

UNC DSC Contract Management Committee Minutes
Wednesday 15 June 2022
via Teleconference

Attendees			
Yvonne Reid-Healy (Chair)	(BF)	Joint Office	Non-Voting
Karen Visgarda (Secretary)	(KV)	Joint Office	Non-Voting
Shipper User Representatives (Voting)			
Oorlagh Chapman	(OC)	Centrica	Class A Voting + Class C
Claire Louise Roberts	(CLR)	ScottishPower	Class A Voting
Steve Mulinganie	(SM)	Gazprom Energy	Class B Voting + Class C
Transporter Representatives (Voting)			
Tracey Saunders	(TS)	Northern Gas Networks	DNO Voting
Sally Hardman	(SH)	Scotia Gas Networks	DNO Voting
Richard Loukes (alternate for Andrea Godden)	(RL)	National Grid	NTS Voting
Brandon Rodrigues (alternate for Kundai Matiringe)	(BR)	IGT Representative	IGT Voting
CDSP Contract Management Representatives (Non-Voting)			
Dave Turpin	(DT)	Xoserve	
David Addison	(DA)	Xoserve	
Jayne McGlone	(JMc)	Xoserve	
Observers/Presenters (Non-Voting)			
Alex Stuart	(AS)	Correla	
Angela Clarke	(AC)	Xoserve	
Brian O'Shea	(BOS)	RECCo	
Chris Dwyer	(CD)	Xoserve	
Clare Manning	(CM)	E.ON Next Energy	
Daniel Donovan	(DDo)	Correla	
Dee Deu	(DDe)	Correla	
Ellie Rogers	(ER)	Xoserve	
Emma Lyndon	(EL)	Correla	
Emma Smith	(ES)	Xoserve	
Fraser Yuill	(FY)	RECCo	
James Barlow	(JB)	Xoserve	
James Rigby	(JR)	Xoserve	
James Verdon	(JV)	Correla	
Jo Williams	(JW)	Correla	
Max Pemberton	(MP)	Correla	
Padmini Duvvuri	(PD)	Correla	
Paul Orsler	(PO)	Xoserve	
Sharon Bright	(SB)	Xoserve	

Simon Harris	(SH)	Xoserve
Steve Deery	(SD)	Correla
Tristan Unwin	(TU)	Correla
Trefor Price	(TP)	Correla

Copies of all papers are available at: <https://www.gasgovernance.co.uk/dsc-contract/150622>

DSC Contract meetings will be quorate where: Committee Representatives of at least three (3) shall be Shipper Representatives and three (3) shall be DNO Representatives, NTS Representatives or IGT Representatives, are present at a meeting who can exercise seven (7) votes.

1. Introduction

Yvonne Reid-Healy (YRH) welcomed all to the meeting, confirming the meeting to be quorate.

1.1. Apologies for absence

Andrea Godden, and Kundai Matiringe

1.2. Alternates

Richard Loukes for Andrea Godden, NTS Representative.
 Brandon Rodrigues for Kundai Matiringe, IGT Representative

1.3. Confirm Voting rights

YRH confirmed the voting rights as detailed below:

Representative	Classification	Vote Count
Shipper		
Oorlagh Chapman	Shipper Class A + Class C	2 votes
Claire Louise Roberts	Shipper Class A	1 vote
Steve Mulinganie	Shipper Class B + Class C	2 votes
Transporter		
Tracey Saunders	DNO	1 vote
Sally Hardman	DNO	1 vote
Richard Loukes (Alternate for Andrea Godden)	NTS	2 votes
Brandon Rodrigues (Alternate for Kundai Matiringe)	IGT	2 votes

1.4. Approval of Minutes (18 May 2022)

The minutes from the previous meeting were approved.

1.5. Approval of Late Papers

YRH confirmed there were no late papers.

1.6. Review of Outstanding Actions

0101: Xoserve (DT) to consider the provision of a ‘Service Organisation Control Report’ IS assurance statement to share with customers.

