

**UNC DSC Contract Management Committee Minutes**  
**Wednesday 21 April 2021**  
**via Teleconference**

<b>Attendees</b>			
Bob Fletcher (Chair)	(BF)	Joint Office	Non-Voting
Helen Cuin (Secretary)	(HCu)	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
Andrew Green	(AG)	Total Gas & Power	Class B Voting
Steve Mulinganie	(SM)	Gazprom Energy	Class C Voting
<b>Transporter Representatives (Voting)</b>			
Helen Chandler	(HC)	Northern Gas Networks	DNO Voting
Sally Hardman	(SHa)	SGN	DNO Voting
Angharad Williams (Alternate for Richard Loukes & Teresa Thompson)	(AW)	National Grid	NTS Voting
Kundai Matiringe (Alternate for Rebecca Cailles)	(RC)	IGT Representative	IGT Voting
Brandon Rodrigues	(BR)	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)	Correla	
Andrew Szabo	(ASz)	Correla	
Alex Stuart	(ASt)	Correla	
Clare Manning	(CM)	Correla	
Dave Turpin	(DT)	Xoserve	
Dionne Thompson	(DTh)	Correla	
Daniel Donovan	(DD)	Correla	
Ellie Rogers	(ER)	Xoserve	
Emma Lyndon	(EL)	Corella	
Fiona Cottam	(FC)	Correla	
James Verdon	(JV)	Correla	
Kate Lancaster	(KL)	Xoserve	
Kirsty Dudley	(KD)	EON	
Lee Foster	(LF)	Correla	
Linda Whitcroft	(LW)	Correla	
Mark Cockayne	(MC)	Xoserve	
Michael Payley	(MP)	Corella	
Michele Downes	(MD)	Correla	
Neil Laird	(NL)	Correla	

Niall McPherson	(NMc)	Shell Energy
Owen Mason	(OM)	Bulb
Richard Pomroy	(RP)	Wales & West Utilities
Sat Kalsi	(SK)	Correla
Tristan Unwin	(TU)	Correla
Copies of all papers are available at: <a href="https://www.gasgovernance.co.uk/dsc-contract/210421">https://www.gasgovernance.co.uk/dsc-contract/210421</a>		

## 1. Introduction

Bob Fletcher (BF) welcomed all to the meeting, confirming the meeting to be quorate.

### 1.1. Apologies for absence

Rebecca Cailes, IGT Representative  
 Richard Loukes, National Grid Representative  
 Stephanie Clements, Shipper Class A Representative  
 Teresa Thompson, National Grid Representative

### 1.2. Alternates

Claire Louise Roberts for Stephanie Clements  
 Angharad Williams for Richard Loukes and Teresa Thompson  
 Kundai Matiringe for Rebecca Cailes

### 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
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
Angharad Williams (Alternate for Richard Loukes and Teresa Thompson)	NTS	2 votes
Brandon Rodrigues	IGT	1 vote
Kundai Matiringe (Alternate for Rebecca Cailes)	IGT	1 vote

### 1.4. Approval of Minutes (17 March 2021)

The minutes from the previous meeting was approved.

### 1.5. Approval of Late Papers

Late papers approved.

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

**0201:** PO to produce an options paper for the Retrospective and Proof of Concept project to be reviewed at the March DSC Change Management and Contract Management Committees.

**Update:** Update expected for the May meeting. **Carried Forward**

**0204:** Re: CDSP provision of Class 1 read service, ER to review how service charge information can be included in the Annual Charging Statement.

**Update:** Further to the update provided under item 7.1 and the delayed implementation until 01 August 2021 Ellie Rogers (ER) asked for the action to be deferred until May. **Carried Forward**

**0301:** *Central Switching Service (CSS) Update* EL to provide a more formal update to the issue raised that some parties are suggesting changes to the transition window.

**Update:** See item 9.0. **Closed**

### 1.7. Xoserve P2 Incident Summary

The Committee agreed to discussing the recent P2 incident before proceeding with the order of agenda items.

Andy Szabo (ASz) provided a brief introduction to the recent P2 incident confirming slides will be supplied in support of this update to provide details of the incident and the volume of critical files involved.

Neil Laird (NL) provided a separate report on the P2 UK Link File Processing incident. This was in addition to the standard incident report provided under item 8.3.

