Joint Office of Gas Transporters

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UNC DSC Contract Management Committee Minutes
Wednesday 16 March 2022
via Teleconference

Attendees			
Bob Fletcher (Chair)	(BF)	Joint Office	Non-Voting
Helen Cuin (Secretary)	(HCu)	Joint Office	Non-Voting
Shipper User Representatives (Voting)			
Oorlagh Chapman	(OC)	Centrica	Class A Voting + *Class C*
Stephanie Clements	(SC)	ScottishPower	Class A Voting
Mark Jones (alternate for Rebecca Greer)	(MJ)	SSE	Class B Voting
Steve Mulinganie	(SM)	Gazprom Energy	Class B Voting + *Class C*
Transporter Representatives (Voting)			
Helen Chandler	(HC)	Northern Gas Networks	DNO Voting
Guv Dosanjh (alternate for Sally Hardman)	(GD)	Cadent	DNO Voting
Andrea Godden	(AG)	National Grid	NTS Voting
Richard Loukes	(RL)	National Grid	NTS Voting
Brandon Rodrigues	(BR)	IGT Representative	IGT Voting
Kundai Matiringe	(KM)	IGT Representative	IGT Voting
CDSP Contract Management Representatives (Non-Voting)			
Dave Addison	(DA)	Xoserve	
Jayne McGlone	(JMc)	Xoserve	
Observers/Presenters (Non-Voting)			
Angela Clarke	(AC)	Xoserve	
Edd Green	(EG)	E.ON Next Energy	
Ellie Rogers	(ER)	Xoserve	
Emma Lyndon	(EL)	Correla	
Emma Smith	(ESm)	Xoserve	
Guv Dosanjh	(GD)	Cadent	
Joanne Williams	(JW)	Correla	
Linda Whitcroft	(LW)	Correla	
Michael Orsler	(MO)	Correla	
Richard Pomroy	(RP)	Wales & West Utilities	
Steve Deery	(SD)	Correla	
Tom Stuart	(TS)	Wales & West Utilities	
Tracey Saunders	(TSa)	Northern Gas Networks	

Copies of all papers are available at: https://www.gasgovernance.co.uk/dsc-contract/160322

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.

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1. **Introduction**

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

Stephanie Clements (SC) advised she will be leaving ScottishPower shortly anticipating her alternate Clare Louise Roberts becoming her interim replacement.

1.1. Apologies for absence

Sally Hardman
Rebecca Greer

1.2. Alternates

Guv Dosanjh for Sally Hardman, DNO Representative
Mark Jones for Rebecca Greer, Shipper Representative

1.3. Confirm Voting rights

BF confirmed the voting rights as detailed below:

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

1.4. Approval of Minutes (16 February and 08 March 2022)

The minutes from the previous meetings were approved.

1.5. Approval of Late Papers

2 papers had been provided after the publication deadline of 08 March 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: Update deferred to April. **Carried Forward.**

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.
Update: See item 4.1 and related publications. **Closed.**

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 M-Number data and its availability via alternative means
Update: Email issued 10 March. See item 4.1 and related publications. **Closed.**

2. Approvals

2.1. MAP Reallocation of Short Code Request

Michael Orsler (MO) presented a proposal to allow a correction to an existing Meter Asset Provider (MAP) identifier to accurately identify the MAP and asset owner in industry data systems.

MO provided the background to the request relating to MapleCo (Short Code SSL), and the consequences of losing historical information if a new Short Code is created. It was noted that the current process for creating new Short Codes was not designed to correct manifest errors.

Oorlagh Chapman (OC) asked about the alternative option of setting up a new short code, expressing a preference for using this route. The Committee considered the subsequent action which would require suppliers to update a circa 900k asset records. Jayne McGlone (JMc) explained this was a correction not a reallocation of a Short Code, clarifying that if the correction is not made the MAP will lose historical asset information, they consider they are entitled to.

OC noted that the Short Code had been assigned to SGN Smart and wished to understand if correcting the Short Code to MapleCo would result in a licence breach.

Brandon Rodrigues (BR) was concerned that the proposals might have system and process impacts for IGTs and that they needed more time to consider these, subject to Xoserve providing a clear overview of any identified impacts.

