

UNC DSC Contract Management Committee Minutes
Wednesday 19 January 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
Rebecca Greer	(RG)	Corona Energy	Class B Voting
Steve Mulinganie	(SM)	Gazprom Energy	Class B Voting + Class C
Transporter Representatives (Voting)			
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
CDSP Contract Management Representatives (Non-Voting)			
Dave Addison	(DA)	Xoserve	
Dave Turpin	(DT)	Xoserve	
Jayne McGlone	(JMc)	Xoserve	
Observers/Presenters (Non-Voting)			
Alex Stuart	(AS)	Correla	
Angela Clarke	(AC)	Xoserve	
Brendan Gill	(BG)	Xoserve	
Clare Manning	(CM)	E.ON	
Ellie Rogers	(ER)	Xoserve	
Elliot Dunn	(ED)	Correla	
Emma Lyndon	(EL)	Correla	
Emma Smith	(ESm)	Xoserve	
Guv Dosanjh	(GD)	Cadent	
James Madge	(JM)	Xoserve	
Neil Laird	(NL)	Correla	
Simon Harris	(SH)	Xoserve	
Steve Deery	(SD)	Correla	
Tracey Saunders	(TS)	Northern Gas Networks	
Trefor Price	(TP)	Xoserve	

Copies of all papers are available at: <https://www.gasgovernance.co.uk/dsc-contract/190122>

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 advised that Phillipa Brown of Scottish Power had resigned and that her standing alternate Stephanie Clements and taken the Shipper Class A position and he then 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
Rebecca Greer	Shipper Class B	1 vote
Steve Mulinganie	Shipper Class B + Class C	2 votes
Transporter		
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 (15 and 21 December 2021)

The minutes from previous meeting were approved.

1.5. Approval of Late Papers

Two papers had been provided after the publication deadline of 11 January 2022. These had been pre-advised and did not require approval.

1.6. Review of Outstanding Actions

1201: Xoserve (LW/DT) to consider providing the basis 'Head of Terms' or the Terms and Conditions of the CMS service contract for the options.

Update: Closed 21 December 2021. **Closed.**

1202: Xoserve (LW/DT) to provide split out the distribution of subscription costs and more narrative around the 16-year forecast.

Update: Closed 21 December 2021. **Closed.**

2. Approvals

2.1. DPM Conditionality Document Updates

Jayne McGlone (JMc) provided an update on the Data Permissions Matrix (DPM) Conditionality Document, following a review, noting the need to approve 6 changes under this item. Referring to the published Conditionality Document JMc provided the proposed marked up changes explaining each change for the first 4 changes.

David Addison (DA) provided clarity on the Meter Asset Provider (MAP) access changes, item 2, and the way the system will manage the date stamps for the removal of MAPs. Steve Mulinganie (SM) enquired about the change of MAP ownership. JMc explained the contractual conditions for MAPs and the need for MAPs to sign data disclosure agreements to warrant the release of information and the need to delete data that is no longer relevant. This would support change of ownership and changes to parent organisations.

DA provided an overview of the extent of the changes required to the Data Permissions Matrix (DPM) providing extracts of the data lines affected for item 5. The Committee considered the provision of outputs and the approach for deriving data.

DA also provided a proposal to remove columns which defined portfolio access for DSC core customers (Shippers, Transporters and IGTs), which should have been removed previously, for item 6.

For full details of all the changes and supporting documents, please refer to the published slides on the meeting page.

The Committee unanimously approved all presented changes:

1. DPM CD approval to clarify portfolio/community view description
2. DPM CD approval to clarify MAP access
3. DPM CD approval to clarify Ofgem data requests
4. DPM CD approval of cosmetic changes
5. DPM approval to cosmetic changes to DPM
6. DPM approval to remove Portfolio a data column access for DSC Core Customers from DPM.

