

**UNC DSC Contract Management Committee Minutes**  
**Wednesday 15 September 2021**  
**via Teleconference**

<b>Attendees</b>			
Loraine O'Shaughnessy (Chair)	(LOS)	Joint Office	Non-Voting
Helen Bennett (Secretary)	(HB)	Joint Office	Non-Voting
<b>Shipper User Representatives (Voting)</b>			
Claire Louise Roberts (Alternate for Stephanie Clements)	(CLR)	Scottish Power	Class A Voting
Oorlagh Chapman	(OC)	Centrica	Class A Voting
Steve Mulinganie (+Alternate for Andrew Green Shipper Class B)	(SM)	Gazprom Energy	Class C and B Voting
<b>Transporter Representatives (Voting)</b>			
Helen Chandler	(HC)	Northern Gas Networks	DNO Voting
Sally Hardman	(SHa)	SGN	DNO Voting
Richard Loukes	(RL)	National Grid	NTS Voting
Brandon Rodrigues	(BR)	IGT Representative	IGT Voting
Kundai Matiringe	(KM)	IGT Representative	IGT Voting
<b>CDSP Contract Management Representatives (Non-Voting)</b>			
Jayne McGlone	(JMc)	Xoserve	
Dave Addison	(DA)	Xoserve	
<b>Observers/Presenters (Non-Voting)</b>			
Alison Jennings	(AJ)	Xoserve	
Amelia Gallini	(AG)	Correla	
Andy Simpson	(AS)	Xoserve	
Angela Clarke	(AC)	Xoserve	
Clare Manning	(CM)	E.ON Energy	
Crispin Wibberley	(CW)	Correla	
Dave Turpin	(DT)	Xoserve	
Deborah Coyle	(DC)	Correla	
Dee Deu	(DD)	Correla	
Dionne Thompson	(DTh)	Correla	
Ellie Rogers	(ER)	Xoserve	
Emma Lyndon	(EL)	Correla	
Emma Smith	(ES)	Xoserve	
Fiona Cottam	(FC)	Correla	
Guv Dosanjh	(GD)	Cadent	
Helen Field	(HF)	Correla	
James Rigby	(JR)	Xoserve	
Jane Goodes	(JG)	Xoserve	
Joanne Williams	(JW)	Correla	
Linda Whitcroft	(LW)	Correla	
Mark Cockayne	(MC)	Correla	
Michael Payley	(MP)	Correla	

Neil Laird	(NL)	Correla
Paul Orsler	(PO)	Xoserve
Penny Garner	(PG)	Joint Office
Rebecca Greer	(RG)	Corona Energy
Rebecca Hailes	(RHa)	Joint Office
Steve Concannon	(SC)	Correla
Tristan Unwin	(TU)	Correla
Victoria Mustard	(VM)	Correla
Copies of all papers are available at: <a href="https://www.gasgovernance.co.uk/dsc-contract/150921">https://www.gasgovernance.co.uk/dsc-contract/150921</a>		

## 1. Introduction

Loraine O’Shaughnessy (LOS) welcomed all to the meeting, confirming the meeting to be quorate and advised the Committee that there was a slight amendment to the Agenda under Section 4, due to availability of presenters.

### 1.1. Apologies for absence

Andrew Green  
Stephanie Clements  
Elliot Dunn

### 1.2. Alternates

Claire Louise Roberts for Stephanie Clements for Class A  
Steve Mulinganie for Andrew Green for Class B

### 1.3. Confirm Voting rights

Representative	Classification	Vote Count
<b>Shipper</b>		
Claire Louise Roberts (Alternate for Stephanie Clements)	Shipper Class A	1 vote
Oorlagh Chapman	Shipper Class A	1 vote
Steve Mulinganie (Alternate for Andrew Green)	Shipper Class B	2 votes
Steve Mulinganie	Shipper Class C	2 votes
<b>Transporter</b>		
Helen Chandler	DNO	1 vote
Sally Hardman	DNO	1 vote
Richard Loukes	NTS	2 votes
Brandon Rodrigues	IGT	1 vote
Kundai Matiringe	IGT	1 vote

### 1.4. Approval of Minutes (18 August 2021)

The minutes from the previous meeting were approved.

### 1.5. Approval of Late Papers

Two papers had been provided after the publication deadline. These had been pre-advised and were approved.

## 1.6. Review of Outstanding Actions (deferred until end)

**Action 0801:** CDSP (EL) to supply the security and benefits narrative for the Cloud Programme.

**Update:** Update provided as part of agenda item 14.4. **Closed**

**Action 0802:** CDSP (VM) to forward to the original HydePloy Project customer communication and link to AC for her to then circulate as applicable.

**Update:** Angela Clarke (AC) confirmed this was circulated. **Closed**

**Action 0803:** Xoserve (JMc/ER) to consider the potential impacts of the BEIS *Maximising non-domestic smart meter consumer benefits, improving the data offer, and enabling innovation* consultation in relation to the granular level of data requirement and discuss with the DNOs the current and proposed future service stipulations.