The Committee considered the time criticality of approving the request and allowing further consideration of the consequences and system impacts.

Steve Mulinganie (SM) suggested that going forward the current process should be reviewed to establish if a process should exist to allow the correction of manifest errors and to allow the appropriate documentation to be updated.

New Action 0301: Xoserve (MO/JMc) to provide assurances that MAPLE Co are the commercial MAP and seek an update as to what MAPLE Co plan to do with Elexon and REC.

New Action 0302: Xoserve (MO/JMc) to consider any updates that may be required to the existing process.

The Committee unanimously voted to defer approval of the proposal to correct the MPID 'SSL':

Voting Outcome:	Approval deferred to April	
Shipper Representatives	**Voting Count**	**For/Against**
Oorlagh Chapman	2	For
Stephanie Clements	1	For
Mark Jones	1	For
Steve Mulinganie	2	For
Total	**6**	For
Transporter Representatives	**Voting Count**	**For/Against**
Helen Chandler	1	For
Guv Dosanjh	1	For
Andrea Godden	1	For
Richard Loukes	1	For
Brandon Rodrigues	1	For
Kundai Matiringe	1	For
Total	**6**	For

2.2. XRN5484 – Changes to Service Description Table v22

Angela Clarke (AC) presented the Change Proposal (CP) for the Changes to the DSC Service Documents, to create a new service line to support Urgent Modification *0788 - Minimising the market impacts of 'Supplier Undertaking' operation*.

The Committee unanimously approved the CP:

Voting Outcome:	CP Approved	
Shipper Representatives	**Voting Count**	**For/Against**
Oorlagh Chapman	2	For
Stephanie Clements	1	For
Mark Jones	1	For
Steve Mulinganie	2	For
Total	**6**	For
Transporter Representatives	**Voting Count**	**For/Against**
Helen Chandler	1	For
Guv Dosanjh	1	For
Richard Loukes	1	For
Andrea Godden	1	For
Brandon Rodrigues	1	For
Kundai Matiringe	1	For
Total	**6**	For

2.3. DRR - Market Stabilisation Charge details for RECCo

David Addison (DA) presented the Disclosure Request Report (DDR) for the provision of Market Stabilisation Reporting data to RECCo. DA explained the background to the request referring to the Ofgem consultation for introducing a Market Stabilisation Charge (MSC) for domestic supply points. DA provided details of the data items and the privacy impact assessment.

The Committee considered the use of the Market Sector Code and its appropriate usage. It also considered the provision of rolling AQs and hedging strategies.

DA explained that Shared Supply Meter Points and Supplier Licence Exempt sites (Non CSS Supply Points) are not subject to transfer and therefore not considered to be covered by this process.

For the full details of this request please refer to the published DRR.

The Committee unanimously approved the DRR:

Voting Outcome:	DRR Approved	
Shipper Representatives	**Voting Count**	**For/Against**
Oorlagh Chapman	2	For
Stephanie Clements	1	For
Mark Jones	1	For
Steve Mulinganie	2	For
Total	**6**	For

Transporter Representatives	Voting Count	For/Against
Helen Chandler	1	For
Guv Dosanjh	1	For
Richard Loukes	1	For
Andrea Godden	1	For
Brandon Rodrigues	1	For
Kundai Matiringe	1	For
Total	**6**	For

3. Business Plan Updates

3.1. BP22

Jayne McGlone (JMc) confirmed Xoserve had submitted its Opinion on the Centrica Appeal to Ofgem and copied to all DSC Contract Managers. Further to the budget appeal meeting on 07 March, JMc confirmed 3 letters had been received supporting Centrica's appeal from E.ON, OVO Energy, and BUUK, which will be circulated to Committee members.

Steve Mulinganie (SM) wished to understand the next steps in response to the views presented by Xoserve. JMc provided an overview of the next steps with further updates expected in due course.

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

4.1. REC Update

Jayne McGlone (JMc) and David Addison (DA) 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, 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.

