

**UNC DSC Contract Management Committee Minutes**  
**Wednesday 16 February 2022**  
**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>			
Oorlagh Chapman	(OC)	Centrica	Class A Voting + Class C
Stephanie Clements	(SC)	ScottishPower	Class A Voting
Rebecca Greer	(RG)	Corona Energy	Class B Voting
Steve Mulinganie	(SM)	Gazprom Energy	Class B Voting + Class C
<b>Transporter Representatives (Voting)</b>			
Helen Chandler	(HC)	Northern Gas Networks	DNO Voting
Sally Hardman	(SHa)	SGN	DNO Voting
Andrea Godden	(AG)	National Grid	NTS Voting
Richard Loukes	(RL)	National Grid	NTS Voting
Kundai Matiringe (plus alternate for Brandon Rodrigues)	(KM)	IGT Representative	IGT Voting
<b>CDSP Contract Management Representatives (Non-Voting)</b>			
Dave Addison	(DA)	Xoserve	
Dave Turpin	(DT)	Xoserve	
Jayne McGlone	(JMc)	Xoserve	
<b>Observers/Presenters (Non-Voting)</b>			
Alex Stuart	(AS)	Correla	
Angela Clarke	(AC)	Xoserve	
Charlie Haley	(CH)	Xoserve	
Clare Manning	(CM)	E.ON	
David Newman	(DN)	Xoserve	
Emma Lyndon	(EL)	Correla	
Emma Smith	(ESm)	Xoserve	
Guv Dosanjh	(GD)	Cadent	
James Madge	(JM)	Xoserve	
James Rigby	(JR)	Xoserve	
Joanne Williams	(JW)	Xoserve	
Malcolm Montgomery	(MM)	National Grid NTS	
Richard Pomroy	(RP)	Wales & West Utilities	
Steve Deery	(SD)	Correla	
Tanj Gosal	(TG)	Xoserve	
Trefor Price	(TP)	Xoserve	
Victoria Mustard	(VM)	Xoserve	
Copies of all papers are available at: <a href="https://www.gasgovernance.co.uk/dsc-contract/160222">https://www.gasgovernance.co.uk/dsc-contract/160222</a>			

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**

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

**1.1. Apologies for absence**

Brandon Rodrigues

**1.2. Alternates**

Kundai Matiringe for Brandon Rodrigues for IGT Representative

**1.3. Confirm Voting rights**

BF confirmed the voting rights as detailed below:

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

**1.4. Approval of Minutes (19 January 2022)**

The minutes from previous meeting were approved.

**1.5. Approval of Late Papers**

Two papers had been provided after the publication deadline of 08 February 2022. These had been pre-advised and did not require approval.

**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:** DT advised Xoserve are considering what can be provided. **Carried Forward.**

**2. Approvals**

**2.1. XRN5470 Changes to Service Description Table V21**

Angela Clarke (AC) provided an overview of the new service line in support of *Modification 0788 - 0788 (Urgent) - Minimising the market impacts of ‘Supplier Undertaking’ operation.*

For full details, please refer to the Change Proposal published on the meeting page.

The Committee unanimously approved the presented change:

<b>Voting Outcome:</b>	<b>Change approved</b>	
<b>Shipper Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Oorlagh Chapman	2	For
Stephanie Clements	1	For
Rebecca Greer	1	For
Steve Mulinganie	2	For
<b>Total</b>	<b>6</b>	For
<b>Transporter Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Helen Chandler	1	For
Sally Hardman	1	For
Richard Loukes	1	For
Andrea Godden	1	For
Kundai Matiringe	2	For
<b>Total</b>	<b>6</b>	For

## 2.2. DRR provision of Data for Local Authorities

David Newman (DN) provided an overview of the Disclosure Request Report (DRR) for local Authorities. For full details of the request including data items please refer to the published DRR.

The Committee considered the level of detail to be provided and the appropriate control of data. Steve Mulinganie (SM) enquired if individual property usage would be provided. SM challenged the provision of certain data items such as read data, rolling AQs and the value of providing granulated data. DN confirmed the level of detail to be provided, referring to the DRR and that this would not include the incumbent Supplier.

Richard Pomroy (RP) enquired about the protection of data. DN confirmed the standard Xoserve contract limits the use of the data provided and prevents its publication or disclosure to others. RP also asked if Xoserve will have rights to undertake audits. Jayne McGlone (JMc) confirmed the standard contract terms give the right for Xoserve to undertake audits to ensure compliance.

Sally Hardman (SH) asked about the future provision of data and if this will transfer to the Retail Energy Code (REC). JMc confirmed this would transition over to the Gas Enquiry Service (GES) and governed under the Data Access Matrix. SM challenged that if the data relates to Supplier retail activity this should be managed through REC/GES as this would be a GES service.

