



# Customer Issue Management Dashboard CoMC

18<sup>th</sup> May 2022

Version 1.0  
6<sup>th</sup> May 2022

# Summary Dashboard April 2022 Period

## Customer Impacting Issues



Mar	Apr
24	24

## Amendment Invoice Open Defects\*



Mar	Apr
9	9

## Open Defects (all)



Mar	Apr
56	69

## AQ Related Open Defects\*



Mar	Apr
15	18

## Customer Impacting P1's



Mar	Apr
0	0

## UK Link Incidents Raised



Mar	Apr
0	2

## Customer Impacting P2's



Mar	Apr
0	2

## Gemini Related Incidents Raised



Mar	Apr
0	0

\* Volume as at 6<sup>th</sup> 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 6<sup>th</sup> 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	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	9 Amendment impacting defects open with 1 missing the April SLA. A small number of exceptions missed the 2 month SLA (99.70% closed within SLA).  ASP Mismatch file merge activities continue to ensure customers receive full supporting information for their LSP sites on invoice issue date.
								Last Month	All AML files delivered to customers ahead of SLA.
Incorrect AQ values due to system defects	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	The volume of MPRN's impacted by open defects remain low  The resolution of high customer impacting defects continue to be prioritised
								Last Month	Three new AQ defects raised in April and were internally identified
System availability & performance	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	Two P2 incidents raised in April
								Last Month	

## 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	1 defect missed the April 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 57,287 (up from 28,563 in April). Exceptions are raised as part of BAU processes.
Defects	Previous	Current	9 Amendment impacting defects open with 1 missing the April SLA

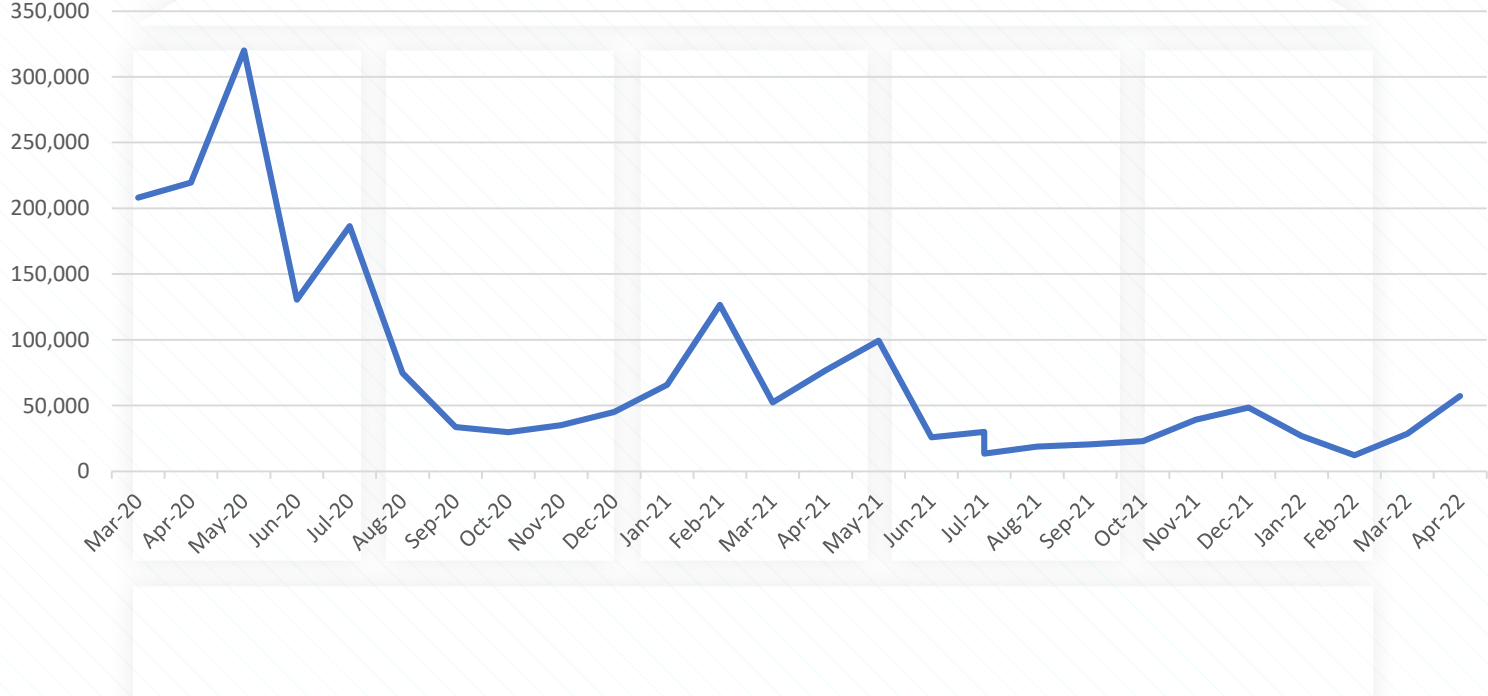
## Executive Summary

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

<p><b>Key Updates:</b></p> <ul style="list-style-type: none"> <li>Zero defects raised in April.</li> <li>Supporting information file merge activities ensured the 210 MPRNS with mismatch were included in the relevant customer files (ASP).</li> <li>All SSP Supporting Information (AML) files delivered ahead of payment due date.</li> <li>Unique MPRNs with Exception = 57,287</li> </ul> <p><b>Risks/Issues:</b></p> <ul style="list-style-type: none"> <li>A small number of exceptions have missed the 2 month SLA. 99.70% closed within SLA.</li> <li>1 Amendment invoice defect missed this month's SLA.</li> </ul>	<ul style="list-style-type: none"> <li>ASP Mismatch file merge activities continue to ensure customers receive full supporting information for their LSP sites on invoice issue date.</li> <li>All AML files delivered to customers ahead of SLA.</li> </ul> <p><b>Upcoming Activities &amp; Milestones (Next Month: June)</b></p> <ul style="list-style-type: none"> <li>Dedicated team in place to manage defect resolution.</li> </ul>
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# 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	Three AQ impacting defects raised in April. 16 open defects and 2 pending AQ re-calculation.
Financial Adjustments	Previous	Current	Financial Adjustments have been processed for 9 defects. Of these, 6 are Prime & Sub which are complex to process. Invoices relating to these defects will be raised w/c 16 <sup>th</sup> 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: April)

### Key Updates:

- Three defects raised in April
- Two defects awaiting AQ re-calculation in May (effective as of 1<sup>st</sup> 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

- New Formula Year AQ/SOQ was applied effective 01<sup>st</sup> April 2022 with Shippers notified of new values in March NRL files

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

- The annual Winter Consumption review will be undertaken in May 2022

### 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/>