**Update:** DA provided an update advising: Post April 2023, the CDSP will be responsible for procuring the Class 1 read service. The BEIS Consultation and the proposal to make it a requirement across the whole market for Suppliers to be able to access 12 months of hourly consumption information, CDSP have captured the following requirements:

- Shippers need to be able to request the hourly data service to provide data prospectively for Class 1 SMPs

The DMSP must be able to provide a report that will provide hourly data for Class 1 SMPs, on request from the Shipper [via the CDSP]. This report would have a specified period up to [18 months].

Pre April 2023 the service is provided by Transporters, if the BEIS proposal goes ahead and is implemented before April 2023, Shippers will need to collate the data themselves. **Closed**

## 2. Covid-19 Update

Fiona Cottam (FC), on behalf of Andy Szabo, provided an update and advised there continues to be very little resource absence due to the pandemic, the Office is starting to open in phases and there is still a considerable amount of home working.

FC advised that UIG levels are more stable than they were back in May 2021 and highlighted there are interactive graphs live on the Xoserve website: <https://www.xoserve.com/services/issue-management/unidentified-gas-uig/>.

Referring to the COVID-19 related Modifications that were raised last year, FC advised that as there are no longer any restrictions on the GB mainland, no sites should be using the estimated reads facility, and no sites should be isolated due to COVID-19. Contact is currently being made with the customers that have previously used the service to advise that facility is no longer available.

FC advised that Xoserve are proposing that the October COVID-19 update on website, will be the last one for now.

Sally Hardman (SH) commented that she would like Xoserve to continue with an update in case the level of infections increases any risks to the business.

FC agreed to continue to provide updates at this meeting of which minutes will be taken and published.

It was agreed to keep this agenda item as a watching brief.

## 3. Approvals

### 3.1. Member Changes for DSC Credit Committee

LOS advised that the published agenda has no approvals to discuss, however, Joint Office have recently been informed of a change in the DSC Credit Committee where Smitha Coughlan, Wales & West Utilities, is stepping down as a member and is being replaced by Samuel Lyons with Richard Pomroy and Smitha continuing to be the alternate for Wales & West Utilities.

The DSC Credit Committee membership change needs to be approved by the DSC Contract Management Committee.

No questions or concerns were raised, approval was sought by exception.

The Committee unanimously approved the change in DSC Credit Committee membership.

#### 4. Business Plan Updates

*Due to a change in the running order of the agenda, this part of the agenda was completed after all standard items on the agenda were concluded.*

Helen Chandler (HC) raised her concern that the Business Plan for 2022 (BP22) was only published 2-days ago and therefore does not feel it is realistic to have the deep-dive agenda items. Her expectation was for Xoserve to provide a 10-minute overview.

Dave Turpin (DT) apologised and advised that Xoserve wanted to take the opportunity to talk through the topics as early as they could within the window of consultation, (5 weeks), to deliver deep-dive information as early as possible and whilst each presentation should take 10 minutes maximum, time had been factored in for customers to ask questions / raise any concerns they may have with the information presented. There would be further opportunity to review in both individual and constituency meetings throughout the consultation window

HC said that she is concerned that BP22 will take over the meeting and that not each constituency will want a deep-dive and added that the audience would not understand the content of what is being discussed because there has not yet been sufficient time to read the Business Plan.

Members suggested a separate meeting should be arranged for the time-bound discussions, where members can join at appropriate times.

DT clarified that the material that supports agenda items 4.2 to 4.8 will be sent to every DSC Contract Manager by the end of this week.

In terms of running order, LOS advised that agenda item 4.2 Exceptional Customer Experience and 4.8 De-carbonisation have been switched.

DT agreed when Steve Mulinganie (SM) suggested covering all standard agenda items and then complete section 4 of the agenda at the end when all standard business has been completed.

##### 4.1. BP22

DT provided a brief overview of the published 2022 Draft Business Plan which is published here: <https://www.xoserve.com/news/we-ve-published-our-2022-draft-business-plan/>. DT answered questions from members as and when necessary, the main points of discussion are captured as below:

- HCh requested the definition of Maintain the Business (MTB) as previously this was to maintain the business of Xoserve and asked if it is now maintaining the services bearing in mind there are two elements (Xoserve and Correla) to consider now.
  - DT advised the previous view has been maintained, this refers to both Xoserve and Correla and the 13 service areas in the charging statement breakdowns.
- SM asked, considering the split between Xoserve and Correla, Correla are a sub-contractor to Xoserve in terms of the business, in terms of the amount of value at risk with that service provider and they are used to manage the contract services that Xoserve provide.
  - DT advised he could not discuss the commercial arrangements between Xoserve and Correla as this is confidential, but will consider how we can demonstrate MTB costs have been challenged in each of the business cases.
  - HCh confirmed she understands the sensitivity, but the DSC Contract Managers expect the same delivery at the same or less cost.

