%

	Sept 21 – Q2	Dec 21 – Q3	Mar 22 – Q4	Jun 22 – Q1	Sept 22 – Q2
Customer Response Vol.	26	31	24	21	54
Customer Feedback Vol.	6	8	7	5	33

All Segment Scores By Question

Xoserve putting customers first? — Very Satisfied 26%, Satisfied 53%, Dissatisfied 21%

Strategic decision making? — Very Satisfied 13%, Satisfied 72%, Dissatisfied 15%

The management of Third Parties for the provision of DSC services? — Very Satisfied 24%, Satisfied 61%, Dissatisfied 13%, Very Dissatisfied 2%

The delivery of DSC services — Very Satisfied 6%, Satisfied 81%, Dissatisfied 13%

Legend: ■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied

Quarterly Trends

Target: 95% (Q2 21,22), 95% (Q3 21,22), 95% (Q4 21,22), 95% (Q1 22,23), 95% (Q2 22,23)

Xoserve Score: 71.76% (Q2 21,22), 84.95% (Q3 21,22), 69.69% (Q4 21,22), 96.43% (Q1 22,23), 84.19% (Q2 22,23)

Legend: ●—Xoserve Score ●—Target

Commentary

- An improved survey response from 54 customers across 30 organisations.
- Customers provided 33 pieces of feedback to support their scores. Top themes detailed on slide 3.

Customer Feedback

Positive Feedback

- Customer Training
- DDP
- Switch Stream
- Website
- Helpful people going above & beyond
- Knowledge and expertise – Ops teams
- Engagement and relationship with CX team
- DDP development
- Progress made with understanding customers
- Strategic decision making and horizon scanning
- Xoserve's role Industry Change appreciated

Neutral Feedback

- GES project delivery
- FWA project engagement
- Understanding of end users needs improving

Negative Feedback – Improvement Focus Areas

- Change engagement
- Delays with MOD701 delivery now scheduled for June 23
- GES issues with whitelisting email accounts
- GES/CSS – issues with verification codes
- Flow Weighted Average Project
- CSS file sequencing issues

- Self-serve user experience when managing multiple open tickets
- Inconsistent responses to tickets
- Difficult in finding the right person to help
- Customer not receiving a resolution to ticket

Monthly Contract Management reports and updates

Agenda Item 6.3

Performance monitoring (September 2022)

- Third Party and Additional Services Reporting

Reporting area	Sep-22	Year to date
Additional Services	£9,108.00	£96,539.00
Third Party Services	£14,069.82	£210,207.13

- 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 (September 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%
Total	12418748	12553533	24972282	50%

Customer Highlights

- More Details on the Stories below can be found on the Xoserve Website:-
  https://www.xoserve.com/

- **Xoserve Services Portal Move to Cloud Project – Phase 2**
- https://www.xoserve.com/news/phase-two-xoserve-services-portal-move-to-cloud-project/
- **Xoserve's Annual Review 2021/22**
- https://www.xoserve.com/news/xoserve-s-annual-review-202122/
- **Delivering Decarb – September Edition**
- https://www.xoserve.com/news/deliveringdecarb-september-edition/
- **Gas Year 2022/23 Update – Demand Profiles and Unidentified Gas Weighting Factors**
- https://www.xoserve.com/news/gas-year-202223-update-demand-profiles-and-unidentified-gas-weighting-factors/

Xoserve Incident Summary

Agenda Item 6.4

Summary

During September we experienced 3 P2 incidents

System Affected	Priority	Impact	Remedial Actions	KPM Breach	Resolved	Customer Segment(s) Potentially Impacted
CMS & Xoserve Portal services	P2	CMS & Xoserve Portal services became unresponsive for approximately 50 mins.	Housekeeping was conducted to release appropriate space, allowing the processing of the NRL file load.	No	Yes	All
Gas Enquiry Service API	P2	During the peak of service (12:00-13:00) customer requests for data on the address search function for the Switching API Services were not fulfilled. From 13:00 performance improved, customers may have observed slower response times	To prevent further impact to customers, the indexes were rebuilt successfully overnight. By 8:00am the following morning the address search function response time had returned to normal.	No	Yes	All
SAP ISU	P2	Our monitoring observed that the Secure Active Messages were processing slowly. There was no customer impact	The job database cache was cleared and monitored until all jobs had successfully completed.	No	Yes	All Shippers