NL explained there had been an AMT file processing issue, relating to the UK Link upgrade project and the various technologies that UK Link relies upon. NL reported that a planned update had been undertaken on 27 March 2021 and within a few hours of the change an observation had been made that the outbound queues had slowed down and services had become degraded. In response a P2 call was initiated and escalated, it was shortly identified that there was a likely product fault. NL explained that as the contingency is to keep as many critical file flows as possible a series of system iterations were undertaken to correct the issue rather than backing out the change. The change was not backed out as this would have resulted in the system not being available for 4-5 days. In the interim a manual process was instigated until the system fix could be actioned. Following system correction there was then a need to manually control the release of transactions to avoid overloading the system.

NL reported that Correla are working on 3 scenarios; where files have been duplicated with the same file name and same content; files have been duplicated with the same file name but with different content, and a number of missing or partially processed files. He confirmed that Xoserve are in contact with the affected customers to address these.

Kirsty Dudley (KD) expressed concern about customer engagement, which was not as early as 27 March, and the issuing of communications with very limited timeframes to return decisions. KD wanted to understand why there was a period of silence and last-minute decision windows which impacted a coordinated response. ASz confirmed that standard incident communication commenced on 29 March and by day 5 incident communications were ramped up.

KD explained that the need to make decisions in very short timescales had ramifications for customers who would have needed to mobilise resources for short notice meetings.

Lee Foster (LF) confirmed that a review will be undertaken on the communications process for lesson learnt, particularly with requests for responding in a mandatory or strict timeframe and how this can be managed in the future.

NL explained that Correla tried to minimise the impact and the ramifications to customers. He confirmed that they will review the communication process and customer engagement. NL reported that indications of duplicate files was discovered the Easter Bank Holiday weekend. The final reconciliation for missing files was undertaken on Monday 19 April.

KD enquired how files had been allowed to be deleted and why the processes allowed this to happen. NL confirmed this is being investigate with a focus on resolution and reconciliation. NL agreed to take an action to confirm and provide a response to the concerns expressed.

**New Action 0401:** *P2 UK Link File Processing incident – Xoserve/Corrella (NL) to provide a response on why processes allowed system files/transactions to be deleted.*

Orlough Chapman (OC) expressed concern about the customer experience surrounding the incident explaining that it felt like that once Xoserve's system had been fixed customers had been left high and dry with the cancellation of daily briefings which up to that point had been very useful. OC also expressed concern that promises had been broken for the delivery of files, and understanding the volumes involved. OC explained that customers are still being impacted by the

incident and it would have been useful to continue with the daily briefings to gauge how the incident was being managed out. ASz confirmed that in the last few days of the daily calls, views were taken from customers on these calls, it was agreed that the daily briefings should be wound down and move towards targeted calls with individual customers.

Steve Mulinganie (SM) expressed concern about stakeholder engagement, and an emergency Contract Management meeting should have been held to review the incident response and possible solutions. He believed that the impact to customers had not been fully considered and was concerned that issues were being raised by his operations teams when Xoserve should have issued a wider communication to all customers. SM explained there was a lack of engagement with the Contract Management Committee as industry representatives and asked the CDSP to consider better ways of engagement and not to look at the simplest solution for CDSP. It was stressed that there is a need to manage potential risks for failure and preventing issues in the future when considering faster switching and REC impacts. SM urged CDSP to consider the risk profile and if this is suitable for a faster switching environment.

SM asked CDSP to make sure the right contact is made for decisions as staff will need to be mobilised when dealing with incidents from various areas of the business with consequential impacts to consider in the aftermath. ASz reassured the Committee that the intent was not to exclude customers, the CDSP intended to engage with Contract Managers, and a review will be undertaken to understand what could be done better in future.

NL explained that the root cause for the fault was an edge case product bug in the code of SAP NetWeaver, and there were three specific conditions relating to dynamic queuing systems, the volume of constant exchange, and the size of the database. These conditions on their own would not have caused the fault to occur it was a combination of all three which did not manifest in testing.

NL explained the testing process and why this fault had not been picked up. He confirmed Corella are looking further into the root cause and the rigours of test plans. Further stakeholder engagement is planned to review the key processes and identify opportunities for improvement and NL was happy to share the system coding with technical experts to help them understand the product better and to enable other system users to consider processes using the same technology.

Dave Turpin (DT) confirmed that the feedback provided in relation to customer interaction, the suggested improvements, and using the Contract Management Committee more would be taken on board.

KD stressed the need to consider the fallout of this outage, particularly for customer transfers which may fail as a consequence.

NL assured the Committee the desire to work together to strengthen UK Link.

DT asked for views on how this should be managed within the Contract Committee, whether to incorporate discussions within the normal committee or to hold separate focussed sessions for the critical activities. SM suggested this should be included within the standard Contract Committee meeting, recognising there may be a requirement to engage with technical experts or if likely to take more than 2 hours a separate meeting should be considered. It was suggested how this is managed will depend on the time required to adequately focus on the issue.