- Sally Hardman (SH) requested visibility of how Xoserve challenge Correla on the service they provide, if the MTB cost significantly increases. The DSC Contract Managers want to understand that.

DT confirmed, because of the new Correla relationship, with regards to investment opportunities and where it is relevant on a case-by-case basis, Xoserve need to:

- Provide an understanding of how the investment works
- Provide clarification of what the investment is

SM commented in terms of the Gemini system, there is uncertainty if National Grid are going to continue to use the existing system, in which case it appears Xoserve need to reposition. SM would like certainty on NG's plans to retender Gemini.

DT noted a Customer Constituency Funding section can be found at the end of the Business Plan that provides, for each Constituency, a chart which compares and confirmed that the BP21 three-year forecast inflated by CPIH (2%) to show 2021/22 prices.

- OC expressed concern that the investment cases would not be structured, and it is not clear what you get, DT responded that this would become clear once they had been worked through
- OC queried some figures and graph on page 9 - Contingency missing with CSS £2.2 – and enquired whether it was included in the greyed-out figure for 2021 – DT replied that it was not
- SH stated that – allocated investment is something they would require moving forward – DT responded that he was happy for this to be debated, it was there to flatten the curve
- There was a question as to whether the reduction is a true reduction – is there a saving from £83m to £79m. DT explained it would be covered in each investment area
- SH raised a concern that there was a Risk of the Platform being owned by Correla – how do we ensure continued access to services, DT confirmed that Xoserve would be looking into this.

There were discussions concerning the information within Slide 15 which are summarised as below:

- SM- BP needs to speak to how process works regarding approval i.e. if we outsource the finance of the activity – DT requested to have a read through and feedback, if not clear and OC stated that she does not think it is clear and needs further work
- It was noted that Capital is up front currently – Correla relationship opens a new route
- Need to set out the scenarios – and practical example of how it will work
- SM-inquired as to whether future CMS costs would become visible now? DT will have a look where it sits included in MTB but agrees it should be included on this slide – need to reference this
- Capital costs versus subscription? Will need to show both profiles and what it means

### **Next steps**

DT confirmed:

- The consultation for this First Draft version of the Business Plan for 2022 is open until 15 October 2021 and that Xoserve are hoping to meet with as many customers as possible before that date. Any customers wishing to meet with Xoserve to discuss BP22 should contact their customer advocate in the first instance.
- The material (including the business cases) from all Business Plan agenda items will be sent to all DSC Contract Managers by the end of this week, by Xoserve.
- The Second Draft will be published after 15 October 2021 and the final draft of Business Plan 2022 will be published in December 2021.

DT clarified the items for discussion at the next DSC Contract Management Committee to be:

- DT will update the committee on the alternative scenario for Gemini
- Provision of the options analysis for CMS
- Provide summary in terms of feedback received on the first draft of BP22 that will be considered in the Second Draft of the Business Plan.

#### **4.2. De-carbonisation**

An overview was provided on the Investment Area Focus for De-carbonisation, for a detailed update, please refer to the material that will be issued at the end of this week.

SH commented that it is important to ensure what information is needed to be transparent to Ofgem and to make sure that Xoserve are not duplicating some of the work that others in the business might be concentrating on. DT confirmed that VM is working with customers to reduce this risk.

#### **4.3. Opening up our Data**

Cristin Wibberley (CW) and Steve Concannon (SC) provided an overview on the Investment Area Focus for Opening up our Data, for a detailed update, please refer to the material that will be issued to all DSC Contract Managers at the end of this week.

There was a general discussion around the proposal to move this investment to MTB with a view that continued development of DDP should mean it remains in Investment.

No further questions.

#### **4.4. Gemini Roadmap**

Andy Simpson (AS) provided an overview of the Investment Area Focus for the Gemini Roadmap, for a detailed update, please refer to the material that will be issued to all DSC Contract Managers at the end of this week

SM questioned the need to determine how this is going to be developed and reiterated his comments previously made in that the Gemini system could be replaced.

DT clarified that the Business Plan has been built based on continued Gemini provision.

When asked, Richard Loukes (RL) confirmed that the National Grid tendering process is continuing.

*Formal afternoon rest break taken for 15 minutes*

#### **4.5. UK Link Roadmap**

AS provided an overview of the Investment Area Focus for the UK Link Roadmap, for a detailed update, please refer to the material that will be issued to all DSC Contract Managers at the end of this week.

#### **4.6. Protecting against Cyber Crime**

Dee Deu (DD) provided an overview of the Investment Area Focus for Protecting against Cyber Crime, for a detailed update, please refer to the material that will be issued to all DSC Contract Managers at the end of this week.

#### **4.7. CSSC**

Ian Leitch (IL) provided an overview of the Investment Area Focus for CSSC, for a detailed update, please refer to the material that will be issued to all DSC Contract Managers at the end of this week.