Customer Issue Dashboard

Agenda item 6.5

Issue Summary – Distribution Networks

- AQ Defects:
  - There are currently 30 AQ impacting defects as of 7 October 2022
  - Total of 2,260 MPRNs impacted based on latest profiling
  - AQs are corrected where required to limit impact on customer
  - Pro-active AQ validation carried out by the team means that we are identifying defects but finding them sooner so fewer impacted sites
  - 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

- AQ Defects:
  - There are currently 30 AQ impacting defects as of 7 October 2022
  - Total of 2, 260 MPRNs impacted based on latest profiling
  - AQs are corrected where required to limit impact on the customer
  - Pro-active AQ validation carried out by the team means that we are identifying defects but finding them sooner so fewer impacted sites
  - 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

- 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
    - Looking to provide a report before December of the Emergency Contacts held on UKLink to IGTs

Open Issues Impacting Customers

Issue Area	Issue Summary	Action Being Undertaken	Customers Impacted
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 - 2,260 MPRNs impacted based on latest profiling	- Profiling to identify impacted MPRNs - AQs are corrected to limit impact on the customer - Focus remains on resolving high priority AQ defects (higher impact to energy or no. of impacted MPRNs) prior to 1 December 2022.	Shippers DNs
Contact Data	- Consumer Contact data provided by Shippers is not complete when sent in the daily portfolio files to IGTs	- Defect raised and is being progressed - Looking to provide a report of the Emergency Contacts held on UKLink to IGTs in December	IGTs

GRDA Performance

Agenda Item 6.6

GRDA Performance – September 2022

target   actual

- Key points to note September 2022:
  - 5 days in September where there was a missing or late GC Message (4 missing message days; and a day where there was a late message)
  - 3 days above average volume in month, but below peak
  - 99.99% availability of GRDS

Service Provider	Service Definition	Service Definition Section	Section number	Metric Description	Performance Level	Metric Type	Value
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	0.9999
Xoserve	GRDS	Service Av	5.3	Number of instances where scheduled maintenance occurred between 16:00 and	0	INT	0
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	
Xoserve	GRDS	Service Le	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	0.8148
Xoserve	GRDS	Service Le	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 Le	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
Xoserve	GRDS	Service Le	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 Le	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	27
Xoserve	GRDS	Service Le	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 Le	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 Le	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 Le	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 Le	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 Le	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 Le	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	609
Xoserve	GRDS	Service Le	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	93
Xoserve	GRDS	Service Le	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	18
Xoserve	GRDS	Service Le	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	

APPENDIXES

Appendix 1 - KPM slides
Appendix 2 - Xoserve Incident Summary (item 6.4)
Appendix 3 -Customer Issue Dashboard(item 6.5)