Voting Outcome:	All changes approved	
Shipper Representatives	Voting Count	For/Against
Oorlagh Chapman	2	For
Stephanie Clements	1	For
Rebecca Greer	1	For
Steve Mulinganie	2	For
Total	6	For
Transporter Representatives	Voting Count	For/Against
Helen Chandler	1	For
Sally Hardman	1	For
Richard Loukes	1	For
Andrea Godden	1	For
Kundai Matiringe (plus alternate for Brandon Rodrigues)	2	For
Total	6	For

Following approval of the changes DA went on to provide an overview of some further proposed changes in readiness for Faster Switching, although there are no approvals being requested at this time. The Committee was asked if they agreed with updating the DPM with the new REC data items noting these will not be live until Central Switching Service (CSS) Go Live. DA clarified that these data items were information only items and there was a desire to have a single naming convention between the Data Services Contract (DSC) and Retail Energy Code (REC).

SM enquired about the pre-population of information and how this will be communicated for clarity and understanding. DA explained the need to keep the system in step with developments to keep DPM and REC inline and the need to undertake a proper mapping exercise to match data items and descriptions for consistency.

The Committee agreed to the proposal presented and DA confirmed Xoserve will commence an exercise to ‘normalise’ the DPM and align to the data naming conventions in the UK Link Communications. Updates on progress will be provided.

2.2. Request for additional DES accounts

Angela Clarke (AC) provided an overview of the request from the National Association of Citizens Advice Bureau who have requested an additional 8 Data Permissions Matrix (DES) accounts.

Members voted unanimously in favour of the additional 8 free accounts as follows.

Voting Outcome:		
Shipper Representatives	Voting Count	For/Against
Oorlagh Chapman	2	For
Stephanie Clements	1	For
Rebecca Greer	1	For
Steve Mulinganie	2	For
Total	6	For
Transporter Representatives	Voting Count	For/Against
Helen Chandler	1	For
Sally Hardman	1	For
Richard Loukes	1	For
Andrea Godden	1	For
Kundai Matiringe (plus alternate for Brandon Rodrigues)	2	For
Total	6	For

3. Business Plan Updates

3.1. BP22

David Turpin confirmed that the budget consultation had ended 10 December 2021 and that the Board approval was in January 2022. David Turpin (DT) advised the Committee of an objection to the CDSP BP22 Budget submitted by Centrica on the basis they believe the budget as currently drafted was not fit for purpose.

3.2. Centrica Objection to CDSP BP22

Oorlagh Chapman (OC) provided an overview of the main concerns, raised in their objection, which were:

- Meaningful Scrutiny of the budget had been frustrated with the lack of transparency
- The budget had not demonstrated to be efficient or represent value for money

- The consumer benefits of the approach to delivering and funding systems had not been demonstrated; and
- The budget includes up-front funding which should have been spread over an appropriate period.

A copy of the objection was provided to the Committee.

DT explained the next steps which needed to be undertaken to respond to the objection. and after discussion the Committee requested that the Joint Office provisionally arrange an Extraordinary Committee meeting for week beginning 07 March 2022 as a placeholder in the event that Centrica lodged a formal appeal to BP22 to review the appeal documentation and Xoserve's response.

Referring to Ofgem's letter with regards to the 2020/2021 budget appeal ([ofgem-letter-to-xoserve-april-2021.pdf](#)) Helen Chandler (HC) enquired if the recommended approvals from Ofgem had been addressed. DT believed the key elements had been addressed and agreed to provide a post meeting note to members. A link was also provided to the documentation on the Xoserve website ([Business Plan \(xoserve.com\)](#)).

Sally Hardman (SH) asked if there were any items that may have fallen through the gaps. DT confirmed that the business plan had been developed in partnership between Correla and Xoserve and work continues to talk Ofgem through the process. SH requested if details of this can also be included in the post meeting update.

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

David Addison (DA) provided an overview of the latest Retail Energy Code (REC) milestones, an update on the Ofgem statutory Supplier licence change consultations closing 24 January 2022 and an overview of the impacts to the UNC. For the detailed update, please refer to the published slides on the meeting page.

DA made two observations which Shippers may also wish to consider in their responses to the Supplier Licence consultation

1. There will be no exclusion for non-Central Switching Service (CSS) sites, these will remain under the UNC with the timelines set out as now in the UNC.
2. A Reference in the Licence 14A1 describing obligations under the Retail Energy Code, when a more generic reference had been anticipated.