Clare Manning (CM) asked, if CSS goes live, there will be lots of amendments required to the System, is that included in the £8.5million.

DT clarified that any future REC Release is expected to be drawn from the DSC Change budget, DT has no evidence that system support will need to be extended beyond 3 months of Post Implementation Support (PIS).

DT noted that with the experience of NEXUS, that the Post Implementation Support PIS was not a problem, it was the after PIS that some problems were suffered, therefore he highlighted that PIS

period is only likely to be extended should the central programme not achieve stability within the 3-month period planned with the Central Programme currently.

SM asked if it would be prudent to add in contingency if PIS extends beyond 3 months and £8.5million is insufficient. A potential solution may be to request additional contingency that could be ringfenced and only used if required. Any contingency not used could then be returned. It was agreed that this discussion would be picked up in next months' CoMC.

#### 4.8. Exceptional Customer Experience

Tristan Unwin (TU) provided an overview of the Investment Area Focus for Exceptional Customer Experience, for a detailed update, please refer to the material that will be issued to all DSC Contract Managers at the end of this week.

### 5. Retail Energy Code (REC) Update

Jayne McGlone (JMc) provided an overview of the presentation which included a summary of the planned meetings, key milestones, key dates for the Ofgem Consultation, and advised that Xoserve are starting discussions with RECCO with regards to negotiating what Xoserve will provide in terms of the Gas Enquiry Services. JMc will provide a more detailed update to the next DSC Contract Management meeting.

JMc updated the committee with the proposed changes to the Service Description Table:

*Provision of Distribution Network Operator Supply Point count to SPAA Ltd and Provision of iGT supply point count to SPAA Ltd* service lines are being removed as REC has confirmed that they do not require these reports.

JMc advised there are several revisions required to the following service requirements, the revised Service Description Table will be presented to the October 2021 DSC Contract Management meeting:

Service Reference with effect from 01/4/21	Service Requirement Description	Other Requirement	Comments	Proposed change to SDT
ASGT NC SA9 - 04	Provision of services to parties as outlined in SPAA Schedule 23, not already provided for under the DSC	REC Schedule 20: SPAA Transition		Amend other requirement ref
ASGT-NC SA3-03	Provision of information in relation to gas illegally taken	Standard Condition 7 REC Schedule 8:-Unbilled Energy Code of Practice 6.1		Amend other requirement ref
ASGT NC SA9 - 09	Process Customer Contact details and information from gas Shippers	REC Schedule13 -Transfer of Customer Data Paragraph 5		Amend other requirement ref
ASGT NC SA9 - 10	Processing Broadcast information of Customer Contact information to be used to advise of the agreed 5 categories	REC Schedule13-Transfer of Customer Data Paragraph 5		Amend other requirement ref
ASGT NC SA9 -11	Provision of Customer Contact information to be used to advise of the agreed 5 categories	REC Schedule13-Transfer of Customer Data Paragraph 5		Amend other requirement ref
ASIGT NC SA3-03	Provision of information in relation to gas illegally taken	Standard Condition 7 REC Schedule 8:-Unbilled Energy Code of Practice 6.1		Amend other requirement ref

#### Re-assignment of Supplier Identity in the event of an appointment of a Supplier of Last Resort (SoLR)

Dave Addison (DA) advised this topic was discussed at the DSC Change Management held on 08 September 2021 and a communication was provided in the Change Pack issued on Monday 13 September 2021 highlighting alternative solutions to the SOLR market participant reassignment described in the Ofgem baseline document.

DA provided a brief background and advised there has been 19 instances since November 2018 where the average number of Meter Points is c73K, where the reassignment would have helped shape the non-functional requirements for the Central Switching System.

DA explained each option to the Committee:

1. MPID / Supplier Short Code Re assignment as per DB4 baseline / implement XRN5144

2. Submission and processing of switch requests by the SoLR over a number of days, but below the CSS NFR daily Peak of Peaks, to give effect to the SoLR

Retain separate process within UKL for maintaining Supplier in the event of SoLR event – retrospectively insert a break into the UKL history AND revert to original Supplier Id for SoLR.

DA noted there was a likely preference and recommendation to take forward Option 2 - *SoLR changes to progress in line with agreed peak Switch Requests, across multiple days if necessary.*

SM sought clarification if option 2 would be utilised in settlement for the Supplier and not the Shipper and advised that two further Suppliers have announced they are ceasing to trade which is published on the Ofgem website here: [https://www.ofgem.gov.uk/publications/ofgem-protects-customers-failed-suppliers-utility-point-and-peoples-energy?utm\\_medium=email&utm\\_source=dotMailer&utm\\_campaign=Daily-Alert\\_14-09-2021&utm\\_content=Ofgem+protects+customers+of+failed+suppliers+Utility+Point+and+People%e2%80%99s+Energy&dm\\_i=1QCB,7JBHK,F31B7M,UNYDA,1](https://www.ofgem.gov.uk/publications/ofgem-protects-customers-failed-suppliers-utility-point-and-peoples-energy?utm_medium=email&utm_source=dotMailer&utm_campaign=Daily-Alert_14-09-2021&utm_content=Ofgem+protects+customers+of+failed+suppliers+Utility+Point+and+People%e2%80%99s+Energy&dm_i=1QCB,7JBHK,F31B7M,UNYDA,1)

DA clarified that DB4 did not consider the Shipper identity, only the Supplier identity. DA advised that the requirement for CSS is c250 switching requests and that c600k had gone into SOLR.