Update: Angela Clarke (AC) confirmed that a report had been issued to Steve Mulinganie (SM) who confirmed this was being reviewed by PCW and he hoped to close the action shortly. **Carried Forward to August 2022.**

0302: *Shipper Short Code Requests MAP: Reallocation of Short Code - Xoserve (MO/JMc)* to consider any updates that may be required to the existing process.

Update: Angela Clarke (AC) confirmed that Mike Orsler (MO) would be updating the document for approval in August. **Carried Forward to August 2022.**

0401: *Reference Development of a Memorandum of Understanding for DPM purposes – Xoserve (JMc) and Wales & West Utilities (RP) and Gazprom Energy (SM)* to develop an initial draft Memorandum of Understanding (plain English) for consideration at the May 2022 meeting.

Update: Jayne McGlone (JMc) reiterated that the initial draft had recently been issued and a meeting would be arranged to discuss the drafting further prior to being presented to the Committee. JMc requested this action was carried forward. **Carried Forward to August 2022.**

0402: *Reference Transition Cut Over 'Dead Zone' Compensation Claim Concerns* – Xoserve (EL/JMc) to provide historical (01 August) volume v's bandwidth data to the ICoSS representative.
Update: Jayne McGlone (JMc) confirmed that this action could now be closed, as the information had been supplied to Gareth Evans (GE) ICoSS. **Closed.**

0403: *Reference Contract Metrics Reporting Enhancements* – Xoserve (AC) to consider enhancing the reports to provide a high-level summary
Update: Angela Clarke (AC) confirmed that wider discussions are taking place to capture all requirements. AC stated that she was investigating the workshops and requested the action was carried forward. **Carried Forward to August 2022.**

0501: DSC Contract Committee Members to provide comments/feedback on the Service Description Table changes presented by 01 June 2022 to allow circulation of the final Service Description Table for Approval at the June meeting.
Update: Angela Clarke (AC) confirmed the consultation had closed out on the 01 June 2022 and there had been no negative feedback. The action was then closed. **Closed.**

0502: Xoserve (DT) to review the Revised Charging Statement to ensure consistent terminology is used and that it is published once any amendments have been made.
Update: Dave Turpin (DT) explained the terminology was being amended in-line with the forthcoming implementation of CSSC and that a new Charging Statement would be circulated to the Contract Managers on 15/06/22. DT requested the action was carried forward. **Carried Forward to August 2022.**

0503: Xoserve (AC) to plan Customer Engagement Session to discuss and agree future reporting requirements with a view to creating more meaningful reporting dashboards with input from each of the constituent groups.
Update: Angela Clarke (AC) explained that the Customer Engagement Sessions were still being discussed and that she would provide an update at the July meeting. **Carried Forward to August 2022.**

0504: Xoserve (DA) to provide an update on the implementation of Modification 0651
Update: (*Linked to A.O.B 12.4 & 12.5 below*) Dave Addison (DA) explained that the implementation in relation to Modification 0651 - Changes to the Retrospective Data Update provisions was a complex system change. DA stated from a resources aspect the specialists who possessed the asset knowledge were still deployed on CSSC. DA confirmed that once CSSC has been implemented then these system changes would be actioned. He also added that if a new Modification was raised, then this would be discussed within the DSC Change Committee.

Steve Mulinganie (SM) stated that this change had been approved by the regulator on 19 March 2019 and yet it there was still no implementation date. SM stated this change needed to happen, as presently the industry was not compliant, and it was causing other underlining issues. He added this was the same situation for Modification 0664VS - Transfer of Sites with Low Valid Meter Reading Submission Performance from Classes 2 and 3 into Class 4, which was also yet to be implemented.

DA said that there had been recognition within the industry of the scale of change in relation to REC and CSSC implementations and that it had been decided to stand down until February 2023 regarding Modification 0664VS. DA stated that James Rigby (JR) provided a summary of discussions that took place at the DSC ChMC meetings and reviewed these with DSC CoMC at each meeting.