Appendix1

KPM SLIDES

DSC KPM Performance for September 2022

DSC+ Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	Volume	DSC Target Metric	Sep-22
KPM.01	Percentage of shipper transfers processed	Manage Shipper Transfers	Andy Szabo / Alex Stuart	Right First Time	247,879	100.00%	100.00%
KPM.02	Percentage of meter reads successfully processed	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Right First Time	133,986,129	99.50%	99.98%
KPM.03	% of asset updates successfully processed	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Right First Time	250,903	99.50%	99.95%
KPM.04	% of AQs processed successfully	Monthly AQ Processes	Andy Szabo / Alex Stuart	Right First Time	25,639,957	100.00%	100.00%
KPM.05	Percentage of total LDZ AQ energy at risk of being impacted	Monthly AQ Processes	Andy Szabo / Alex Stuart	Right First Time	2,086	0.75%	1.13%
KPM.06	Percentage processed within the Completion Time Service Level in DSC	Manage Shipper Transfers	Andy Szabo / Alex Stuart	Cycle Time	247,879	100.00%	100.00%
KPM.07	Percentage of requests processed within the Completion Time Service Level in DSC	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Cycle Time	135,081,470	100.00%	99.99%
KPM.08	% Notifications sent by due date	Monthly AQ Processes	Andy Szabo / Alex Stuart	Cycle Time	13,400,893	100.00%	100.00%
KPM.09	% of invoices not requiring adjustment post original invoice dispatch	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Right First Time	2,374	98.00%	100.00%
KPM.10	% of DSC customers that have been invoiced without issues/ exceptions (exc. AMS)	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Right First Time	239	100.00%	100.00%
KPM.11	% customers DSC with less than 1% of MPRNs which have an AMS Invoice exception	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Right First Time	72	97.00%	100.00%
KPM.12	% of invoices sent on due date	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Cycle Time	2,374	100.00%	100.00%
KPM.13	% of exceptions resolved within 2 invoice cycles of creation date	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Cycle Time	269,478	100.00%	99.97%
KPM.14	Number of valid P1 and P2 defects raised within PIS period relating to relevant change (excluding programmes)	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)	Managing Change	Lee Foster / Andy Simpson	Right First Time	0	4	0
KPM.16	Number of valid P4 defects raised within PIS period relating to relevant change (excluding programmes)	Managing Change	Lee Foster / Andy Simpson	Right First Time	0	5	0
KPM.17	% of tickets not re-opened within period	Customer Contacts (technical)	Lee Foster / Neil Laird	Right First Time	418	95.00%	97.80%
KPM.18	% of customer tickets (Incidents & Requests) responded to within SLA	Customer Contacts (technical)	Lee Foster / Neil Laird	Cycle Time	1,691	90.00%	96.67%
KPM.19	UK Link Core Service Availability	UKLink	Lee Foster / Neil Laird	Cycle Time	N/A	99.00%	99.87%
KPM.20	Gemini Core Service Availability	Gemini	Lee Foster / Neil Laird	Cycle Time	N/A	99.00%	100.00%