LOS sought clarification, if the average daily volume of switches that can be reassigned is 250,000k a day, does this mean it would take 3 days to process. DA advised that assuming that the quoted volume related to only gas supply points, it would take in the order of around 5 days to process based upon the projected UK Link share of the Peak of Peak processes, but would also need to consider the Supplier capability to submit Registrations; until the Registrations were complete the Shipper would still be recorded as having those sites; for this intervening period, the Shipper would need to invoice the Supplier, as-is the process today.

SM noted there could be issues for new Shipper having to associate themselves with a new Supplier; DA clarified that if the SoLR is moving to a recognised Shipper there will be no issues, this would involve updating systems with the new Supplier as appointed by the Regulator, so there is a clear disassociation from the previous Supplier.

The new Supplier ID is in place from that point forward. The Central Systems correctly reflect the Supplier as appointed by the Regulator. It is important the new Supplier is updated within Central Systems.

DA clarified that Xoserve do not reallocate the Supplier ID; the failed Supplier entity is not re-used.

SM asked why there is the suggestion of retaining the Generic Entity Amendment (GEA) flow? SM thought this was a useful tool to have available to identify the correct relationships within the Systems. He also asked why wouldn't Xoserve continue to do that to be able to have the clarity in Central Systems. DA said that it depends on how much reliance there is on the data.

SM reiterated, considering experience with the use of the GEA flow to correctly align the Supplier ID with the Ofgem legal notice, he would like a hybrid of Options 2 & 3 to continue to allow the incumbent Shipper the ability to update the Supplier ID in Central Systems to be correctly reflective of the notice of appointment of the new Supplier of Last Resort.



SM suggested that if there is no GEA process, continue to use Option 3 alongside Option 2, setting the new Supplier ID within Central Systems is the challenge.

DA noted that the downside of Option 3 is there will be a benefit to receive a regulatory notice for the DNs, the delta files will advise of the participants. However, those parties would still need to reassign the Supplier ID. Option 3 will mean effectively, in the SoLR instances, CSS won't be the master Supplier of the data, UK Link will be.

LOS summarised:

- DA to provide further clarification in change pack and investigate if parts Option 2 and 3 can be implemented.
- Each of the options have gone out in a change pack, respond to the change pack is extremely important for views to be captured.
- Ofgem have asked that the data is fed back to the Design Forum by 20 September 2021.
- Xoserve are appealing that the more people that feedback the more chances to get the preferred option.

SM highlighted that there are only two players in the market that provide 3<sup>rd</sup> party shipping services, therefore it is not relevant to others, but it is significant to the two players.

DA offered to discuss the options offline in more detail with SM.

DA advised he will provide an update from the Design Forum at the DSC Change Management Committee in October 2021, then a programme change request will be made to amend the DB4 baseline.

When asked, Rebecca Hailes (RHa) confirmed it would be useful to provide an overview of this topic to the Distribution Workgroup on 23 September 2021.

DA provided a link to XRN5144 - Enabling Re-assignment of Supplier Short Codes to Implement Supplier of Last Resort Directions – For Representation:

<https://www.xoserve.com/media/42577/28984-mt-po-xrn5144-enabling-re-assignment-of-supplier-short-codes-for-representation.docx>

**New Action 0901:** Xoserve (DA) to provide an update at the DSC Change Management Committee in October where he believes the consultation is at, based on the responses being received.

For a detailed update, please refer to the published material on the meeting page.

*Formal rest break taken for 15 minutes.*

## 6. Class 1 Read Service

### 6.1. Procurement Exercise – Modification 0710

Covered as part of action 0803: Xoserve (JMc/ER) to consider the potential impacts of the BEIS *Maximising non-domestic smart meter consumer benefits, improving the data offer, and enabling innovation* consultation in relation to the granular level of data requirement and discuss with the DNOs the current and proposed future service stipulations.

Ellie Rogers (ER) provided a further update and advised that Xoserve are currently writing out to the Subgroup Representatives to get the first sessions arranged and will also be issuing a Request for Information (RFI), this is the first step in the process to see who might tender, by the end of this week. ER hopes to be able to share the timeline of the key activities shortly.