Oorlagh Chapman (OC) stated that she was very concerned about the lack of transparency of the overall Change Pipeline and that she had no confidence of the management of the change process, Claire Louise Roberts (CLR) concurred with these comments, as did SM. SM also noted that some parties sitting in Class 3 were not even aware that Modification 0664VS had not yet been implemented and he questioned if the decisions on these topics were being made by the correct people.

Emma Smith (ES) confirmed Xoserve had heard the messages and stated that once CSSC had been implemented focus would be placed on the Change Pipeline, to list the changes, priority levels and impacted market changes. ES stated that this matter had also been discussed at the DSC Change Committee with the June meeting. ES stated in relation to Modification 0664VS, it had been decided by the UNC Panel not to implement before November 2022 and the ChMC then deferred to February 2023 Release, as they voted not to deliver any change in November 2022.

OC reiterated that there was a severe lack of transparency and governance concerning the Xoserve website, Change Pipeline and where and when the decisions had been made regarding delayed implementation dates. OC explained that some XRN's were not available on the Xoserve website either and OC did not understand why. Paul Orsler (PO) advised that XRN's that had not been started were not listed on the website, so as not to confuse, but noted that not all parties were aware of this.

SM noted that he was not sure if the DSC ChMC still had members with the correct level of technical expertise to make the decisions on technical delivery. PO verified he not think this was the case and CLR noted that this she also felt this was not the case from her organisations point either. CLR added that the communication on the releases needed far more clarity, as presently there were inconsistencies, which was not helpful to the parties inhouse teams.

Tracey Saunders (TS) said as she was a new DSC CoMC Member, she would welcome far greater transparency and communication. TS felt that Xoserve also deserved thanks in relation to the complex SoLR (Supplier of Last Resort) process that had been undertaken in an efficient and prompt manner.

SM suggested a communication was required in a clear and concise manner to explain the reasoning of the lack of implementations and the production of a 1 one-page narrative that could be used to update the internal organisations Board Members. SM also requested greater transparency regarding the change summary and set out when a change will be made with the potential delivery date. ES stated that each month the ChMC update was overviewed within each CoMC, and Jayne McGlone (JMc) noted the 11.1 DSC Change Management Committee section should be moved higher up the DSC CoMC agenda, to allow for further discussion earlier in the meeting. It was agreed this action should be carried forward. **Carried Forward to July 2022.**

1.7. User Representative Appointment Process

For information only. (This was not discussed in the meeting)

Summary of key stages and associated dates:

Key Stages	Commencing:	Respond by:
Single Point of Contact (SPoC) to submit nominations for Membership	by 06 June 2022	by 24 June 2022
Membership Election (<i>if nominations received exceed the required representative's positions</i>)	by 11 July 2022	by 29 July 2022
Notification of Membership	01 September 2022	

2. Approvals

2.1. XRN5505 Changes to Service Description Table (SDT) v24

David Addison (DA) reiterated that the Change Proposal (CP) will amend the SDT in line with the UNC Faster Switching Significant Code Review. It also included updates to the existing DSC Service Lines as a result of the UNC Code re-ordering and insertion of Section G5 which deals with Central Switching Service (CSS) Supply Points.

DA provided an overview of the DSC Service Line changes, provided the Service Areas being inserted, and the Agency Service Lines (Slide 10/11). For full details please refer to the papers published via the link: <https://www.gasgovernance.co.uk/dsc-contract/150622>

Angela Clarke (AC) said that once the DSC CoMC approved the Change Proposal then she would confirm the table.

YRH asked DSC CoMC to vote on the Changes to the Service Description Table.