NL agreed to review the next steps and provide a view on including an update for the next Contract Committee on the 19 May or a convening an additional meeting.

KD wanted sought some assurance that lessons would be learned should there be a potential for more issues arising. NL explained every effort has been made to look at the transactions, reconciliations and believe the complete picture is available. If anything additional transpires communications will be provided.

SM requested the presentation is provided to the Contract Management Committee so that it can be shared with stakeholders such as ICoSS for transparency. It was confirmed that a document will be provided and that it can be shared.

## **2. Project Mercury**

Andy Szabo (ASz) provided a brief verbal update confirming the completion of the process to establish Correla.

## **3. Covid-19 Update**

ASz provided a brief update on Xoserve's operational capability noting that the organisation is robust in terms of absences, with no significant impacts as a result of the pandemic. It was anticipated that staff will start to return to the office sometime in May or June, in line with government guidelines.

Fiona Cottam (FC) provided a brief update confirming:

- Ofgem had rejected the implementation of Modification 0730V - COVID-19 Capacity Retention Process.
- A spike in UIG levels, probably related to swings in the weather due to shoulder months.
- Consideration also needs to be given for UIG that as businesses are re-opening, therefore the isolation status' need to change.

## **4. Approvals**

None to approve this month.

## **5. Business Plan Updates**

### **5.1. BP20 Centrica Appeal**

BF requested members to note that Centrica had withdrawn the BP20 Appeal.

JMc confirmed that discussions continue with Ofgem, Xoserve and the industry to consider the points raised to ensure the business planning process operates in the interest of customers. JMc confirmed Xoserve are looking at ways of improving the process and providing end user visibility which might require a modification.

### **5.2. BP21 Update**

No further update on BP21.

## **6. Retail Energy Code (REC) Update**

JMc provided an update on the latest developments under the REC, the presentation provided a summary of the planned meetings, key milestones and the Ofgem consultations. JMc noted the Significant Code Review (SCR) and summarised the impacts to the UNC.

David Addison (DA) provided a further update relating to Modification 0762S - Adding the Retail Energy Code Company as a new User type to the Data Permissions Matrix, confirming that the details are being considered for the Schedule 22 reporting, and other reports regarding the metering data. DA confirmed that the performance assurance manager has requested a monthly snapshot of the metering data, to assess UK Link data against other industry sources.

KD asked about the pre-payment reporting. DA confirmed this has not been requested in REC's initial view on requirements. However, DA noted the obligations to provide other certain reports.

DA asked if parties would like to see a draft of the Disclosure request Report (DRR) in advance of Modification 0762 being implemented. This was welcomed.

JMc outlined the next steps. These were:

- UNC Consequential Changes to be published by Ofgem in the next 2-4 weeks
- Discussions to be held with RECCo ahead of Gas Enquiry Service (GES) contract negotiations:
  - DSC Customer access to a gas enquiry service
  - And the Scope of GES

Richard Pomroy (RP) believed it was not clear what the intention was and whether RECCo will run the GES service, what will happen to DES, and what the implications are on Transporters under the A30 licence requirements. RP expressed that there is a need to consider the potential for non-compliance.

DA believed the intention is that RECCo will centrally control access to market data. Clarification is being sought about accessing data, who can access it and the approach proposed. RP believed GES would be provided under REC and this will be a REC Service, not a RECCo service provided outside of REC. There was support for CDSP continuing to provide existing DSC services.

SM expressed concern about the availability of data items. DA anticipated as there are data requirements under the UNC, with a DSC Service line, this service should continue to be available through DSC. DA confirmed that the API service currently available to Shippers is outside of the scope of GES.

## **7. Class 1 Read Service**

### **7.1. Modification 0710S - CDSP provision of Class 1 read service**

Richard Pomroy (RP) explained that there is a need to resolve some contractual issues in regards to the ownership of equipment installed on sites. It is anticipated that the implementation of the UNC Modification will be delayed from June to August 2021, to allow the novation of changes in the current contractual arrangements to take place.

Questions were asked if implementation could be delayed beyond October and concerns were raised on how this may impact the Distribution Network Charging Statements.

DA hoped to provide a substantive update at the May DSC Contract Management Committee. It was noted that the approval of the change was expected in May following the Change Pack representation. DA asked if a further communication should be issued to advise of the change in implementation date. Committee members were in support of a further communication being provided.

Ellie Rogers (ER) provided a brief update and advised CDSP are continuing to work on the delivery of Modification 0710 - CDSP Provision of the Class 1 Read Service (XRN5218).