JMc explained the timelines and constraints on transitional data provision and the use of this route to allow the provision of data prior to July when such services will migrate to REC. JMc acknowledged that future consideration is required on the appropriate route of approval. JMc confirmed that discussions are taking place with REC and agreed to discuss this matter further at the March Committee meeting as to the way forward.

Oorlagh Chapman (OC) challenged whether such approvals should only be for the interim provision of data and its should be established if there is any meaningful value in such a short duration of agreement. JMc confirmed as part of the transfer all services will expire when CSS goes live, and that future provision will be via a REC contracted service. JMc agreed to provide an overview/update on the transition of services in March.

**New Action 0201:** DSC Contract Committee to consider the timeline, transition of services and the appropriate authority to sign off matters and governance of services for providing data which would subsequently sit under the Retail Energy Code governance and provision.

The Committee unanimously approved the DRR provision on the understanding that future such changes are discussed with RECCo:

<b>Voting Outcome:</b>	<b>Data provision approved</b>	
<b>Shipper Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Oorlagh Chapman	2	For
Stephanie Clements	1	For
Rebecca Greer	1	For
Steve Mulinganie	2	For
<b>Total</b>	<b>6</b>	For
<b>Transporter Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Helen Chandler	1	For
Sally Hardman	1	For
Richard Loukes	1	For
Andrea Godden	1	For
Kundai Matiringe	2	For
<b>Total</b>	<b>6</b>	For

### 2.3. Switching Data Ofgem DDP Request

Charlie Healy (CH) provided an overview of the Data Disclosure Provision (DDP) dashboard which will provide Ofgem with data through DDP. CH confirmed that no MPRN level data will be provided as part of this service. Steve Deery (SD) explained the drivers for the request which is to support the understanding Supplier of Last Report (SoLR) switching.

SM enquired about similar requests from Ofgem in the past and the route for such requests from Ofgem usually being associated with a formal Request for Information (RFI). Jayne McGlone (JMc) confirmed that the route for information requests had been considered however, as this request did not fall within the usual boundaries of an RFI, a DDP was considered the best approach.

The Committee considered the provision of data, the timing and transitional arrangements prior to such requests for information being provided through REC from July 2022 onwards. It was also considered if similar requests have been submitted through the Electricity market.

The Committee discussed the level of clarity and the suitability of data items which would be made available. Clare Manning (CM) observed that the request would not identify which Supply Meter Points had switched due to customer choice or due to a SoLR event without some consideration of portfolio level data, although conceding that not many customers were electing to switch at this time. The Committee agreed to defer approval of this request until more granularity can be provided including the low level of detail and to allow discussions with REC whether this should be managed through their data provision processes as it was primarily Supplier data.

It was agreed to defer the approval of this change, to allow further discussions with RECCo.

## 3. Business Plan Updates

### 3.1. BP22

David Turpin (DT) confirmed that the business plan has been published and that there are ongoing conversations with Centrica following their submission of an objection and possible appeal. It was noted that an Extraordinary Committee meeting is provisionally planned on Monday 07 March 2022.

Oorlagh Chapman (OC) reported that Centrica have met with Ofgem and Xoserve separately, a joint meeting was not possible as Ofgem did not want it to fetter their discretion. OC believed an impasse had been reached with some process failings, while wanting to keep the dialogue open and possibly considering an appeal.

SM advised that consideration should be included in the BP23/24 for additional PAC activities should *Modification 0674 - Performance Assurance Techniques and Controls be implemented*. The Committee considered the DSC Change budget managing amendments for reporting development for the Performance Assurance Committee (PAC), the review cycle and the need for separate budget lines. It was recognised that the budget impacts relating to *Modification 0674*, the principles, and the approach needed to be considered.

James Rigby (JR) acknowledged the need to consider the budget for PAC related activities should these be extended. Emma Smith (ESm) explained the ring fencing of the PAC budget was to avoid slowing down the production of PAC requested reports. SM encouraged a more formal structure with more rigour for approving budgets for future costs from the Change Budget.

The Committee agreed there is a need to consider the cost of PAC services/tools to understand this better and how to factor this in within the process going forward. It was recognised that the Performance Assurance activities should have a controlled cost and that there should be industry visibility of the costs associated with it.

### **3.2. BP21 Quarterly Review**

James Rigby (JR) provided a Business Plan update for BP21.

JR explained the format presented, welcoming feedback on the level of information and layout. The Committee considered what level of detail could be shared with a wider audience. It was suggested that the presentation needed some simplification to make the slides less busy and to provide a focussed overview of the deliverables.