The Committee unanimously approved the SDT:

Voting Outcome:	SDT Approved	
Shipper Representatives	Voting Count	For/Against
Oorlagh Chapman	2	For
Claire Louise Roberts	1	For
Steve Mulinganie	2	For
Total	5	For
Transporter Representatives	Voting Count	For/Against
Tracey Saunders	1	For
Sally Hardman	1	For
Richard Loukes (alternate for Andrea Godden)	2	For
Brandon Rodrigues (alternate for Kundai Matiringe)	2	For
Total	6	For

3. Business Plan Updates

3.1. BP22 Update

Dave Turpin (DT) provided a brief verbal update explaining that there had not been any significant progress made to report this month and no further conversations had been held with Ofgem. DT explained that Ofgem were still considering the appeal and are not near a decision at this stage. It was hoped that Ofgem would provide a decision before significant progress was made on BP23.

4. Retail Energy Code (REC) and Central Switching Service (CSS) Updates

4.1. REC Update

David Addison (DA) provided an overview of the latest 'Retail Energy Code (REC) Update' presentation milestones, noting the updates from previous versions of the presentation are highlighted in red text. For the detailed update, please refer to the published slides on the meeting page. <https://www.gasgovernance.co.uk/dsc-contract/150622>

The key points noted were:

- Gate Closure Deadline discussion with Ofgem / DCC.
- Xoserve to draft 'side letter' to set out how DPM will be managed going forward. RECCo has agreed this is a sensible approach.

- Update to XRN5471 – Services to release data to UNC parties.
- Termination letter to all third-party customers currently taking services that will move to GES issued w/c 23 May 2022.
- Discussions to be held following issue of customer communication relating to services being removed.

As part of the REC update DA explained the latest position regarding the 'late' Gate Closure messages.

DA explained that the gas and electricity parties had undertaken an industry workshop to showcase the architecture and resilience of critical systems involved in Switching. Present at the meeting were the System Integrator (the SI) who is responsible for assessment of the system design and verification of the system resilience and performance. Xoserve conclusions were that the likelihood of 'late' Gate Closure messages was extremely rare due to the level of resilience within the Central Switching System (CSS) – and also within the Gas Retail Data Service (GRDS – which is the components of the UK Link system that receives CSS Messages under the Retail Energy Code (REC)). The CSS is operating a primarily active:active infrastructure, so failover should be automated for these components. Some components will require manual intervention but should be within the 1 hour Return to Operation (RTO) Service Level.

Xoserve has raised a Programme risk to ensure that the SI confirms the assessment of the resilience of the Programme infrastructure.

DA also updated the group that the REC Performance Assurance (RPA) Code Manager had interpreted the SLAs that the mean daily target must be met on a daily basis (rather than an average performance across the month) to meet the SLA. This is a positive step as it means that at Peak Volumes all messages should be received within 35 minutes.

DA reported that Correla had worked hard to define time periods where actions would be taken and the effects to DSC Customers. SM sought to clarify that this was Shipper impacts, which was confirmed, based on the time periods that had been defined to date. DA talked through the defined Time Periods.

Time Period 1 (TP1) ended at a time circa 250% of the projected maximum timescale for completion of the Gate Closure messages. This period should allow failure of systems and recovery within the 1 hour RTO SLA before this is breached.

DA described Time Period 2 – which following notice from DCC – would be a period where Correla can hold jobs which would give an opportunity for systems to be recovered within the target Disaster Recovery (DR) timing of 4 hours – provided that DR was called promptly. In this period Gemini jobs could be held, but this should limit impacts to Shippers as Gemini Nominations would still be correct from midnight.

In the event of an extended Gate Closure messages beyond TP2, then Gemini jobs would need to be initiated despite incomplete Gate Closure messaging – which would mean that Gemini nominations would be run showing inaccurate portfolios. This position would need to be corrected manually by the CDSP within the Gate Closure period. Users would need to understand this and therefore it was key that Xoserve communications were clear about the expected Time Period based upon the DR processing, and the relevant status of processes at the end of each period.

DA reiterated that at the moment his assessment was that this should be extremely rare, and was seeking confirmation of this from the Programme.