## 7. Monthly Contract Management Report

### 7.1. KPM Update

Fiona Cottam (FC) provided an overview of the Key Performance Measures (KPM) for July 2021 relating to both DSC and DSC Key Performance measures, noting the items highlighted in red which fell below target in August 21:

KPM.04 % of AQs processed successfully

KPM.07 Percentage of requests processed within the Completion Time Service Level in DSC

KPM.13 % of exceptions resolved within 2 invoice cycles of creation date

For the DSC+ v DSC PI Performance, FC advised the KPI's are mostly in green and added that the KPMs are the main driver.

Jayne McGlone (JMc) advised that the KPM's that relate to DSC KPM performance, Energy Balancing are all green. With respect to the 3 areas that have failed DSC+KPM P1 Summary for August, are mainly due to requests for adjustments which are being worked through, although some of them are out of Xoserve control where they are reliant on 3<sup>rd</sup> parties.

For the fully detailed update, please refer to the published slides on the meeting page.

### 7.2. KPM – Customer Relationship Survey Results (Q1)

LOS confirmed with JMc that this topic was deferred until November 2021.

### 7.3. Contract Metrics

Paper published for information. No discussions held.

### 7.4. Xoserve Incident Summary

Neil Laird (NL) provided an overview of the High-level summary of P1 and P2 incidents for August 2021 which included the following incidents:

INC0095736: Following the Gemini Maintenance Window Correla identified the Linepack data for the 04:00 bar had not been published within the Gemini system.

INC0096954: Correla AMT Support team reported file processing performance was degraded on 23<sup>rd</sup> August 2021 and resolved on the same date.

INC0097826: GNCC reported they were unable to access the Gemini system and unable to process Exit Capacity Auction whilst NL advised that this was resolved on the day raised during the maintenance window, further investigation is underway to understand why GNCC's resiliency did not work correctly.

INC0098568: GNCC were unable to process the short-term Gemini Exit Capacity auction (WDDNEX) at 08:00. National Grid are carrying out further investigation. The incident was resolved and GNCC were able to successfully process the auction by 14:00 on the same day the issue was raised.

INC0098801: GNCC reported issues with Gemini following a GSE deployment during the maintenance window on 29/08/21, investigations showed the database CPU was consistently hitting 97 - 98%.

NL advised that all incidents are resolved and noted that the Gemini incidents are not related incidents.

NL noted that Gemini Demand Attribution issues were experienced on the 31st of August, these issues were not reported as a P1 or P2 incident as the issue was contained solely within National Grid IT systems which experienced an outage. Following National Grid restoring services, Demand Attribution ran correctly (9pm on the 31 August 2021).

SM commented that there appears to be several issues affecting Gemini which is a key product and asked if the service is resilient and suggested running an exercise to prove its resilience as we approach Winter. He added there is an enormous consequence if this system is becoming unstable. SM asked the following:

1. To what extent is the existing product going to be continued to be supported robustly.
2. How do we know it is not going to get worse?

NL provided the following response:

Gemini has seen an 82.3% reduction on service impacting year-on-year. Going back to October 2020 when the improvement plans on Gemini were released, there has been a massive stability improvement.

In terms of resilience, stakeholders at both National Grid and Correla see Gemini as a highly resilient system.

In terms of the incidents mentioned above, the triggers for these issues, physical network break and associated configuration (infrastructure trigger); change trigger (performance related); National Grid faults; were not the Gemini product but National Grid data not being received, high quality root cause analysis has been carried out and NL clarified that none of the incidents were Gemini product related.

For a detailed update, please refer to the published slides on the meeting page.

## **7.5. UK Link Flow PIR**

No discussions held as update not due till October

## **7.6. Issue Management Updates**

### **7.6.1 Issue Management Dashboard**

Paper published for information. No discussions held.

## **8. Central Switching Service (CSS) Update**

EL provided an update on the papers published advising that the programme remains at Green status and advised that the BP22 submissions this year provides an updated view of the Maintain the Business cost as last year's submissions were based on assumptions. Please refer to slides for further information.

## **9. Information Security Update**

Confidential paper circulated for information. No discussions held.

## **10. Financial Information**

Paper provided for information. Deferred until November.

## **11. Business Continuity Plan**

Paper provided for information. No discussions held.

## **12. Contract Assurance Audit**

Paper provided for information. No discussions held.

## **13. Key Committee Updates**

### **13.1. DSC Change Management Committee**

James Rigby (JR) joined the meeting to provide an update relating to the Gemini Monthly File and timing change that was presented to the DSC Change Management Committee on Wednesday 08 September 2021:

*CSSC Programme - Gemini Monthly File Timing Change - NTS & Shippers approved the Detailed Design Change Pack. The monthly MDS and AAQ files will be received in Gemini by 10PM, in time to publish the midnight Demand Run. This timing will vary month on month dependent on the amount of data in the files and will lead to a possible delay in sending the new ACT file to Shippers. This change will come into effect from CSS Go Live and will only impact the Shipper community.*

SM raised his concern that there were very limited responses back in terms of the proposal and that this change impacts everybody because of the movement and has commercial ramifications, so Xoserve should not be just looking at the best IT solution.