DSC PI Performance for September 2022

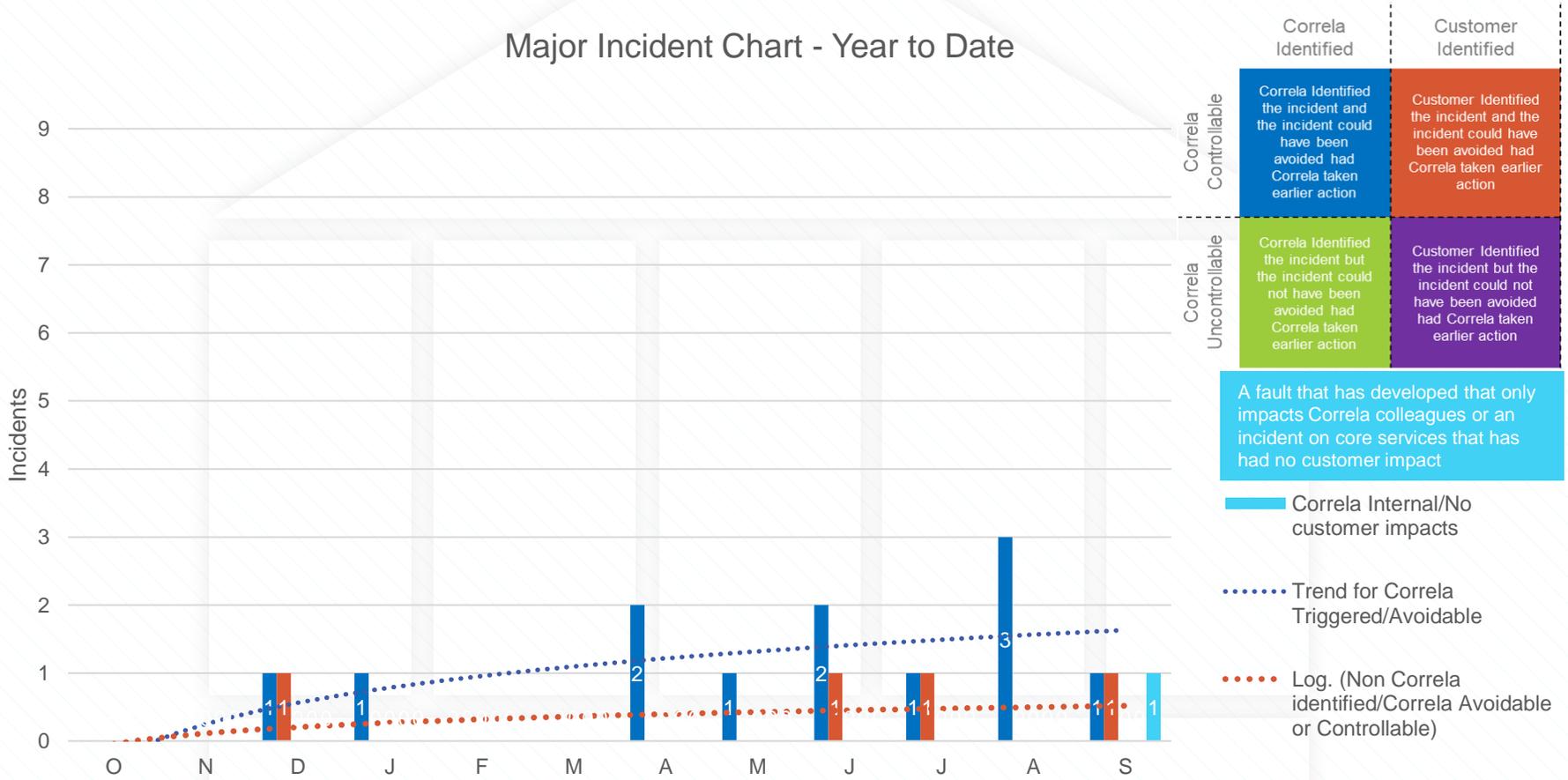| DSC+ Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	Volume	DSC Target Metric	Sep-22
PI.01	% CMS Contacts processed within SLA (95% in D+10)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	66,140	95.00%	96.42%
PI.02	% CMS Contacts processed within SLA (80% in D+4)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	66,053	80.00%	96.30%
PI.03	% CMS Contacts processed within SLA (98% in D+20)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	68,445	98.00%	99.78%
PI.04	% customer queries responded to within SLA/OLA	Customer Contacts	Andy Szabo / Alex Stuart	Cycle Time	867	90.00%	98.04%
PI.05	Percentage of queries resolved RFT	Customer Contacts	Andy Szabo / Alex Stuart	Right First Time	867	95.00%	99.77%
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Andy Szabo / Alex Stuart	Cycle Time	692	100.00%	96.56%
PI.07	% of RFT against all reports dispatched	Customer Reporting (all forms)	Andy Szabo / Alex Stuart	Right First Time	692	99.00%	100.00%
PI.08	% of valid CMS challenges received (PSCs)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Right First Time	22	1.00%	0.03%
PI.09	% of Telephone Enquiry Service calls answered within SLA	Customer Contacts	Andy Szabo / Alex Stuart	Cycle Time	7,311	90.00%	94.26%
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	N/A	75.00%	N/A
PI.11	DESC / CDSP DE obligations delivered on time	Demand Estimation Obligations	Andy Szabo / Alex Stuart	Cycle Time	7	100.00%	100.00%
PI.12	KVI relationship survey	Customer Relationship Management	Andy Szabo / Alison Jennings	Right First Time	54	95.00%	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	TBC	90.00%	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	TBC	100.00%	100.00%
PI.15	Survey results delivered to CoMC in Month +1	Customer Relationship Management	Andy Szabo / Alison Jennings	Cycle Time	N/A	100.00%	N/A
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	N/A	100.00%	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	N/A	100.00%	N/A
PI.18	% key milestones met on readiness plan (join) Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Cycle Time	N/A	100.00%	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	1	100.00%	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	N/A	100.00%	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 / Alex Stuart	Right First Time	1	100.00%	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	N/A	100.00%	N/A
PI.23	% of readiness criteria approved by customer (join) Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Right First Time	N/A	100.00%	N/A
PI.27	% level 1 milestones met	Managing Change	Andy Szabo / Andy Simpson	Cycle Time	12	95.00%	66.70%