DA described the receipt of messages in TP3 and 4 where there had been multiple resilience failures. In these instances Xoserve will seek to hold jobs – but in these circumstances there will be material manual involvement and consequently this will mean held jobs and also diverting operational resources to manage the DR event recovery which would impact DSC SLAs.

DA also described that there would be a point where Xoserve cannot not hold jobs indefinitely, at the moment we are targeting this time being 02:59:59 (which is our assessed time when all daily SLAs had been failed to be met – i.e. normal processing; RTO and target and maximum DR. We continue to assess the feasibility of options in this instance which include incrementing the effective date of Registration in UK Link so that this would be inconsistent with CSS.

New Action 0601: DA to write to DSC Contract Managers to obtain relevant contact details for DSC Customers so that communications can be shared with parties in the event that 'late' Gate Closure messages are received after TP1 and there is a risk to DSC Customer activities.

A brief general discussion took place concerning the procedures for any emergency out of hours issue and how this would be communicated and monitored in line with the specific SLA's. DA advised that all DSC Contract Managers would be informed.

4.2. REC Contract Update

Brian O'Shea (BOS) RECCo provided the group with an update on progress of establishing a contract between RECCo and Xoserve (with Corella as the key sub-contractor) for the provision of Gas Enquiry Services (GES) from CSS Go-live, planned for 18 July 2022. BOS stated that Ofgem had confirmed that to enable them to take the Switching Programme "go / no go" decision they required confirmation of an agreed contract on 30 June 2022 and in the absence of such Ofgem would revert to such regulatory powers as necessary to ensure service continuity. BOS noted both RECCo and Xoserve were working to this deadline. Steve Mulinganie (SM) confirmed the Switching Programme go live date cannot be compromised by a contract not being agreed by the deadline date.

BOS provided background information to the GES (development history, basis of delivery, users, IPR creation, RECCo charging structure etc). In response to a question, BOS confirmed that Citizens Advice would continue to enjoy access to the GES data when it comes under REC, rather than UNC, governance. BOS outline the key contracting principles both parties are working against (contract reciprocity, recycling of DSC T&Cs where applicable, contracting within Xoserve commercial, financial and ownership framework limitations and that service users under GES should be no worse off than under DSC).

The group was updated on key contract issues agreed to date and those outstanding, noting some may require escalation to CEO level to resolve. In response to a question, BOS confirmed that, pending the outcome of a further contract meeting planned for the afternoon of Wednesday 15 June, the only current known escalation matter is the request from Xoserve for unilateral liability provisions and for the exclusion of losses suffered by GES users under the REC where such loss was due to Xoserve / Corella fault. SM stated that she expected this to be a commercial matter which could be resolved either through contract flow down of the liability to the Xoserve sub-contractor or through insurance with the associated cost notified to RECCo. SM noted that in any event such losses would be capped in the contract. BOS also provided a brief update on GES IPR and the intent of RECCo to procure a single dual fuel energy enquiry service in the future and the need to ensure RECCo, on behalf of industry, has access to any "necessary for use" IPR to enable such a single service to be competitively procured and not be limited to supply only by those organisations who own such "necessary for use" IPR.

A general discussion took place concerning how the data was accessed and via GES and RECCo opposed to accessing data via DES or via DDP, and various DSC CoMC Members understood this piece of work was large but felt this should be undertaken. JMG confirmed this area would be investigated once CSSC had been implemented. SM commented that he could presently get all the data via DDP and so he would not use the Data Enquiry Service, and he wanted to still have the option of accessing the data via DSC.

4.3. CSSC Update

Emma Lyndon (EL) provided an overview of the 'CSSC Programme Dashboard' presentation.

For the detailed update, please refer to the published slides on the meeting page. <https://www.gasgovernance.co.uk/dsc-contract/150622>

Key Points:

- All elements currently Green, with programme activities continue to be on track.
- Next Milestone, Go Live 18 July 2022.
- Planning activities for Transition Stage 3 continue.
- Go/No meetings are in place both internally and with the wider programme via the Governance Groups
- Continue Post Implementation Support Activities.