JR explained that XRN4627 CSS Consequential Central Switching Service was issued in the Change Pack in August 2021 and relates to a timing change to do with the Faster Switching program. During testing, Xoserve identified there is not enough time in UK Link to process some files, the Design Change pack proposed those timings are slightly delayed, whereas the files are currently received by Gemini at 9pm, this proposal is to move that time to 10pm for Gemini to receive.

JR clarified that 3 Shippers in total responded, (2 approved, 1 had comments). The response to the comments has been published.

SM noted that usually changes are Industry led but this change is due to the faster switching program. JR added that the DSC Change Committee Shipper Representatives approved the change.

When SM highlighted that when the Industry start to see changes driven from external sources, he asked how that information can be socialised to have a broader commercial discussion.

LOS advised that all the representations were presented at the DSC Change Management Committee and that the Post Meeting Update is also published advising of the outcome of the approvals.

JR agreed that the focus is on IT change in the DSC Change Management Committee and maybe the discussions need to be more focussed on impacts to the industry.

SM noted that in comparison, the discussions held earlier on in the agenda, relating to the SoLR, CDSP have communicated what impacts the industry need to consider, SM would like to see similar for Gemini changes such as this one.

DA said that he is wondering if there is an output that CDSP can provide to both the DSC Change and Contract Committee based on any assessment of any REC changes going through, he maybe sees this as being a table that shows the changes being assessed, impact to central systems and impact to DSC customers.

**New Action 0902:** Xoserve (DA) to carry out an assessment on how to communicate and assess REC-Cross Code Modifications and implications on Central systems by producing a simple table to review at future DSC Change and Contract meetings.

JR will consider this and update accordingly at the DSC Change meeting.

## 14. Any Other Business

### 14.1. LDZ Input Measurement Errors

SM raised his concern relating to the timing of providing early notification relating to Measurement errors that could have a material impact to the industry and requested an update on the process and how this could be avoided going forward. The scenario he is referring to is, the ITE Report is due to be published around 21 September, 2 days later the credit or debit will be on the invoice. SM does not feel this is very customer focussed.

FC explained how the process currently works:

- This process is managed through the significant error distribution list and then Offtake Arrangements meetings.
- Because of the size of the error there is an Independent Technical Expert (ITE) appointed.
- CDSP are at the mercy of the appointed Independent Technical Expert.
- The last meeting held on 01 September 2021 was the first time that Cadent advised of the Alrewas error as Significant Measurement Error.
- An extra step has been inserted in the process to come up with values; but these values will only be available just before the invoice is distributed.

Guv Dosanjh (GD) provided the following update for information:

The next Offtake Arrangements Workgroup is meeting on 29 September 2021 where the Independent Technical Expert (ITE) will be walking through their findings.

GD encouraged all interested parties to join as it is likely Shippers may need to appoint a second ITE.

FC pointed out that the Offtake Arrangements Workgroup has not been very well attended by Shippers so far.

The minutes from the Offtake Arrangements Workgroup held on 01 September 2021 can be found here:

<https://www.gasgovernance.co.uk/OA/010921>

When SM asked for a lesson learned exercise to be performed at the end of the current process, FC advised she will raise this at the next Offtake meeting on 29 September 2021.

#### **14.2. DCC Advanced Meters/exempt from DSC Service Charge Reporting**

PO provided a further update from the month, noting that the reporting logic has been adjusted. There are 460,000 sites across the supplier portfolios that are now being reported as exempt from DCC charges.

PO advised he is looking at data that Xoserve hold within UK Link relating to micro businesses, as these are exempt.

PO is looking to use the improved Xoserve report as a fallback position to minimise exposure and recommend Suppliers can declare their portfolio or offer Suppliers to provide Xoserve with their exempt portfolio that Xoserve will pass to Ofgem.

PO said he will be running the September dataset quite soon and that early next week he will be asking Suppliers if they have any issue with the recommendation.

SM advised he has an action from ICOSS to provide an update; PO advised he will provide SM with an update.

<b>New Action 0903:</b> <i>DCC Advanced Meters/exempt from DSC Service Charge Reporting</i> - CDSP (PO) to provide update to SM.
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#### **14.3. CMS Rebuild Update**

Jo Williams (JW) provided an overview of the CMS Rebuild update and explained that all planning activities continue to plan, and that Xoserve were refining the Workshop approach for both internal and external workshops, where the internal workshops will commence first to provide input into the external workshops.

