

UNC DSC Contract Management Committee Minutes
Wednesday 18 May 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
Claire Louise Roberts	(CLR)	ScottishPower	Class A Voting
Rebecca Greer	(RG)	SSE	Class B Voting
Steve Mulinganie	(SM)	Gazprom Energy	Class B Voting + Class C
Transporter Representatives (Voting)			
Richard Pomroy (alternate for Tracey Saunders)	(RP)	Wales & West Utilities	DNO Voting
Sally Hardman	(SH)	Scotia Gas Networks	DNO Voting
Darren Lond (alternate for Andrea Godden and Richard Loukes)	(DL)	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 Turpin	(DT)	Xoserve	
David Addison	(DA)	Xoserve	
Jayne McGlone	(JMc)	Xoserve	
Observers/Presenters (Non-Voting)			
Angela Clarke	(AC)	Xoserve	
Chris Dwyer	(CD)	Xoserve	
Clare Manning	(CM)	E.ON Next Energy	
Dionne Thompson	(DTh)	Correla	
Emma Lyndon	(EL)	Correla	
Emma Smith	(ES)	Xoserve	
Fiona Cottam	(FC)	Correla	
Guv Dosanjh	(GV)	Cadent	
James Madge	(JM)	Xoserve	
Neil Laird	(NL)	Correla	
Steve Deery	(SD)	Correla	
Trevor Howfield	(TH)	Correla	
Copies of all papers are available at: https://www.gasgovernance.co.uk/dsc-contract/180522			
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

Andrea Godden, Richard Loukes and Tracey Saunders.

1.2. Alternates

Darren Lond for Richard Loukes and Andrea Godden, NTS Representative.
Richard Pomroy for Tracey Saunders, DNO 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
Claire Louise Roberts	Shipper Class A	1 vote
Rebecca Greer	Shipper Class B	1 vote
Steve Mulinganie	Shipper Class B + Class C	2 votes
Transporter		
Richard Pomroy (alternate Tracey Saunders)	DNO	1 vote
Sally Hardman	DNO	1 vote
Darren Lond (alternate for Andrea Godden and Richard Loukes)	NTS	2 votes
Brandon Rodrigues	IGT	1 vote
Kundai Matiringe	IGT	1 vote

1.4. Approval of Minutes (20 April 2022)

The minutes from the previous meeting were approved.

1.5. Approval of Late Papers

BF asked Members to note the late papers provided for item 2.1 which were in addition to the pre-approved 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 and hoped to close the action shortly. **Carried Forward.**

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: Jayne McGlone (JMc) aimed to provide an update at the June 2022 meeting. **Carried Forward.**

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

Update: JMc confirmed clarification of the remedial actions had been approved by the auditor and the Members agreed the action should be closed. **Closed.**

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: JMc explained 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. **Carried Forward.**

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: Emma Lyndon (EL) confirmed that the switching volumes have been received and an update would be provided to the relevant parties in due course. **Carried Forward.**

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. A further update is to be provided at the June 2022 meeting. **Carried Forward.**

1.7. User Representative Appointment Process

Summary of key stages and associated dates:

Key Stages	Commencing:	Respond by:
Registration of Single Point of Contact (SPoC)	by 09 May 2022	by 27 May 2022
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. XRN 5505 Changes to Service Description Table (SDT) v24

David Addison (DA) confirmed that the approval of the DSC Service Description Table (SDT) was not being requested this month to allow parties additional time to consider the amendments and to seek approval at the June meeting.

The Change Proposal will amend the SDT in line with the UNC Faster Switching Significant Code Review. It also includes 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. For full details please refer to the papers published. DA confirmed the presentation material will also be provided to Change Management.

The Committee was requested to provide comments/feedback on the information provided to capture any further changes and enable approval in June.

New Action 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.

DA wished to note a Change Pack had been circulated to the Change Management Committee for the UK Link Manual updates and a further update is to be provided.

Richard Pomroy (RP) enquired about the service line relating to the provision of REC information via the DCC. DA confirmed that the RDP obligation has been removed and is detailed in the Change Pack.

Members voted unanimously to defer approval of the SDT until the June 2022 meeting.

3. Business Plan Updates

3.1. BP22 Update

Dave Turpin (DT) provided a brief verbal update explaining that there has not been any significant progress made to report this month and confirmed a meeting had been held with Ofgem. Ofgem are 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. DT confirmed that Ofgem are engaging with those who supported the appeal and Xoserve are looking at improvements that can be made to the process for future years.

OC confirmed that progress is still to be made concerning the appeal and meetings with Ofgem, while enquiring about the revised charging statement being published. DT confirmed the additional breakdown will be published as soon as possible. RP requested before publication this is reviewed to ensure consistent terminology is used to aid understanding.

New Action 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.

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) 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.