5. Class 1 Read Service

5.1. Procurement Exercise – Modification 0710

Ellie Rogers (ER) confirmed the Class 1 Procurement document had been circulated and that the RFP would close on Friday 17 June 2022. ER advised the responses would be reviewed towards the end of June via the normal Change Process route and an update would be supplied in due course.

6. Monthly Contract Management Report

6.1. KPM Update*

Alex Stuart (AS) provided the DSC KPM Performance and DSC PI Performance for May 2022.

For full details please refer to the presentation published.

Key Points:

- Implementation and Cutover successfully undertaken over the Easter weekend from 15 April to 19 April 2022
- Post Implementation Support now underway tracking first usage of all core CDSP UK Link processes. PIS tracking to plan. Production disaster recovery (fail over) test cycle scheduled for 24 / 25 July 2022
- 66% of core DSC processes have successfully undertaken their first usage within the UKL M2C production estate.
- 98% of all DSC reports assured as completing first usage runs successfully.

Sharon Bright (SB) advised EBCC had 1 user fail to pay on the due date who is Deed of Undertaking and legal proceedings are presently taking place due to non-payment.

6.2. KPM – Customer Relationship Survey Results

No discussion held. Next update due July.

6.3. Contract Metrics

AC provided a high-level overview of the Contract Metrics and noted that these were currently under discussion to streamline them and check they are all still 'fit for purpose'.

6.4. Xoserve Incident Summary

Trefor Price (TP) provided the Incident Summary and confirmed that there had been 1 issue identified where an internal user reported that he and multiple other users were getting an error message stating that the SAP Application has had to terminate due to an ABAP error. TP confirmed Technicians were able to reclaim disk space by running a back-up and clearing the log files. The faulty alerts were also corrected. TP confirmed that a decent overall average was being maintained.

6.5. Issue Management Dashboard

Max Pemberton (MP) provided an overview of the Issue Management Dashboard and noted that the AQ open defects were starting to increase slightly. MP noted and that triage analysis was presently taking place and that these were linked to the AQ's for the month of May. MP advised there had been 1 amended invoice and 5 AQ updates raised in May.

6.6. Quarterly Invoicing Update

Not discussed held. Next update July.

7. Information Security Update

Dee Deu (DDe) provided an update on the Information Security and overviewed the various aspects of the Security Improvement Programme. SM said that following discussions on cyber security concerning UK Link, he wanted to know if this vulnerability was being addressed. DDe confirmed that the Security Improvement Programme was looking to enhance and expand the capabilities in this regard, to address the gap.

8. Financial Information

No discussion held. Next update August.

9. Business Continuity Plan

No discussion held. Next update August.

10. Contract Assurance Audit

No discussion held. Next update August.

11. Key Committee Updates

11.1. DSC Change Management Committee

James Rigby (JR) provided an overview of the DSC ChMC summary and drew attention to each section and how it was reported following the meeting.

A general discussion took place concerning the lack of visibility and clarity, specifically concerning XRN's not always on the Change Register. JR advised the Change Register can be viewed via: <https://www.xoserve.com/change/customer-change-register/>

SM proposed Xoserve should arrange a meeting to help with transparency and invite a selection of DSC CoMC and DSC ChMC Members for their thoughts and suggestions. TS said that this was a good suggestion, and a Working Group could be set up and that she would be happy to attend. PO said he would investigate this matter. AC reiterated that she would be investigating moving DSC Change Management Committee higher up the agenda, to allow for discussions of issues and associated tracking.

12. Any Other Business

12.1. CMS Replacement Update

Joanne Williams (JW) provided a brief overview of the '*CMS Rebuild May Update*' presentation. JW confirmed the team continue to build out the foundations of the new CMS, the Shipper raised MNC (Meter Number Creation) Process along with non-process specific functionality such as Data Clarifications and Site Visits. JW advised Weekly sessions with RECCO and Xoserve have been scheduled to continue the development the Theft of Gas (Modification 0734) process. JW stated the CMS Customer Focus Groups are now published on the Xoserve Calendar alongside the website.