DA agreed to provide an email clarifying these points for other parties to consider when responding to the consultation.

The Committee considered the REC equivalent of the UNC PAFA. DA confirmed Xoserve has written to Ofgem asking for confirmation of the understanding that that data provided to PAFA is managed under the DPM rather than the Data Access Matrix (DAM). The Committee considered the differences in data access. DA noted the potential changes and the need to ensure the central data provision is recorded correctly and in the appropriate documentation.

In relation to adding the Retail Energy Code Company (RECCo) as a new User type to the Data Permission Matrix, DA reported that work had progressed with the approvals in item 2.1.

DA also advised of a request from RECCo to provide access to supply point switching service and other data extracts which had been previously rejected on the grounds of not granting access to agents who were providing services to Price Comparison Websites (PCWs). DA advised that RECCo are considering the release of information to agents which provide services to PCWs and Xoserve have been reapproached for access to data services or as an alternative for Xoserve to support system testing in readiness to provide services to customers. DA was not sure if REC access would change the views on providing access to agents and confirmed the latter option was being considered to allow testing with the use of dummy data.

Steve Mulinganie (SM) enquired about the involvement of agents and their remit. DA believed agents sign up to suppliers and PCWs to manage certain services. SM asked for clarity on the recovery of costs. As this would be a commercial service it was expected that the service user would cover the associated costs. No objections were expressed on Xoserve exploring this request further and DA confirmed updates would be provided.

Orlagh Chapman (OC) enquired about when the Committee will have more information on the costs associated with the Gas Enquiry Service (GES). JMc believed there was a planned communication from REC, at their meeting, on 20 January 2022.

JMc concluded the REC presentation with an overview of the next steps and confirmation that there is on ongoing engagement with the Technical Assurance Code Manager, and further updates will be provided.

SM wished to raise an issue about a potential disconnect and if there is there is a financial risk with CSS and UNC registrations being out of sequence. DA explained there are two areas of concern and Xoserve are actively looking at migrating these.

DA explained the process of CSS sending confirmed switches with a gate closure of 17:00hrs for site transfers which will go live from midnight, to enable Gemini systems and UK Link to be updated and be in line with CSS. During the design phase an issue had been raised about CSS efficiently sending notification and having a target of 90% being sent within 35 minutes, with the remaining 10% maybe taking a little longer, although this seems to be before any system cut off. DA explained that Xoserve are looking for commitment that 100% will be sent by 18:00hrs to allow systems to be inline.

DA explained the other concern was around restoring systems, a return to operation, when there is an outage and how timings could result in Gemini not being updated. DA confirmed Xoserve are seeking assurances that CSS system failures will be rectified within 1 hour and what the disaster recovery may be.

Emma Lyndon (EL) confirmed that testing continues on CSS with the electricity testing drawing to a close mid-February, and transitional testing gearing up to start towards the end of February. EL reported that the Delivery Group will be considering the go-live date of the 18 July on Tuesday 25 January 2022 and if the 18 July is going to be the confirmed date.

5. Class 1 Read Service

5.1. Procurement Exercise – Modification 0710

Ellie Rogers (ER) provided a verbal update confirming a request for information had been issued which had closed and Xoserve are now reviewing the expressed interest. With the approval previously provided to set up the Stakeholder Evaluation Panel to review proposals from bidders, ER confirmed that documents are been written up for release.

6. Monthly Contract Management Report

6.1. KPM Update*

Alex Stuart (AS) provided the November 2021 KPM / PI Operational Performance Summary, providing an overview of the failures all of which had been addressed. For the detailed update, please refer to the published slides on the meeting page.

6.2. KPM – Customer Relationship Survey Results (Q3)

David Turpin (DT) provided an overview of the survey results and the key aspects, noting an improved performance rating/score across most areas. Further commentary was provided and an illustration of the quarterly response trends.

Elliot Dunn (ED) provided an update on the next steps, and an overview of the 4 key areas Xoserve and Correla are looking to improve relating to the Operating Model, Business Planning, DDP and better access to subject matter experts.

6.3. Contract Metrics

Paper provided for information. No discussions held.