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

### **4.1. REC Update**

Jayne McGlone (JMc) provided an overview of the latest Retail Energy Code (REC) milestones, an update on the Ofgem statutory licence change consultations and an overview of the impacts to the UNC. For the detailed update, please refer to the published slides on the meeting page.

The key points noted were:

- The consultation on the Statutory Licence Changes to Gas Shipper and Gas Transporter Licences due to be published 17 February 2022 with an expected close out for the consultation on 17 March 2022.
- Gas Enquiries and active messaging design considerations are being undertaken, with P contract negotiations having started.
- Confirmation that data for the Performance Assurance Framework Administrator (PAFA) will remain under UNC governance
- Next Step considerations

The Committee considered Shipper access to data under the UNC, the right to access data acceded under the UNC contract and the services Shippers will receive from RECCo through GES.

Helen Chandler (HC) noted the number of Xoserve platforms available to support these tasks, with the difficulty for parties to reliably consider any consequential impacts of industry change and which was the better way forward if not using GES. HC asked for Xoserve to look at the services, how these are currently provided for parties to understand the integration, any differences to enable a better assessment.

DA assured parties that all reports will be lifted and shifted as is, the rules around the access to data will not change, services will move into new arrangements with Service Level Agreements on data synchronising across systems, he wished to note there will be some latency.

To provide assurance, Xoserve were asked to give an overview on the routes for data provision and associated charging lines.

The Committee also considered the security concerns around the provision of data and Ofgem's policy decision relating to the MNumber data file being removed. JMc asked for feedback about the security concerns, the provision of data in secure formats, and alternative means of obtaining the information.

**New Action 0202:** Xoserve (DA) to provide an overview of the existing arrangements compared to the new service provisions in relation to REC changes, to all parties, including:

- i. A Compare and contrast of DES with GES
- ii. A description of how UNC parties are expected to access data post removal of DES
- iii. The provision of MNumber data and its availability via alternative means

## 4.2. CSS Update

Emma Lyndon (EL) provided an update reporting that:

- the programme remains on track for all the key activities, with the initial testing phases now completed and with the programme moving into transition testing phase 2.
- the Delivery Group had approved 18 July as the Go-live date.
- Two minor defects had been addressed without any implications to timelines
- Internal and external activities are now focussed on Business and Operational readiness.

## 5. Class 1 Read Service

### 5.1. Procurement Exercise – Modification 0710

No update expected this month.

## 6. Monthly Contract Management Report

### 6.1. KPM Update\*

Alex Stuart (AS) provided the January 2022 KPM / PI Operational Performance Summary, providing detailed comments on the failures and Jayne McGlone (JMc) provided the DSC KPM Performance on the Energy Balancing services.

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

### 6.2. KPM – Customer Relationship Survey Results (Q3)

Due April.

### 6.3. Contract Metrics

Paper provided for information.

Steve Mulinganie (SM) enquired about any costs flowing through the process for Supplier failures.

DT confirmed there is some outstanding debt but nothing arising as a recovery issue as it stands at this point. He confirmed this will become clearer when looking at the accounting position and financial update.

### 6.4. Xoserve Incident Summary

Trefor Price (TP) provided the incident summary, reporting 1 major incident during January 2022, explaining the route cause found in a batch file and confirming the subsequent actions taken. For the detailed update, please refer to the published slides on the meeting page.

### 6.5. UK Link File Flow PIR

Alex Stuart (AS) provided an overview of the service improvement activities in relation to Incident Management & Communications, Vendor Management, End-to-End Business Process Monitoring and Technology. For the detailed update, please refer to the slides published on the meeting page.

#### **6.6. Issue Management Dashboard**

Paper provided for information. No discussions held.

#### **7. Information Security Update**

Paper provided for information. No discussions held.

#### **8. Financial Information**

James Madge (JM) provided a brief verbal update on the current financial position based on a paper circulated directly to DSC Contract Managers.

#### **9. Business Continuity Plan**

No discussions held.

#### **10. Contract Assurance Audit**

Oorlagh Chapman (OC) enquired about an item within the published paper in relation to the return of unused income from Correla to Xoserve. OC wanted to understand what the compliance issue was, the terms and the process for reporting audit issues. It was agreed that OC would liaise with Xoserve to address any questions on the audit findings and for Xoserve to include all DSC Contract Managers in the response.

#### **11. Key Committee Updates**

##### **11.1. DSC Change Management Committee**

Paper provided for information.

#### **12. Any Other Business**

##### **12.1. De-carbonisation Update**

Victoria Mustard (VM) provided an update on the 100% Hydrogen Projects 2022: H100, Hydrogen Village and Project Union. In addition, VM summarised the scope of each of the Hydrogen Blend projects.