For full details of the update please refer to the presentation published. Further updates will be provided at the July 2022 meeting.

12.2. Move to Cloud Post Implementation Support Update

Alex Stuart (AS) provided a brief overview of the Move to Cloud Post Implementation Support Update, and confirmed the implementation and Cutover was successfully undertaken over the Easter weekend from 15 April to 19 April 2022. AS advised the post implementation support was now underway tracking the first usage of all core CDSP UK Link processes. He added that the PIS was tracking to plan. Production disaster recovery (fail over) test cycle scheduled for 24 /25 July.2022.

12.3. UK Link Portal Update

Simon Harris (SH) introduced Padmini Duvvuri (PD), Programme Manager, who provided an update regarding the UK Link Portal. PD explained during the extensive testing 1 vulnerability was found during the assessment, which could have opened a cyber security risk.

PD explained following the successful implementation of the Move of their UKLink resources onto Cloud, the focus has been getting the Portal that delivers a single sign on experience to customers for both GES and UKLink Portal ready.

As part of extensive testing rounds of both Integration and Security testing in particular penetration testing, through specialist third parties, a vulnerability was found, which if left unresolved, could potentially be exploited. This is perhaps only possible if there was hacker capabilities/malicious intent and the vulnerability is limited in its scope to Portal, but nevertheless could open up UKLink Portal to some level of cyber security risk. Working with their service partners and technology experts, and following in-depth investigation into the issue, PD said they have established a remediation plan to fix the vulnerability and have been successful.

This has however impacted their planned release approach and previously communicated delivery date of 04 July 2022. To safeguard critical dates within the central switching programme a priority call was taken to split the GES and UK Link elements of the new Portal service. Therefore, a temporary GES specific portal will be deployed on 17 July 2022 (in line with the central switching programme Go-Live), with current users of the UK Link Portal continuing to access the existing portal link they use today.

The UK Link Portal will then be deployed after the 17 July 2022, with a specific date for the introduction of the new UK Link portal links to be provided as soon as possible. (End of June latest)

PD recognised that accessing these services through separate portals is not ideal, however this approach will be a temporary measure only whilst avoiding disruption to key milestones of the central switching programme. Please note there will be no disruption to the UKL Portal services and DES/GES users as a result of this exercise.

Lastly, after thorough investigation PD could confirm the vulnerability found in their test systems has not been exploited maliciously and there has been no breach of any system or data/customer information, including our 'test' data.

A lengthy protracted discussion then took place, and OC said it was not acceptable for a breach to have been discovered the previous week and the industry to have only be told about it during this meeting. OC stated that most organisations have their Business Teams on standby and waiting, and then only to be told a week later that the go live has been delayed, once again.

SH said nothing had been held back with regards to 04 July 2022 and there were other workstreams involved. PD apologised and explained it was an evolving situation and the vulnerability needed to be tested in depth, and it was decided to prioritise GES.

SM said the timing was not good at all, especially with the need to deliver the Faster Switching Programme and that he needed to understand the impacts of the two systems.

Tristan Unwin (TU) explained that he was working on the Communications Plan and since the vulnerability, a thorough investigation needed to be undertaken, he confirmed that no live data had been compromised in any way.

TU confirmed the communications would be very explicit in relation to new and existing users and what where the dates/timings and log in requirements and that this communication would be sent on 20 June 2022 detailing the split of GES and DES.

SM proposed that Xoserve should arrange a webinar with a Q&A session to provide clarity and confidence. James Verdon (JV) confirmed the training materials would be in the normal training format to assist with understanding.