6.4. Xoserve Incident Summary

Neil Laird (NL) provided the incident summary, reporting 2 P1/P2 incidents during December 2021 impacting Gemini and the failure of a server on CMS, which was picked up and rectified shortly after the server went down. NL confirmed both incidents had been resolved.

NL also provided an incident report for the year and a comparison of major events indicating a downward trend.

6.5. Issue Management Dashboard

Paper provided for information. No discussions held.

6.6. Quarterly Invoicing Update

Paper provided for information. No discussions held.

7. Central Switching Service (CSS) Update

See item 5. No further discussions.

8. Information Security Update

Steve Mulinganie (SM) enquired about the need for IS assurance statements which validate/demonstrate reliability as a central data provider and provide reassurances in the form of a 'Service Organisation Control Report'.

DT explained that Xoserve have information that is shared in isolation when appropriate but this is not currently available in a single report and this will be reviewed to understand if this is possible to do..

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

9. Financial Information

James Madge (JM) provided a brief rebate update confirming a rebate of £3.1m.

10. Business Continuity Plan

No discussions held.

11. Contract Assurance Audit

No discussions held.

12. Key Committee Updates

12.1. DSC Change Management Committee

Paper provided for information.

AC wished to note a request from Steve Mulinganie (SM) for a future discussion topic relating to changes being deferred which have a material commercial impact, and to ensure appropriate engagement. It had been agreed to table an agenda item at a future Contract Management Committee to discuss this further. Xoserve offered to have a representative to join the call to discuss this in more detail however the offer was declined at this meeting though the Change update is a standard item and any issues or questions can be raised at any future meeting. No further discussion was undertaken on this subject today.

13. Any Other Business

13.1. De-carbonisation Update

David Turpin (DT) provided an update on the de-carbonisation project providing a heat map of the potential impacts to CDSP/DSC systems and processes. For a full list of the impacts areas presented, please refer to the published slides on the meeting page.

DT confirmed an extensive amount of work is being undertaken manifesting itself in 3 workstreams for establishing road-map principles. DT advised of the ongoing activity and opportunity for parties to become involved and further updates will be provided at future meetings.

13.2. User Representative Retirement

See item 1.3.

13.3. EBCC Smear Positions

Brendan Gill (BG) provided the Committee with the Energy Balancing Debt smearing charges from October 2021 to January 2022, which will be smeared over the next few months.

BG confirmed 11 Gas Shippers had been terminated in 2021, 8 terminated following an Energy Balancing default.

BG provided a breakdown of the following charges, most of which related to the controlled exit of CNG, which had significantly reduced the debt position:

- October £661,349.32
- November £2,018,225.72
- December £4,802,619.45
- January £5,523,923.00

BG confirmed that Xoserve publish monthly Neutrality Statements detailing all the Energy Balancing neutrality charges providing a link with the presentation to the Xoserve secured area ([UK Link Docs \(secured\)](#)) and a link on how to obtain access to the secured area (<https://www.xoserve.com/systems/accessing-secured-documents/>)

BF enquired if Xoserve planned to present this information at other UNC meetings in particular the Transmission Workgroup Meetings and asked if there was an equivalent update from the DSC Credit Committee to inform the Contract Management Committee of any DSC debt positions.

BG confirmed these activities would be considered.

14. Recap of decisions made during meeting

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

15. Diary Planning

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

Time/Date	Venue	Programme
09:30 Wednesday 16 February 2022	Microsoft Teams	Standard Agenda
07 March 2022	Microsoft Teams	Provisional 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	Microsoft Teams	Standard Agenda

15 June 2022		
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 19 January 2022)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Target Date	Status Update
1201	15/12/21	2.1	Xoserve (LW/DT) to consider providing the basis 'Head of Terms' or the Terms and Conditions of the CMS service contract for the options.	Xoserve (LW/DT)	21 December 2021	Closed 21Dec21
1202	15/12/21	2.1	Xoserve (LW/DT) to provide split out the distribution of subscription costs and more narrative around the 16-year forecast.	Xoserve (LW/DT)	21 December 2021	Closed 21Dec21
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	Pending