ER explained that Modification 0710 – CDSP Provision of the Class 1 Read Service, obligates the CDSP to take over the contractual arrangements currently in place between Transporters and the Daily Metered Service Providers (DMSP), to procure and provide the Class 1 read service.

The Detailed Design Change Pack for the associated Change Proposal (XRN5218) had been issued in the April Change Pack. This provides the low-level information on the impacts.

ER explained the CDSP will be contracting with the DMSPs to provide the Class 1 read service on behalf of Shippers, and intends to create a DSC Class 1 Read Service Supporting document. This document will include key information relevant to the Shippers utilising the service. ER outlined what will be contained within the DSC Class 1 Read Service Supporting Documentation.

SM asked in relation to the Shipper Dependencies for narrative to be included within the arrangements, and how Modification 0691 impacts Shippers.

The next steps were outlined. This included:

- The DSC Class 1 Read Service Supporting Document being issued out to Contract Managers ahead of the next DSC Contract Manage Meeting.
- Formal approval of the DSC Class 1 Read Service Supporting Document at the May meeting.
- XRN5218 to progress through the DSC change process with the Detailed Design Change Pack expected to be approved by Change Management Committee in May.

### **7.2. Class 1 Read Service Re-procurement**

Ellie Rogers (ER) provided a presentation with an aim to starting initial conversations to help understand the focus areas and what is required from the future Class 1 read service. ER explained that the existing contract will be novated across to the CDSP for the remaining contracting period.

ER confirmed that the areas of focus would be Readings, System Availability, the Within-day service, Liabilities and Disaster Recovery. ER asked the Committee if there were any other areas that needed to be focussed on.

SM referred to some views which had been previously noted that may wish to be considered. ER confirmed these will be reviewed to pull out elements.

ER explained the next step will be to engage with the current recipients of the service to discuss the requirements of the future service. This will involve Shippers, predominantly utilising the Class 1 service, DNOs and Xoserve. SM asked that Customers particularly large industrial sites are also considered in the discussions.

KD asked if a project timeline could be provided to keep track of developments. KD also enquired about the impacts on DN charging statements. DA explained that information would be needed at an DNO level, to make changes simple, the plan is to maintain read and asset charges and publish information per DNO, split by service provider.

## **8. Monthly Contract Management Report**

During the discussions, SM asked if there should be an exploration of the contractual relationships between Xoserve and Correla, and if there needs to be some additional reporting. SM noted that Shippers have no contractual relationship with Correla, the contractual relationship is between Xoserve and Correla as a service provider for Xoserve. Despite the same staff being involved, it was suggested it would be worthwhile for the Contract Management Committee to consider the relationships and how to manage any contractual issues going forward.

JMc suggested reviewing the flow of agenda and the ability to hold a closed session with only Xoserve and Committee members present possibly at the end of meetings.

### **8.1. KPM Update**

Alex Stuart (AS) provided an overview of the Key Performance Measures for March 2021.

AS noted the amber items which were under review and a detailed update was provided on the Monthly AQ process, Customer Relationship Management, CMS and Invoicing.

Alison Jennings (AJ) provided an update on the quarterly CVI Survey and Tristan Unwin (TU) provided an overview of the Invoicing KPM.

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

### **8.2. Contract Metrics**

Paper published for information. No discussions held.

### **8.3. Xoserve Incident Summary**

Standard Paper published for information. No discussions held following the update provided under item 1.7 above.

### **8.4. Issue Management Updates**

#### **8.4.1. Issue Management Dashboard**

Paper published for information. No discussions held.

#### **8.4.2. Quarterly Invoicing Update**

Paper published for information. No discussions held.

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

Emma Lyndon (EL) presented the CSSC Programme Dashboard confirming that the project is tracking at a Green status. Testing activities have concluded, with minimal defects seen.

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

SM enquired about CR71, the dead zone concept, its impact on the UNC, and if the days would be classed as non-business days, as this could impact sites going live. Michael Payley (MP) explained any registration submitted into UK Link would have to have an effective date up to the CSS date, anything after this date and during the non-effective days would be rejected and would require re-submission of the registration.

SM stressed the need to understand the impact of the non-effective days. DA confirmed clarification would need to be provided on the non-effective / non-business days for particular services. It was hoped further clarity will be provided in due course.

SM also enquired about CR75 smart metering, the end-to-end obligations and the annual renewal process, wanting reassurance there would be no additional obligations. EL explained the renewal process each year, and that Xoserve will be looking at the rest of the schedules and working with the regulation team in terms of the switch stream.