Appendix 2

XOSERVE INCIDENT SUMMARY

High-level summary of P1/2 incidents: Sept 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
INC0275934	CMS & Xoserve Portal services became unresponsive for approximately 50 mins.	Backup reached capacity during the Annual NRL file load processing. Although alert mechanisms are in place when space is reaching capacity, impacts materialised before any action could be taken.	Customers were unable to access CMS or Xoserve Portal Services. There was a delay of around 75 mins across file processing following the resolution of the incident.	Housekeeping was conducted to release appropriate space, allowing the processing of the NRL file load. Additional disk space was provisioned to ensure appropriate ongoing capacity is available.	22nd Sept	22nd Sept
INC0279203	Customers experienced slow response time when using the Gas Enquiry Service (GES)	The maintenance script to rebuild indexes was interrupted by a 3rd party service who was dynamically changing their database structure, causing the maintenance job to fail	During the peak service time of 12:00 -13:00 when an address search was undertaken this could not be completed. After 13:00 when there were fewer customers undertaking an address search there was a slower response time being observed, results would be displayed.	To reduce the impact to customers, the Indexes were rebuilt successfully overnight. By 8:00am the following morning the address search function response time had returned to normal.	28th Sept	28th Sept
INC0280290	Our monitoring observed that the Secure Active Messages were processing slowly.	Investigations determined that an incorrect index was being used resulting in slow performance within SAP ISU.	There was no customer impact as all files were processed within SLA.	The job database cache was cleared and monitored until all jobs had successfully completed. Further root cause analysis is being conducted to ensure findings are incorporated into an enduring fix.	30th Sept	30th Sept