JW advised the extra-ordinary DSG meetings are now set up and are as follows:

Date	Weekday	Time	Process
17-Sep	Friday	10:00 – 12:00	ADD/UNC
21-Sep	Tuesday	10:00 – 12:00	CDQ/RFA
21-Sep	Tuesday	14:00 – 16:00	DUP
29-Sep	Wednesday	14:00 – 16:00	MNC
05-Oct	Tuesday	10:00 – 12:00	GSR
14-Oct	Thursday	14:00 – 16:00	MUS
22-Oct	Friday	10:00 – 12:00	MUR
27-Oct	Wednesday	10:00 – 12:00	TOG

JW noted that 21 September will see 2 separate meetings on the same day.

SM requested if the sessions are recorded, JW advised that they had not been to date, but she will investigate this and confirm if this can be arranged.

JW then detailed the next steps as detailed below:

- The CMS Rebuild Team are continuing to work with vendors to identify the recommended solution and are on track to attend October’s DSC Contract Management Committee with the supporting information as agreed.
- Xoserve continue to work with the Xoserve Governance Team on the Theft of Gas Modification, the outputs shall be shared as the Modification Develops.

#### 14.4. Cloud Programme Overview

Emma Lyndon (EL) provided a verbal update on the UK Link Cloud Programme and explained the Program is progressing well and more information will be presented next month with a go-live date.

**Action 0801:** CDSP (EL) to supply the security and benefits narrative for the Cloud Programme.

**Update:** EL advised a presentation has been provided which will be sent to SM and all other DSC Contract Managers. **Closed**

#### 14.5. HydePloy Project Update

Victoria Mustard (VM) provided the following brief update:

- Copies of letters have been sent to end consumers.
- The Project is progressing well;

No questions were asked.

#### 14.6. DSC Legal matters

LOS advised that this AOB was no longer required as it had been satisfied before the meeting. SM agreed that this matter is resolved.

#### 14.7. MDD notification

Regarding the recent MDD notification regarding the removal of three Shippers, Sally Hardman (SH) wanted to be sure that these Shippers have no sites remaining in their portfolio.

DA advised that the MDD notice incorrectly shows that three entities indicated that the Shipper identity would no longer carry on, but the Supplier would, however, this should say the supplier will be withdrawn. DA advised the MDD notice will be reissued.

#### 14.8. DRR issued

JMc advised that a DRR has been circulated and Xoserve will be seeking approval at an extraordinary DSC Contract meeting being held next Friday 24 September at 10am. The DRR relates to pre-covid AQ, due to the nature of the request it cannot wait for the next normal DSC Contract meeting.

**15. Recap of decisions made during meeting**

Angela Clarke (AC) provided verbal overview of the decisions made during the meeting and all agreed with her summary and next steps.

**16. Diary Planning**

Further details of planned meetings are available at: [www.gasgovernance.co.uk/events-calendar/month](http://www.gasgovernance.co.uk/events-calendar/month)

Time/Date	Venue	Programme
Extra-ordinary 10:00 - 11:00 Friday 24 September 2021	Microsoft Teams	Approval of DRR – Visibility of Pre-Covid AQ Values
09.30 Wednesday 20 October 2021	Microsoft Teams	Standard Agenda
09.30 Wednesday 17 November 2021	Microsoft Teams	Standard Agenda
09.30 Wednesday 15 December 2021	Microsoft Teams	Standard Agenda

**Action Table (as of 15 September 2021)**

Action Ref	Meeting Date	Minute Ref	Action	Owner	Target Date	Status Update
0801	18/08/21	14.4	CDSP (EL) to supply the security narrative for the Cloud Programme	CDSP (EL)		Closed
0802	18/08/21	14.7	CDSP (VM) to forward to the original HydePloy Project customer communication and link to AC for her to then circulate as applicable.	CDSP (VM)		Closed
0803	18/08/21	14.8	Xoserve (JMc/ER) to consider the potential impacts of the BEIS Maximising non-domestic smart meter consumer benefits, improving the data offer, and enabling innovation consultation in relation to the granular level of data requirement and discuss with the DNOs the	Xoserve (JMc/ER)		Closed

			current and proposed future service stipulations.			
<b>0901</b>	15/09/21	5.0	<p><i>Re-assignment of Supplier Identity in the event of an appointment of a Supplier of Last Resort (SoLR)</i></p> <p>Xoserve (DA) to provide an update at the DSC Change Management Committee in October where he believes the consultation is at, based on the responses being received.</p>	Xoserve (DA)	<b>October 2021</b>	<b>Pending</b>
<b>0902</b>	15/09/21		<p>Xoserve (DA) to carry out an assessment on how to communicate and assess REC-Cross Code Modifications and implications on Central systems by producing a simple table to review at future DSC Change and Contract meetings</p>	Xoserve (DA)	<b>October 2021</b>	<b>Pending</b>
<b>0903</b>	15/09/21	14.2	<p><i>DCC Advanced Meters/exempt from DSC Service Charge Reporting -</i></p> <p>CDSP (PO) to provide update to SM to support further engagement of issue and proposed resolution with ICOSS members.</p>	CDSP (PO)	<b>October 2021</b>	<b>Pending</b>