**New Action 0402:** Central Switching Service (CSS) – Xoserve / Corrella (EL) to provide an update on the CR75 smart metering obligation analysis from a project stream perspective.

**10. Information Security Update**

Confidential paper circulated for information. No discussion held.

**11. Financial Information – Due May**

Item is deferred and due to be updated in May.

**12. Business Continuity Plan – Due May**

Item is deferred and due to be updated in May.

**13. Contract Assurance Audit – Due May**

Item is deferred and due to be updated in May.

**14. Key Committee Updates**

**14.1. DSC Change Management Committee**

Updated Paper published for information. No discussions held.

**15. Any Other Business**

**15.1. Contact Management System (CMS) Rebuild Update**

Linda Whitcroft (LW) provided a summary of progress on the CMS project.

LW reported all “to be Workshops” have now been facilitated, SLAs have been raised, a small Focus Group has been established, that Advocates are undertaking an industry end-to-end new connections journey workshop, and that Suppliers have submitted their High Level Solution Options (HLSO).

KD and OC asked for some customer engagement on the delivery options. SM also welcomed an overview of the options. LW was keen to involve parties through the design phase and the approval of changes. S Hardman (SH) wanted to see confirmation that the selected system was capable of straightforward incremental development. KD wished to have a transparent decision-making process.



LW explained the Next steps, which will be to:

- Assess bids and choose options based on satisfying customer requirements, total cost to operate and change capability.
- Provide an approach to the Contract Committee in May and request funds to mobilise the detailed design phase.
- Agree engagement approach with customers during detailed design (DSG/interactive sessions).
- Consult on phased or single delivery with customers, during detailed design phase.

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

### 15.2. KPM Relationship Survey

JMc confirmed that a revised set of questions are being considered for the Customer Relationship survey to include the Xoserve and Correla relationship. Suggested questions will be circulated.

SH asked about the merging of surveys and expressed a preference to keep the Change and Contract surveys separate.

SH also wished to raise if the KPMs that reside with Correla will still be valid and if they need to be reviewed. It was suggested a review in June/July would be a good time to review the interactions, service and performance monitoring.

SM noted that as stated previously, customers have a direct relationship with Xoserve and not their agency, therefore performance and delivery is still Xoserve's responsibility.

### 15.3. Utilities Register Service

JMc advised that Xoserve have been made aware that the GB Group are offering a Utilities Register Service. Further to issuing a communication, JMc wished to remind parties who use the M-Number service of the obligations of use and that data should not be transferred outside of their organisations.

The Committee supported the suggestion that Xoserve should write to the GB Group.

### 15.4. VAT early termination fees and compensation payments

No further update.

### 15.5. Impact of Brexit

No further update.

### 15.6. User Representative Appointment Process

BF wished to note that the User Representative Appointment Process would be commencing during May with a reminder for organisations to update their Single Points of Contacts (SPoCs) and by 01 July an invitation will be issued to these contacts for nominating representatives for the various Committees and Panel.

## 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
09:30 Wednesday 19 May 2021	Microsoft Teams	Standard Agenda
09:30 Wednesday 16 June 2021	Microsoft Teams	Standard Agenda
09:30 Wednesday 21 July 2021	Microsoft Teams	Standard Agenda

**Action Table (as of 21 April 2021)**

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0201	17/02/21	1.6	PO to produce an options paper for the Retrospective and Proof of Concept project to be reviewed at the March DSC Change Management and Contract Management Committees.  Update Post Meeting – an e-mail was sent to the CoMC on 19 March to conform that the Options Paper would be circulated no later than the 04 May and would be on the agenda at the CoMC in May	Xoserve (PO)	<b>Carried Forward</b>
0204	17/02/21	8	ER to review how service charge information can be included in the Annual Charging Statement.	Xoserve (ER)	<b>Carried Forward</b>
0301	17/03/21	1.5	<i>Central Switching Service (CSS) Update</i> EL to provide a more formal update to the issue raised that some parties are suggesting changes to the transition window	CDSP (EL)	<b>Closed</b>
0401	21/04/21	1.7	<i>P2 UK Link File Processing incident</i> - Xoserve/Corrella (NL) to provide a response on why processes allowed system files/transactions to be deleted	Xoserve / Corrella (NL)	<b>Pending</b>
0402	21/04/21	9.0	<i>Central Switching Service (CSS)</i> – Xoserve / Corrella (EL) to provide an update on the CR75 smart metering obligation analysis from a project stream perspective.	Xoserve / Corrella (EL)	<b>Pending</b>