The key points noted were:

- The consultation on Statutory Licence changes to Gas Shipper and Gas Transporter Licences closes on 21 March 2022. Xoserve advised that it would not be submitting a response to this Consultation but offered support if a customer needed it in preparing their response.
- SCR Modification text has been issued and the consultation closes on 01 April 2022
- Topics being considered further:
    - Secured Active Messaging via CSS
    - DPM/DAM structure/alignment post CSS go-live
    - The onboarding of new Customers for services that are moving to GES
    - DSC party access to GES post CSS go-live
    - Changes to the CDSP Service Document

DA asked for Shippers to confirm if they utilise Secured Active Messaging from DCC to enable further assessment of the design. Steve Mulinganie (SM) asked for a communication to be issued with details and the specific questions Xoserve need a response to from Shippers/Suppliers for this to be considered further.

DA provided a separate presentation to provide an update on the work being undertake on keeping the DPM and DAM aligned. DA also provided an update on the considerations for an enduring requirement for a permanent testing environment, noting the proposed approach was to have a case-by-case environment

Richard Pomroy (RP) noted that Modification *0531 – Provision of an Industry User Test System,* had been raised for a permanent testing environment to be established ahead of Project Nexus which was subsequently rejected by the Authority.

JMc provided a list of the activities completed, the items requiring further discussion and an overview of the next steps, noting information had been provided to Shippers setting out the changes that will be made to the CDSP Service Description Table as a result of CSS go live to reflect: 1) the removal of some Specific Services (as formally notified to all DSC Contract Managers in an email dated 10 March 2022; 2) the addition of new Service Lines to reflect GRDA obligations; and 3) the amendment of service lines to reflect the UNC changes that are being made under the SCR. JMc also confirmed Non REC Parties would be required to sign an Access Agreement with RECCo if they wish to use GES Services, REC Parties will qualify for access automatically.

JMc asked the Committee to consider changes that would be required to the CDSP Service Document – Third Party and Additional Services Policy to amend paragraphs 2.3.1 (e) and 2.4.1 (b) to take into account the contract between RECCO and Xoserve for provision of the Gas Enquiry Service. It was agreed that REC should be carved out of the requirements set out in 2.3.1(e) and 2.4.1 (b). These changes will be presented for approval at April Contract Management Committee (CoMC).

4.2. CSS Update

Emma Lyndon (EL) provided an update reporting:

- An Amber status due to the proximity and dependency on the Move to Cloud (M2C) Programme.
- Transition Testing phase 2 completed and on track for preparation activities to commence transition testing stage 3.
- Completed the code deployment for Transition Stage 1 and the data cut will be issued to the CSSP week commencing 21/03/2022

Steve Mulinganie (SM) wished to better understand the dependency and any material risk to CSS from the M2C as previous discussions had advised there would be no such risks.

New Action 0303: Xoserve (EL/DA) to provide an explanation on the dependency links of CSS and M2C.

5. Class 1 Read Service

5.1. Procurement Exercise – Modification 0710

Ellie Rogers (ER) provided a brief verbal update on the Class 1 read service exercise. ER confirmed that the procurement document is being finalised with a plan to issue this during March to commence the bidding process.

6. Monthly Contract Management Report

6.1. KPM Update*

Paper provided for information.

6.2. KPM – Customer Relationship Survey Results (Q3)

Due April.

6.3. Contract Metrics

Paper provided for information.

Steve Mulinganie (SM) enquired about the structure of the metrics, agreeing to discuss this offline.

Post Meeting Update – Ange Clarke (AC) and Steve Mulinganie (SM) had a discussion after the meeting where SM suggested that the tab entitled 'Change Management Update 21-22' could be removed as it was a static slide and the information was available via a link to the Change Budget that was embedded within the Change Management Budget which was a standard agenda item.

AC will table an item under A.O.B at the April meeting to discuss the information reports to gain a view from the CoMC as to the best way to present these items in the future

6.4.   Xoserve Incident Summary

Paper provided for information, reporting no P1/P2 incidents in February.

6.5.   UK Link File Flow PIR

Due April.

Issue Management

6.6.   Dashboard

Paper provided for information.

Steve Mulinganie (SM) enquired about the presentation of information and agreed to discuss this offline.

> *Post Meeting Update: – SM provided some feedback as to how the reporting dashboard could be improved which has been fed back to the report architects.*

7.   Information Security Update

Paper provided for information. No discussions held.