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

Sep 2022

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

Performance Year to Date

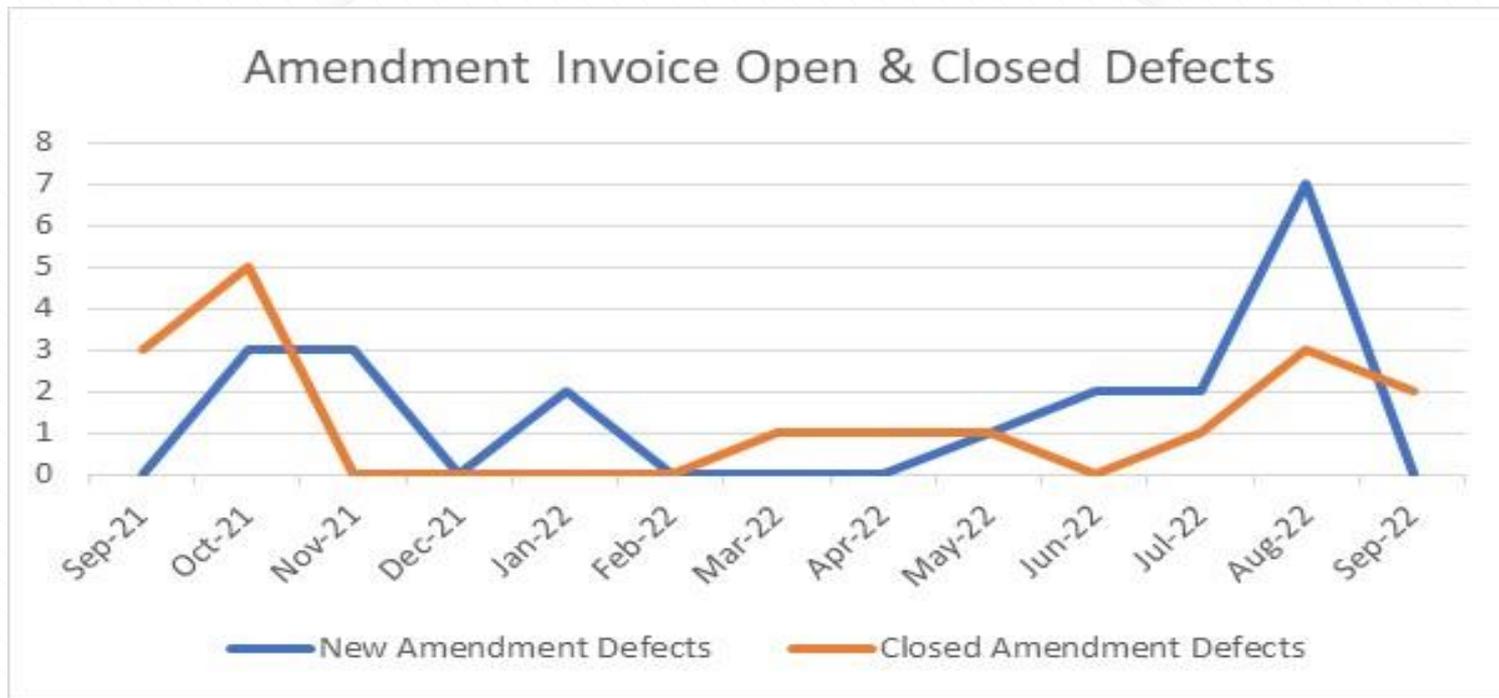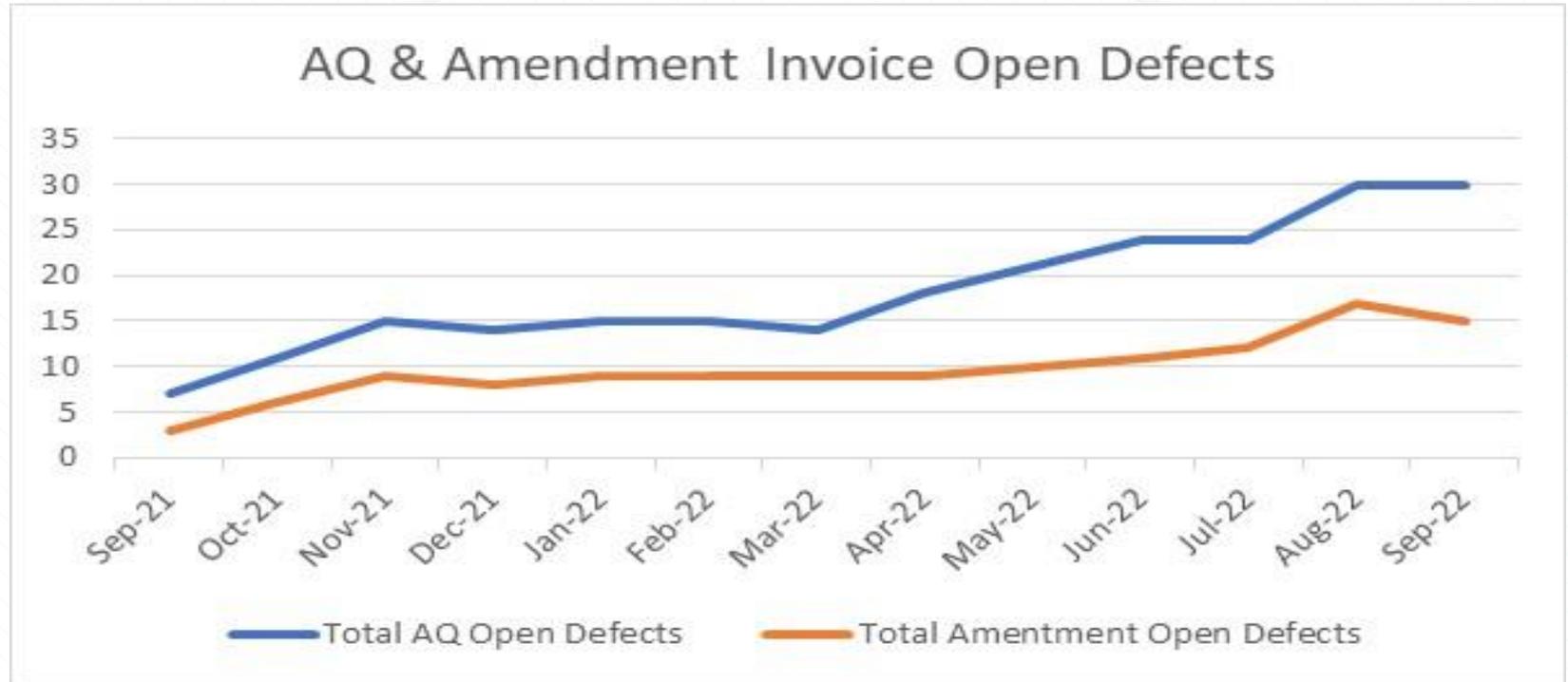|	Correla Identified	Customer Identified
Correla Controllable	11	2
Correla Uncontrollable	0	0