The key points noted were:

- Gate Closure Deadline discussion with Ofgem / DCC. DA confirmed that the DCC are confident secure active messages will be sent by the deadline. NFR timings and RPA SLAs are being reviewed to ensure these can be accommodated.
- SCR Modification 0804 – Consequential UNC changes for Switching SCR (REC 3.0). Ofgem decision received 17 May 2022 directing implementation.
- Housing Association requests will be accepted until 01 June 2022.
- Update to XRN5471 – Services to release data to UNC parties.
- Shippers who share same company registration details with Supplier will be considered a REC Party and do not need to sign a separate Access Agreement
- DSC SDT amendment identified and will be submitted to the Committee for approval prior to go live.
- M Number Data File will cease to exist at CSS go live.
- Termination letters to all third-party customers currently taking services that will move to GES, will be issued week commencing 23 May 2022.
- Discussions being held relating to services DSC part access to data.

Darren Lond (DL) enquired in relation to the Gate Closure Deadlines if there were any risks/impacts to Gemini. DA confirmed this is being considered along with manual interventions if the systems are identified as being at risk.

JMc wished to note for the Contract Framework the status had moved to red due to a failure to agree at this time. Steve Mulinganie (SM) asked if there was scope for parties to discuss the issues and find a pragmatic solution. JMc explained that the Contract model proposed is the services contracting model framework, designed for government bodies, which requires a heavy contract management process which is not typical for the type of services being provided through GES. This would result in significant commercial risk for Xoserve including additional costs to provide the level of contract management support. Xoserve were concerned that using this framework would involve significant obligations which would not be of benefit to customers or Xoserve when set against a not-for-profit structure, a revised draft has been provided to REC to address the key commercial issues.

It was suggested that a meeting should be organised to consider the particular aspects of the contract which are different and take into account the not-for-profit arrangements. SM suggested that a meeting with interested parties should be expedited quickly due to the approaching implementation date which would flag as a high risk on the REC project. A further update will be provided ahead of the next meeting.

4.2. CSS 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.

Key Points:

- All elements currently Green, with programme activities continue to be on track.
- Transition Stage 2 implemented, including the catch up of data since the bulk upload.
- Next Milestone, Go Live 18 July 2022.
- Continue Post Implementation Support Activities.
- Query Management process being clarified with programme.

5. Class 1 Read Service

5.1. Procurement Exercise – Modification 0710

No update this month.

6. Monthly Contract Management Report

6.1. KPM Update*

Fiona Cottam (FC) provided the DSC KPM Performance and DSC PI Performance for April 2022.

For full details please refer to the presentation published.

Key Points:

- Failed DSC KPM Summary failures for Shipper Transfers, some rogue connections discovered causing some transactions to fail. This was corrected as soon as observed 10 Shipper Transfers were not processed in time due to specific circumstances, support provided to Shippers.
- A number of reads and assets were not processed due the exception process.
- Performance Indicator failures relating to days for queries.
- M2C Implementation a script process for Gemini reporting data did not run automatically.

6.2. KPM – Customer Relationship Survey Results

Dionne Thompson (DTh) provided a brief overview of the '*KPM Results – Relationship Management – Q4 2021/22 (March '22 Survey)*'. For full details of the focus areas and next steps please refer to the slide published.

Dave Turpin (DT) recognised further work was needed on the transparency of the Xoserve/Correla Relationship. Xoserve are following this up with leadership teams and customer managers.

DTh wished to note the feedback relating to the significant shift of customers being directed to the Help Desk, further analysis is being undertaken.

Oorlagh Chapman (OC) expressed the need to have more engagement and information relating to the process following business separation, suggesting a review of how this has been working in practise would be beneficial, including a review of any slippages in service, and escalations. DT acknowledged the concerns being raised and that Xoserve will be engaging with customers to understand the elements that need to be monitored, with the delivery of services and a review of performance.

Angela Clark (AC) confirmed the intention to seek further feedback to ascertain the full reporting requirements.

New Action 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.

6.3. Contract Metrics

Paper provided for information.

6.4. Xoserve Incident Summary

Neil Laird (NL) provided the Incident Summary and confirmed the successful transfer of services to the cloud. NL reported 11 issues identified, half with zero customer impact. He acknowledged there were some late reporting issues (See item 6.1), and a small number of files not delivered on time. All issues have been addressed and resolved except those associated with item 1 which are being monitored.

6.5. Issue Management Dashboard

Paper provided for information.

6.6. Quarterly Invoicing Update

Not discussed.

7. Information Security Update

Not discussed.

8. Financial Information

James Madge (JM) provided the Xoserve Year End report for 2021/22.

Steve Mulinganie (SM) enquired about the contingency and retention arrangements, which are based on the historic approach and previous organisational structure and if the assumptions remain sound in terms of the Xoserve/Correla re-organisation into manager and service provider.