12.4. Line in the Sand Performance – (Implementation issues) (SM)

(For more detail on this topic, please see Action 0504 above)

12.5. Change Communication, Xoserve XRN4050 move to Azure, Website information and accessibility. (OC)

(For more detail on this topic, please see Action 0504 above together with 12.3 above)

13. Recap of decisions made during meeting

Angela Clarke (AC) provided an overview of discussions, decisions and actions made during the meeting.

14. Diary Planning

Further details of planned meetings are available at: www.gasgovernance.co.uk/events-calendar/month

Time/Date	Paper Publication Deadline	Venue	Programme
09:30 Wednesday 20 July 2022	5pm Tuesday 12 July 2022	Microsoft Teams	Standard Agenda
09:30 Wednesday 17 August 2022	5pm Tuesday 09 August 2022	Microsoft Teams	Standard Agenda
09:30 Wednesday 14 September 2022	5pm Tuesday 06 September 2022	Microsoft Teams	Standard Agenda
09:30 Wednesday 19 October 2022	5pm Tuesday 11 October 2022	Microsoft Teams	Standard Agenda
09:30 Wednesday 16 November 2022	5pm Tuesday 08 November 2022	Microsoft Teams	Standard Agenda
09:30 Wednesday 14 December 2022	5pm Tuesday 06 December 2022	Microsoft Teams	Standard Agenda

Action Table (as of 15 June 2022)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Target Date	Status Update
0101	19/01/22	8.0	Xoserve (DT) to consider the provision of a 'Service Organisation Control Report' IS	Xoserve (DT)	August 2022	Carried Forward

Action Table (as of 15 June 2022)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Target Date	Status Update
			assurance statement to share with customers.			
0302	16/03/22	2.1	<i>Shipper Short Code Requests MAP Reallocation of Short Code Request</i> - Xoserve (MO/JMc) to consider any updates that may be required to the existing process.	Xoserve (MO/JMc)	August 2022	Carried Forward
0401	20/04/22	4.1	<i>Reference Development of a Memorandum of Understanding for DPM purposes</i> – Xoserve (JMc) and Wales & West Utilities (RP) and Gazprom Energy (SM) to develop an initial draft Memorandum of Understanding (plain English) for consideration at the May 2022 meeting.	Xoserve (JMc) & Wales & West Utilities (RP) & Gazprom Energy (SM)	Sept 2022	Carried Forward
0402	20/04/22	4.3	<i>Reference Transition Cut Over 'Dead Zone' Compensation Claim Concerns</i> – Xoserve (EL/JMc) to provide historical (01 August) volume v's bandwidth data to the ICoSS representative.	Xoserve (EL/JMc)	June 2022	Closed
0403	20/04/22	6.3	<i>Reference Contract Metrics Reporting Enhancements</i> – Xoserve (AC) to consider enhancing the reports to provide a high-level summary.	Xoserve (AC)	August 2022	Carried Forward
0501	18/05/22	2.1	DSC Contract Committee Members to provide comments/feedback on the Service Description Table changes presented by 01 June 2022 to allow circulation of the final Service Description Table for Approval at the June meeting.	DSC Committee	June 2022	Closed
0502	18/05/22	3.1	Xoserve (DT) to review the Revised Charging Statement to ensure consistent terminology is used and that it is published once any amendments have been made.	Xoserve (DT)	August 2022	Carried Forward
0503	18/05/22	6.2	Xoserve (AC) to plan Customer Engagement Session to discuss and agree future reporting requirements with a view to creating more meaningful reporting dashboards with input from each of the constituent groups.	Xoserve (AC)	August 2022	Carried Forward
0504	18/05/22	12.5	Xoserve (DA) to provide an update on the implementation of Modification 0651.	Xoserve (DA)	July 2022	Carried Forward

Action Table (as of 15 June 2022)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Target Date	Status Update
0601	15/06/22	4.1	DA to write to DSC Contract Managers to obtain relevant contact details for DSC Customers so that communications can be shared with parties in the event that 'late' Gate Closure messages are received after TP1 and there is a risk to DSC Customer activities.	Xoserve (DA)	July 2022	Pending