



Customer Issue Management Dashboard CoMC

20th October 2021

Version 1.0
5th October 2021

Summary Dashboard September 2021 Period



Customer Impacting Issues

Aug	Sep
19	22



Amendment Invoice Open Defects*

Aug	Sep
7	3



Open Defects (all)

Aug	Sep
42	39



AQ Related Open Defects*

Aug	Sep
8	7



Customer Impacting P1's

Aug	Sep
0	0



UKLink Incidents Raised

Aug	Sep
1	0



Customer Impacting P2's

Aug	Sep
4	0



Gemini Related Incidents Raised

Aug	Sep
3	0



* Volume as at 5th October 2021. For defect reporting, value shown represents number of defects where a fix is yet to be deployed.

Customer Issue Summary (as at 5th October 2021)

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	Green Last Month	<p>3 Amendment impacting defects open with 0 missing the September SLA. A small number of exceptions missed the 2 month SLA (99.60% 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 MPRNs impacted by open defects remain as low volume. Resolution of high customer impacting defects continue to be prioritised.</p> <p>1 defect raised in September and was internally identified.</p>
Gas Safety Regulations (GSR) Reporting to DNs	<ol style="list-style-type: none"> 1. DNs have not received a notification of an isolated MPRN when their has been a retrospective update to the isolation effective date 2. Where the MPRN was not included on the GSR report to the DNs, isolated MPRNs have not had a GSR visit after 12 months 	Shippers & DNs	Jun-21	TBC	Medium	High	High	Amber Last Month	Operational team continue to liaise with each of the Distribution Networks, to ensure all GSR site visits have been captured and are being reported correctly.
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	Green Last Month	<p>Zero P2 incidents raised in September 2021.</p> <p>See agenda item 7.5</p>
Confirmation Validations	<ol style="list-style-type: none"> 1. Outgoing Shippers will have had a reduced confirmation effective period and may have received a reduced confirmation objection window for sites with confirmation effective dates from 1st October to 12th October 2. Incoming Shippers will have gained ownership for an MPRN that has had a reduced confirmation effective period 	Shippers	Sep-21	Monitoring to continue until stable	High	High	High	Amber New	<p>Low volume of meter points affected (51 sites across the industry)</p> <p>Issue Management team have had direct discussions with impacted customers</p>

Amendment Invoice Update

Health – RAG

Return to Green Plan

	Previous	Current	
Overall Status			Zero defects missed the September SLA. Dedicated team to progress defects and exceptions
Plan			Dedicated team and plan in place to maintain clearance of defect and exceptions within SLA
Exceptions			Number of exceptions has increased to 20,360 (up from 18,666 in August). Exceptions are raised as part of BAU processes.
Defects			3 Amendment impacting defects open with none missing the August SLA.

Executive Summary

Key Progress & Milestones (Last Month: September)

Key Updates:

- Supporting information file merge activities ensured the 107 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 = 20,360.

- 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: October)

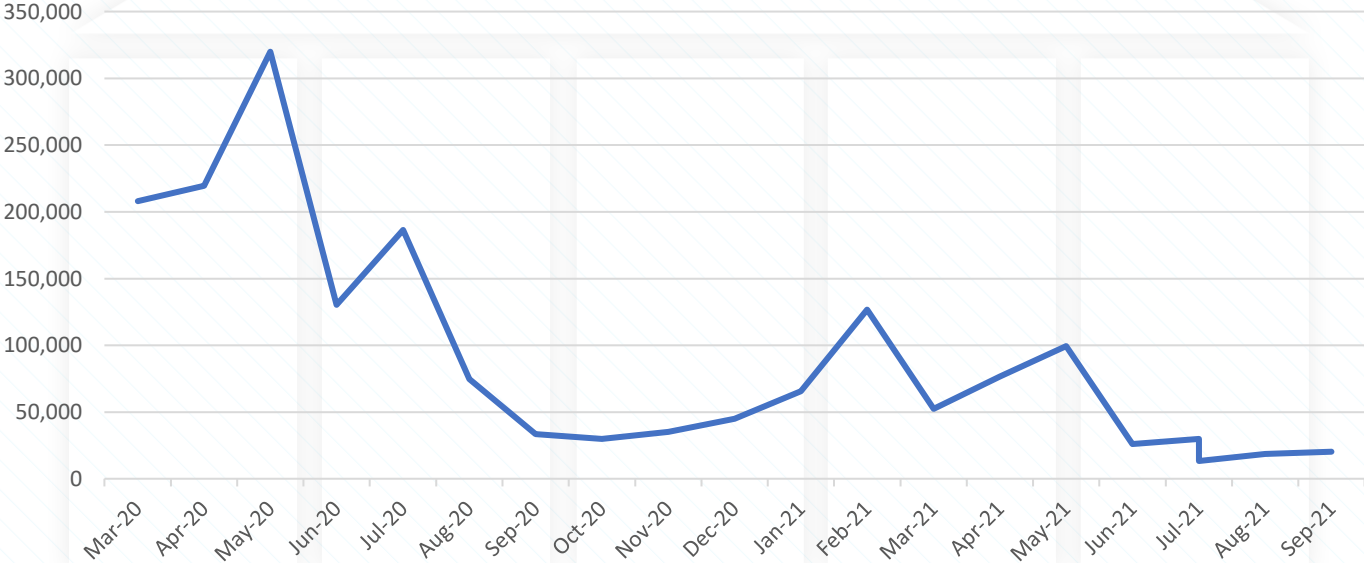
Risks/Issues:

- A small number of exceptions have missed the 2 month SLA. 99.60% closed within SLA.
- Zero Amendment invoice defects missed this month's SLA.

- 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	One defect raised in September. 10 open defects, 3 require data correction and AQ re-calculation.
Financial Adjustments	Previous	Current	Financial adjustments were issued to customers on 15 th September 2021.
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: September)

Key Updates:

- One defect raised in September (identified internally)
- Three defects awaiting data correction and/or assurance and AQ re-calculation.
- Invoices for financial adjustments will continue to be issued on a monthly basis, where applicable, starting in mid-November.
- The AQ Focus Group continue to host AQ support sessions to date providing an overview of the support on offer from the team and sharing knowledge & assurance of the monthly AQ calculation for individual organisations.

- Continue to share AQ knowledge session material ahead of support sessions with customers
- Deployed fix for 1 AQ impacting defect
- Annual AQ activities completed successfully
- Issued financial adjustments to customers on 15th September 2021

Risks/Issues:

- Resource availability for AQ assurance activities is limited due to November 21 release.
- Prime and Sub data correction is complex and requires specialised knowledge & resource to carry out the data corrections and assurance. Reads for the prime/sub may also need to be required in order to carry out reconciliation & AQ calculation.




Upcoming Activities & Milestones (Next Month: October)

- Continue with customer meetings relating to AQ processes

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.