The Committee briefly discussed the management of cash reserves. Oorlagh Chapman (OC) referring to the figures presented and baseline cash position, requested more detail to better understand the information and the figures presented particularly in terms of the customer rebate.

James Madge (JM) explained the difference between CapEx and TotEx. OC asked for more context for customers, in terms of detail in the report so that the executive summary would be better received and understood. The request for further narrative was noted.

9. Business Continuity Plan

Trevor Howfield (TH) provided an update on the business continuity and impact assessments for core service processes, an overview of mitigating and distracter recovery actions to maintain services.

10. Contract Assurance Audit

No discussion held.

11. Key Committee Updates

11.1. DSC Change Management Committee

Paper provided for information.

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 that the team continue to build out the foundations of the new CMS and the Shipper Meter Number Creation (MNC) process, and work continues defining the requirements for the Supplier Theft of Gas process. The CMS rebuild website is now live with the ability to book onto future Customer Focus Groups.

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

12.2. UIG Update

Mark Perry (MP) provided a brief overview of the Unidentified Gas (UiG) volatility in March and April, reporting consistent periods of negative UiG across all LDZs, primarily due to NDM over allocation. It was believed the cause of the over allocation was due to the AQ used in the NDM Algorithm being too high. There has been a noticeable downward trend in the average AQ circa 2-3% for Domestic sites.

MP explained the inherent lag due to the nature of the calculation, and reductions suggest a change in consumer behaviour associated with the spike in gas prices as well as some post COVID correction.

MP provided a further presentation including some trend charts.

Post Meeting Update: The presentation has been circulated to the Contract Management Committee (CoMC) and forwarded to the Joint Office for publication MP provided the background to the negative UiG, the trends for Domestic AQs, the effects of gas prices and NDM over allocation with more meter reads available.

SM asked if there were any recommendations following the analysis undertaken. SM suggested there may be a need for some corrective actions driven by the price changes and consumer behaviour impacts on the current modelling. MP explained that within the current UNC rules it is not possible to react to unanticipated events or reactions from particular customers types as the tools aimed to create stability.

MP confirmed more information will be available for the industry to share intelligence. It was suggested that Xoserve organise a Webinar to explain current trends and impacts on modelling and allocation.

12.3. AUGE Process Audit Extension Proposal Update

Written update to be provided by Chris Dwyer (CD).

Post Meeting Update: Paper has been forwarded to the Joint Office and to the CoMC members for review and comment

12.4. RFP

David Addison (DA) wished to clarify that the Request for Proposal (RFP) is due to be issued this week for the Data Discovery Platform (DDP) Update and a report will be provided on the NSL files.

12.5. Modification 0651 - Changes to the Retrospective Data Update provisions

Steve Mulinganie (SM) enquired about the delivery of Modification 0651 - Changes to the Retrospective Data Update provisions, directed for implementation by Ofgem March 2019 and the delivery of compliance with the Ofgem approved Modification.

Claire Louise Roberts (CLR) believed there was a potential for a further Modification to be raised to reverse out Modification 0651 before it is implemented.

New Action 0504: Xoserve (DA) to provide an update on the implementation of Modification 0651.

12.6. Jubilee effect on Paper Publication Deadlines

Angela Clarke (AC) advised that due to the timing of the Jubilee Bank Holidays in June there may be an issue with assembling certain MI information that feeds into certain Management Reports. Should this prove to be the case AC will advise the Committee prior to the due publication date and advise when the reports will be circulated for consideration to be discussed as late papers

12.7. Meeting Preferences

Bob Fletcher (BF) asked the Committee for views on the future meeting preferences and if face-to-face meetings were required. The general consensus from the Committee was to continue with remote meetings as this better enabled the efficient use of time for delegates not having to travel particularly for meeting with typically as a half day duration.

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 15 June 2022	5pm Tuesday 07 June 2022	Microsoft Teams	Standard Agenda
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 18 May 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)	May 2022	Carried Forward
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)	May 2022	Carried Forward
0304	16/03/22	10	Xoserve (JMc) to provide further clarification on the remedial action taken following the Contract Assurance Audit.	Xoserve (JMc)	May 2022	Closed
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)	June 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	Carried Forward
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)	June 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	Pending
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)	June 2022	Pending
0503	18/05/22	6.2	Xoserve (AC) to plan Customer Engagement Session to discuss and agree	Xoserve (AC)	June 2022	Pending

Action Table (as of 18 May 2022)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Target Date	Status Update
			future reporting requirements with a view to creating more meaningful reporting dashboards with input from each of the constituent groups.			
0504	18/05/22	12.5	Xoserve (DA) to provide an update on the implementation of Modification 0651.	Xoserve (DA)	June 2022	Pending