Appendix 3

CUSTOMER ISSUE DASHBOARD

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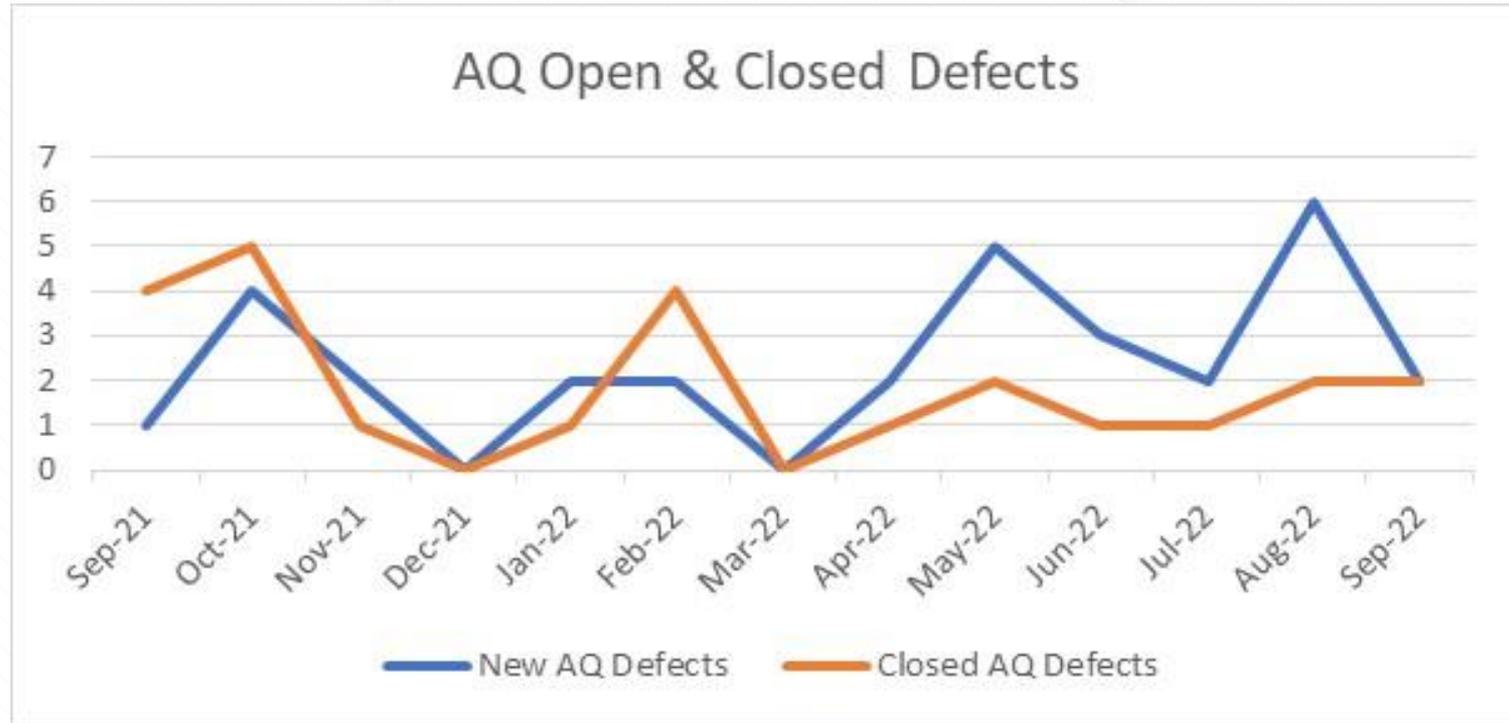
Amendment Invoice Defects – Open & Closed over 12 Month Period