8.   Financial Information

No discussions held. Due April.

9.   Business Continuity Plan

No discussions held. Due April.

10.   Contract Assurance Audit

Jayne McGlone (JMc) referred to a number of questions which had been raised following the Contract Assurance Audit update presented at February 2022 CoMC. JMc confirmed that the audit finding questioned related to an unclear process. JMc re-assured the Committee the process had been reviewed and subsequently updated to address the weaknesses identified.

Oorlagh Chapman (OC) asked if the details of the updated process could be shared to understand the process and ensure the auditors concerns had been addressed. The Committee considered the appropriate level of information provision relating to the DSC+ Contract Assurance Audit from Xoserve, to provide the Committee with the confidence that the auditor is satisfied with the remedial action. SM enquired if the details of the audit report could be provided, noting that Xoserve were reluctant due to the commercial arrangements between them and Corella. However, he felt that if the issue has been raised for the Committee, then they should be provided with sufficient information to be able to scrutinise the issue.

Xoserve agreed to consider what detailed information could be provided to the Committee on the remedial actions taken as a result of the audit.

New Action 0304: Xoserve (JMc) to provide further clarification on the remedial actions taken following the Contract Assurance Audit.

11.   Key Committee Updates

11.1.   DSC Change Management Committee

Paper provided for information. No discussions held

12.   Any Other Business (AOB)

12.1.   CMS Replacement Update

Linda Whitcroft (LW) provided a progress update, reporting that:

- The product team continue to mobilise and prepare for a first release in quarter 4 2022, with two processes having been shortlisted along with the new Theft of Gas process that will deliver Modification *0734S - Reporting Valid Confirmed Theft of Gas into Central Systems and Reporting Suspected Theft to Suppliers.*
  - Shortlisted processes selected were Swapped Address and Meter Number Creation of found meters (MNC)
- Continuing with Customer engagement through Customer Focus Group Sessions

Further updates will be provided in April.

12.2. De-carbonisation Update

Paper provided for information.

Steve Mulinganie (SM) had some questions to discuss offline.

> *Post Meeting update: Victoria Mustard (VM) contacted SM to respond to his questions*

12.3. DSAR Process

Jayne McGlone (JMc) provided a verbal update on the Data Subject Access Request (DSAR) process to clarify the process followed when a DSAR is received by Xoserve in relation to services provided under the DSC. JMc confirmed that on receipt of a DSAR Xoserve will forward directly to the relevant DSC Customer as Xoserve is a processor for the purpose of services that it provides under the DSC and all other DSC Parties are considered a controller for any data subject whose MPRN is within the portfolio of that DSC Party. This position was acknowledged by CoMC who confirmed this was in line with their understanding and interpretation of DSC.

12.4. SoLR Information Reporting

David Addison (DA) wished to note a request relating to the review of Supplier of Last Resort (SoLR) Reporting. He confirmed the intention will be to communicate a proposal in the next change pack, with a request for parties to confirm what data is required.

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	Venue	Programme
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	Microsoft Teams	Standard Agenda

14 September 2022		
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 March 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 assurance statement to share with customers.	Xoserve (DT)	February 2022	**Carried Forward**
0201	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	**Closed**
0202	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	**Closed**
0301	16/03/22	2.1	Xoserve (MO/JMc) to provide assurances that MAPLE Co are the commercial MAP and seek an update as to what MAPLE Co plan to do with Elexon and REC.	Xoserve (MO/JMc)	April 2022	**Pending**
0302	16/03/22	2.1	Xoserve (MO/JMc) to consider any updates that may be required to the existing process.	Xoserve (MO/JMc)	April 2022	**Pending**

Joint Office of Gas Transporters

Action Table (as of 16 March 2022)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Target Date	Status Update
0303	16/03/22	4.2	Xoserve (EL/DA) to provide an explanation on the dependency links of CSS and M2C.	Xoserve (EL/DA)	April 2022	**Pending**
0304	16/03/22	10	Xoserve (JMc) to provide further clarification on the remedial action taken following the Contract Assurance Audit.	Xoserve (JMc)	April 2022	**Pending**