



Customer Issue Management Dashboard CoMC

16th February 2022

Version 1.0
4th February 2022

Summary Dashboard January 2021 Period

Customer Impacting Issues



Dec	Jan
22	22

Amendment Invoice Open Defects*



Dec	Jan
8	9

Open Defects (all)



Dec	Jan
50	54

AQ Related Open Defects*



Dec	Jan
14	15

Customer Impacting P1's



Dec	Jan
0	0

UK Link Incidents Raised



Dec	Jan
0	0

Customer Impacting P2's



Dec	Jan
2	1

Gemini Related Incidents Raised



Dec	Jan
1	0

* Volume as at 1st February 2022. For defect reporting, value shown represents number of defects where a fix is yet to be deployed.

Customer Issue Summary (as at 4th February 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>9 Amendment impacting defects open with 2 missing the January SLA. A small number of exceptions missed the 2 month SLA (99.50% 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>Two new AQ defect raised in January 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	<p>One P2 incidents raised in November 2021.</p>

Amendment Invoice Update

Health – RAG

Return to Green Plan

	Previous	Current	
Overall Status	Previous	Current	2 defects missed the January 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 decreased to 26,725 (down from 48,474 in January). Exceptions are raised as part of BAU processes.
Defects	Previous	Current	9 Amendment impacting defects open with 2 missing the January SLA (defects internally identified and raised during testing).

Executive Summary

Key Progress & Milestones (Last Month: January)

Key Updates:

- Two defects raised in January.
- Supporting information file merge activities ensured the 67 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 = 26,725

- 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: February)

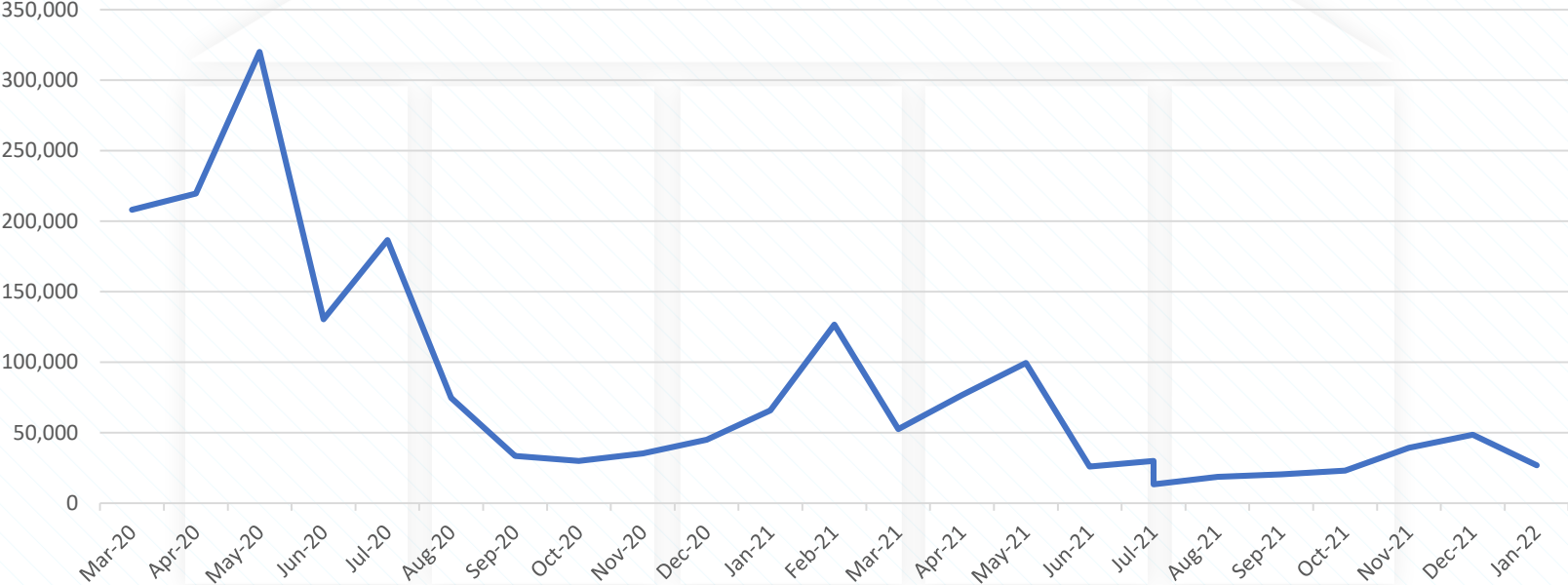
- Dedicated team in place to manage defect resolution.

Risks/Issues:

- A small number of exceptions have missed the 2 month SLA. 99.50% closed within SLA.
- 2 Amendment invoice defects missed this month's SLA.

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	Two defects raised in January. 10 open defects, 5 pending data correction assurance and AQ re-calculation.
Financial Adjustments	Previous	Current	Financial Adjustments have been processed for MPRNs relating to 2 defects and were invoiced in January. Financial Adjustments remain to be processed for 6 defects relating to Prime & Subs.
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: January)

Key Updates:

- Two defects raised in January (identified internally)
- Five defects awaiting data correction assurance and AQ re-calculation.
- Invoices for financial adjustments will be issued on a monthly basis (where applicable).
- A second Network AQ report for new FYAQ snapshot (ad hoc Bopri report) was successfully generated and sent to DN's w/c 17th January 2022. This report incorporated the latest profiling position for AQ impacting defects and change and AQ corrections applied to UK Link effective 01st January 2022
- The AQ Focus Group continue to assure the output of the monthly Rolling AQ calculation and host AQ support sessions to Shippers

Risks/Issues:

- No current risks or issues identified

- The AQ Focus Groups assurance of the December'21 AQ calculation has been shared with Shippers




Upcoming Activities & Milestones (Next Month: February)

- Shippers should continue to review Rolling AQ's effective 01st December 2021 to identify any new Formula Year AQ/SOQ impacts. Please contact [AQ Focus Group](#) should any support be required.
- New Formula Year AQ/SOQ to be applied effective 01st April 2022 with Shippers notified of new values in March NRL files
- The annual Winter Consumption review will be undertaken in May 2022

Links to Updates on Xoserve.com

- The Customer Issue Register is published on Xoserve.com website and updated weekly, link below;
<https://www.xoserve.com/services/issue-management/>
- AQ Issue Register published on Xoserve.com
<https://www.xoserve.com/services/issue-management/annual-quantity-aq/>
- Unexpected outages, Gemini allocation, UIG issues or any system performance issues will be published on Xoserve.com at <https://www.xoserve.com/notifications/>

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.