##### **12.2. CMS Replacement Update**

Joanne Williams (JW) provided a progress update, reporting that the product team have been mobilising / scoping the services and that dedicated Customer Focus Groups will be set up to ensure customers remain engaged and able to feed into each release. SM noted that customer engagement may prove difficult at times due to change congestion with so many major industry projects in flight. Further updates will be provided in March.

##### **12.3. Modification 0801 - Removal of capacity and balancing services from the role of CDSP**

Malcolm Montgomery (MM) provided the Committee with an overview of Modification 0801 which will have some impacts on the DSC. MM explained the intention is to replace the Gemini system with a new system to provide the capacity and balancing activities and services and that this Modification will facilitate the ability to allow those services to be procured other than using the CDSP. This will result in changes to the obligations under the UNC and DSC arrangements. The

Committee considered and encouraged raising a Change Proposal to run in parallel to the Modification to ensure any impacts are identified and included in the Modification consultation.

The Committee asked what the projected timeline was for the replacement. MM believed that National Grid could be in a position to sign procurement contracts during the Summer of 2022, with implementation of a new system approximately 2 years later i.e. possibly Summer 2024.

#### **12.4. Green Gas Levy**

Steve Mulinganie (SM) enquired about the availability of data to allow for validation as required for the Green Gas Levy.

Dave Turpin (DT) explained this will be a quarterly process, with the next data cut due in April. DT noted there had been an issue with the first data set provided, which once tested, was unable to be loaded in time to the Ofgem portal tool. A permanent fix has been made to avoid this issue reoccurring. DT reported a contingency process had been put in place to enable access to the data and allow the same validation but understood this may not have been communicated.

SM challenged why there was a lack of communication clearly advising the detail of the issues. DT acknowledged there had been an unexpected breakdown in communication as it was anticipated Ofgem was managing this. Ofgem wanted to control the communication relating to the portal.

DT apologised for the data provision issues and agreed going forward that a contingency is established and communicated by Xoserve.

#### **12.5. Data Permissions Matrix (DPM) Update**

David Addison (DA) provided a brief presentation on the information changes in relation to DPM and DAM being kept aligned in readiness for REC Go-live. DA explained the addition of a new column to provide the REC equivalent name for data items such as the Market Sector Code (Domestic Premises Indicator). DA also noted two omissions/errors which needed correction, two new data items from the CSS Go-live and confirmation that PAFA will be managed under UNC.

#### **12.6. ICS Customer Survey**

JMc advised the Committee that the ICS Customer Service has been issued for DSC Customers and encouraged all parties to respond.

### **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](http://www.gasgovernance.co.uk/events-calendar/month)

<b>Time/Date</b>	<b>Venue</b>	<b>Programme</b>
09.30 Monday 07 March 2022	Microsoft Teams	Provisional Date - Budget Appeal Review Meeting
09:30 Wednesday 16 March 2022	Microsoft Teams	Standard Agenda
09:30 Wednesday 20 April 2022	Microsoft Teams	Standard Agenda
09:30 Wednesday 18 May 2022	Microsoft Teams	Standard Agenda
09:30 Wednesday 15 June 2022	Microsoft Teams	Standard Agenda



09:30 Wednesday 20 July 2022	Microsoft Teams	Standard Agenda
09:30 Wednesday 17 August 2022	Microsoft Teams	Standard Agenda
09:30 Wednesday 14 September 2022	Microsoft Teams	Standard Agenda
09:30 Wednesday 19 October 2022	Microsoft Teams	Standard Agenda
09:30 Wednesday 16 November 2022	Microsoft Teams	Standard Agenda
09:30 Wednesday 14 December 2022	Microsoft Teams	Standard Agenda

**Action Table (as of 16 February 2022)**

Action Ref	Meeting Date	Minute Ref	Action	Owner	Target Date	Status Update
<b>0101</b>	19/01/22	8.0	Xoserve (DT) to consider the provision of a 'Service Organisation Control Report' IS assurance statement to share with customers.	Xoserve (DT)	February 2022	<b>Carried Forward</b>
<b>0201</b>	16/02/22	2.2	DSC Contract Committee to consider the timeline, transition of services and the appropriate authority to sign off matters and governance of services for providing data which would subsequently sit under the Retail Energy Code governance and provision.	Committee	Agenda Item March 2022	<b>Pending</b>
<b>0202</b>	16/02/22	4.1	Xoserve (DA) to provide an overview of the existing arrangements compared to the new service provisions in relation to REC changes, to all parties, including:  I. A Compare and contrast of DES with GES II. A description of how UNC parties are expected to access data post removal of DES III. The provision of MNumber data and its availability via alternative means	Xoserve (DA)	End of February 2022	<b>Pending</b>