



# Customer Issue Management Dashboard CoMC

20<sup>th</sup> July 2022

Version 1.0  
8<sup>th</sup> July 2022

# Summary Dashboard June 2022 Period

## Customer Impacting Issues



May	Jun
24	27

## Amendment Invoice Open Defects\*



May	Jun
10	11

## Open Defects (all)



May	Jun
62	64

## AQ Related Open Defects\*



May	Jun
21	24

## Customer Impacting P1's



May	Jun
0	0

## UK Link Incidents Raised



May	Jun
1	2

## Customer Impacting P2's



May	Jun
1	3

## Gemini Related Incidents Raised



May	Jun
0	0

\* Volume as at 8<sup>th</sup> July 2022. For defect reporting, value shown represents number of defects where a fix is yet to be deployed.

# Amendment Invoice Update

## Health – RAG

## Return to Green Plan

Overall Status	Previous	Current	1 defect missed the June SLA. Dedicated team to progress defects and exceptions. BAU activities progressing, however 1 issue relating to duplicate AML files.
Plan	Previous	Current	Dedicated team and plan in place to maintain clearance of defect and exceptions within SLA
Exceptions	Previous	Current	Number of exceptions has decreased to 38,362 (down from 109,494 in June). Exceptions are raised as part of BAU processes.
Defects	Previous	Current	11 Amendment impacting defects open with 1 missing the June SLA. Three of these defects are due to be deployed following the implementation of CSS

## Executive Summary

## Key Progress & Milestones (Last Month: June)

### Key Updates:

- One defect raised in June with a total of 11 currently outstanding.
- Supporting information file merge activities ensured the 62 MPRNS with mismatch were included in the relevant customer files (ASP).
- All SSP Supporting Information (AML) files delivered ahead of payment due date.
- Unique MPRNs with Exception = 38,362

### Risks/Issues:

- A number of duplicate AML files were incorrectly issued to customers on 4th and 5th July 2022, whereby both the content and file name contained a mirrored duplicate file for the same billing period. Impacted customers were notified on 7<sup>th</sup> July 2022 (XCE1957) with a full overview of the issue and actions to resolve.
- A small number of exceptions have missed the 2 month SLA. 99.4% closed within SLA.
- Testing / deployment of defects is currently on hold until the implementation of CSS project.

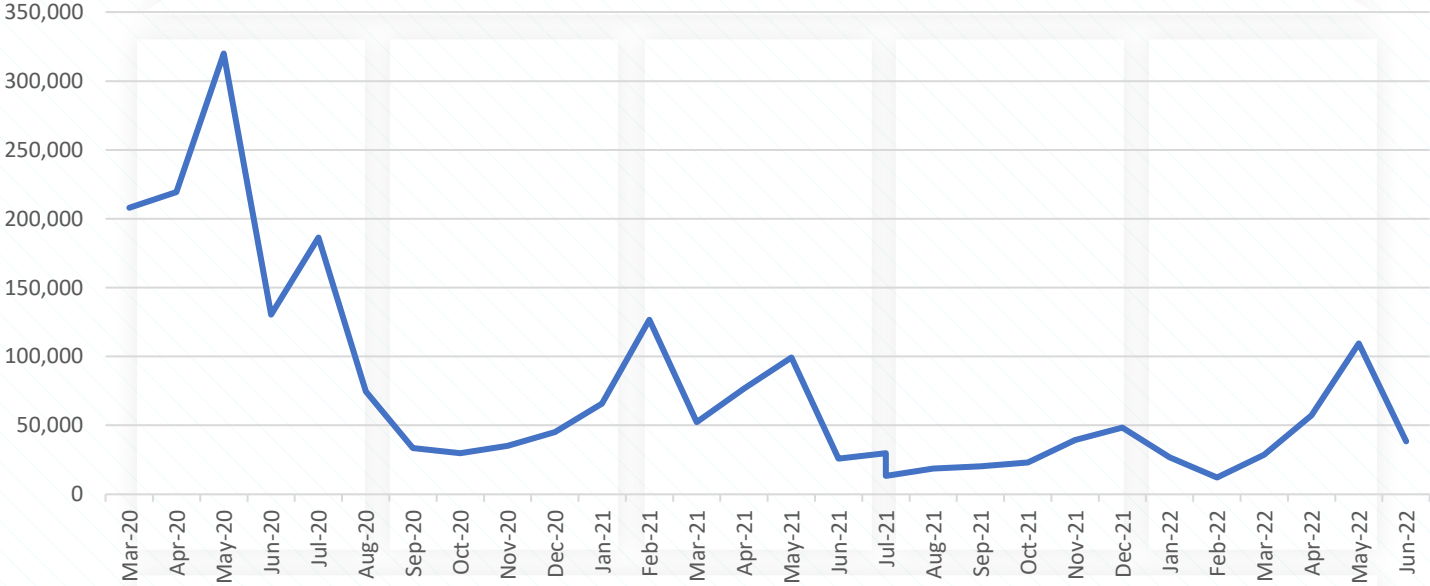
- ASP Mismatch file merge activities continue to ensure customers receive full supporting information for their LSP sites on invoice issue date.
- All AML files delivered to customers ahead of SLA.

## Upcoming Activities & Milestones (Next Month: August)

- Dedicated team in place to manage defect resolution.

# Amendment Invoice Dashboard – Outstanding Exceptions

Number of Unique MPRNs with Exceptions



# AQ Update

## Health – RAG

## Return to Green Plan

Overall Status	Previous	Current	Amber due to defects where a fix has been deployed however, data corrections and AQ re-calculations still required
Defects	Previous	Current	Three AQ impacting defects raised in June and a total of 24 open defects. Two of these are due to be deployed following the implementation of CSS
Financial Adjustments	Previous	Current	Financial Adjustments awaiting to be processed for 3 defects..
Process Improvements	Previous	Current	Change Requests raised for remaining technical process improvements, business process improvements have been implemented and continual improvements are being identified.

## Executive Summary

## Key Progress & Milestones (Last Month: June)

### Key Updates:

- Three defects raised in June with a total of 24 currently outstanding.
- Invoices for financial adjustments will be issued on a monthly basis (where applicable).
- For all new AQ impacting defects that are raised, we are now completing multiple data corrections to impacted sites (both to consumption and AQ) until the enduring fix of the defect has been deployed.

- Completed the Annual Winter Consumption review process. Results of this were sent in the AQ Notification file (.NRL) in late May (to be effective as of 1<sup>st</sup> October 2022)

### Risks/Issues:

- Testing / deployment of defects is currently on hold until the implementation of CSS project.
- .NRL files incorrectly triggered for 7 sites (impacting 4 Shippers) in June. Communication sent to impacted Shippers to advise on the issue and resolution (XCE1956)
- The WC calculation for a small number of MPRNs across the industry (2,140) issued in the May release of the .NRL files (T50 record) were overstated. Communication sent to impacted Shippers (XCE1955) to advise on the actions required by Shippers to correct this until a system change has been implemented.

## Upcoming Activities & Milestones (Next Month: August)

- Dedicated team in place to manage defect resolution
- The AQ Focus Team continue to assure the output of the monthly Rolling AQ calculation process and provide feedback to customers who are signed up to the monthly report. New requests for this report can be submitted to [aqq.spa@xoserve.com](mailto:aqq.spa@xoserve.com)

# 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/>