



Customer Issue Management Dashboard CoMC

15th June 2022

Version 1.0
31st May 2022

Summary Dashboard May 2022 Period

Customer Impacting Issues



Apr	May
24	24

Amendment Invoice Open Defects*



Apr	May
9	10

Open Defects (all)



Apr	May
69	62

AQ Related Open Defects*



Apr	May
18	21

Customer Impacting P1's



Apr	May
0	0

UK Link Incidents Raised



Apr	May
2	1

Customer Impacting P2's



Apr	May
2	1

Gemini Related Incidents Raised



Apr	May
0	0

* Volume as at 31st May 2022. For defect reporting, value shown represents number of defects where a fix is yet to be deployed.

Key Customer Issue Summary (as at 31st May 2022)

Issue	Customer Impact	Impacted Customers	Date Detected	Expected Resolution Date	Complexity	Impact to Customers Processes	Materiality Impact to Customers	Status for Resolution	Resolution Plan
Amendment Invoice	<ol style="list-style-type: none"> 1. Reconciliation charges excluded from the invoice where MPRNs are impacted by a defect 2. Potential incorrect reconciliation charges for un-detected defects 3. Cash flow for Distribution Networks 	Shippers & DNs	Jul-18	Monitoring to continue until stable	High	High	High	Amber Last Month	<p>10 Amendment impacting defects open with 0 missing the May SLA. A small number of exceptions missed the 2 month SLA (99.83% closed within SLA).</p> <p>ASP Mismatch file merge activities continue to ensure customers receive full supporting information for their LSP sites on invoice issue date.</p> <p>All AML files delivered to customers ahead of SLA.</p>
Incorrect AQ values due to system defects	<ol style="list-style-type: none"> 1. AQ's calculated incorrectly due to various data issues relating to specific scenarios. 2. Where FYAQ is affected this will impact transportation rates applied 3. For Class 3 and 4 meter points the gas allocations will be incorrect which also affects UIG for the industry 	Shippers & DNs	Jan-19	Monitoring to continue until stable	High	High	High	Amber Last Month	<p>The volume of MPRN's impacted by open defects remain low</p> <p>The resolution of high customer impacting defects continue to be prioritised</p> <p>Three new AQ defects raised in April and were internally identified</p>
System availability & performance	<ol style="list-style-type: none"> 1. Resource within customer organisations are unable to complete tasks/activities 2. Risk to energy balancing processes (Gemini) 3. Risk to system security (Gemini) 4. Customer reputational risk 5. Financial impacts 	All Customers	Dec-19	Monitoring to continue until stable	High	High	High	Amber Last Month	One P2 incident raised in May

Resolution Status Key:

	No approved resolution plan or the approved resolution plan is not on track and no mitigations in place..
	Plan to resolve is not on track but mitigations in place or the full scale of the issue is not clear.
	Issue identified, analysis complete, plan in place and on target for completion.

Amendment Invoice Update

Health – RAG

Return to Green Plan

Overall Status	Previous	Current	Zero defects missed the May SLA. Dedicated team to progress defects and exceptions
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 increased to 109,494 (up from 57,287 in May). Exceptions are raised as part of BAU processes.
Defects	Previous	Current	10 Amendment impacting defects open with 0 missing the May SLA

Executive Summary

Key Progress & Milestones (Last Month: May)

Key Updates:

- One defect raised in May.
- Supporting information file merge activities ensured the 134 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 = 109,494

Risks/Issues:

- A small number of exceptions have missed the 2-month SLA. 99.83% closed within SLA.
- 0 Amendment invoice defects missed this month's SLA.

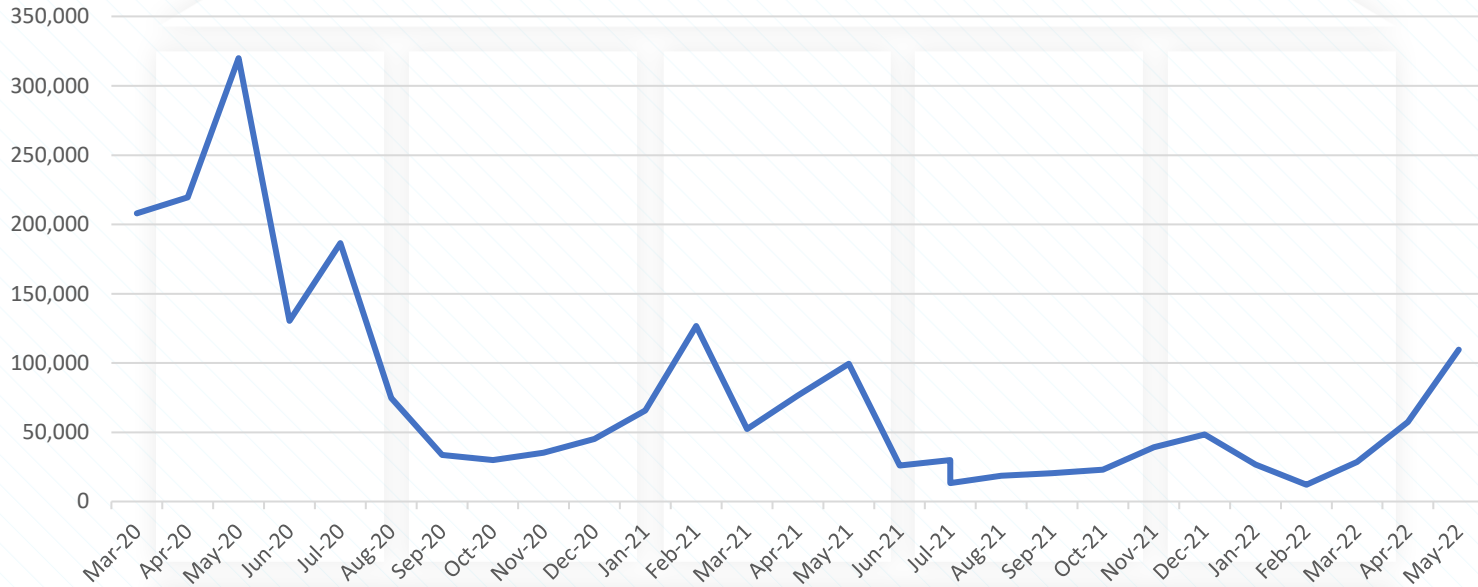
- ASP Mismatch file merge activities continue to ensure customers receive full supporting information for their LSP sites on invoice issue date.
- All AML files delivered to customers ahead of SLA.

Upcoming Activities & Milestones (Next Month: July)

- 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	
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	Five AQ impacting defects raised in May. 20 open defects and 1 pending AQ re-calculation.
Financial Adjustments	Previous	Current	Financial Adjustments have been processed for 9 defects and invoices relating to these defects were sent w/c 16 th May 2022.
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: May)

Key Updates:

- Five defects raised in May
- Two defects had data corrections completed and rolling AQs re-calculated in May (effective as of 1st June 2022).
- Invoices for financial adjustments will be issued on a monthly basis (where applicable).
- The AQ Focus Group continue to assure the output of the monthly Rolling AQ calculation and host AQ support sessions to Shippers

- 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 1st October 2022)

Upcoming Activities & Milestones (Next Month: July)

- Dedicated team in place to manage defect resolution

Risks/Issues:

- N/A

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/>