Amendment Invoice Open & Closed Defects

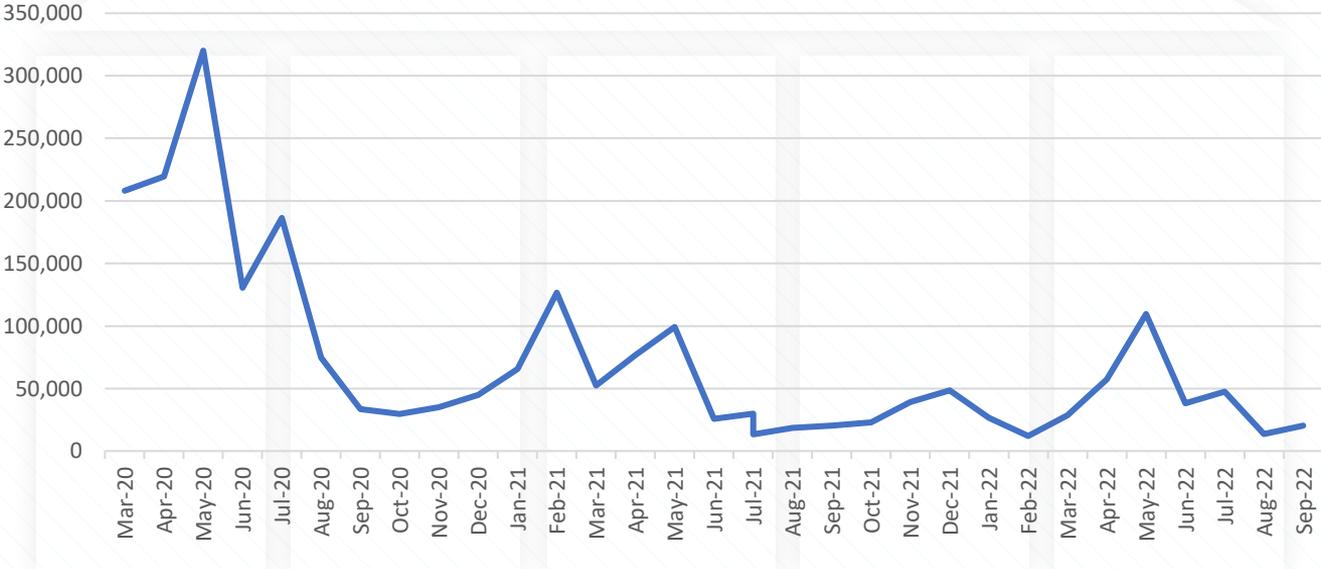New Amendment Defects

Closed Amendment Defects

AQ & Amendment Invoice Open Defects

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/