

**UNC DSC Contract Management Committee Minutes**  
**Wednesday 20 April 2022**  
**via Teleconference**

<b>Attendees</b>			
Bob Fletcher (Chair)	(BF)	Joint Office	Non-Voting
Mike Berrisford (Secretary)	(MiB)	Joint Office	Non-Voting
<b>Shipper User Representatives (Voting)</b>			
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
<b>Transporter Representatives (Voting)</b>			
Tracey Saunders (alternate for Helen Chandler)	(TS)	Northern Gas Networks	DNO Voting
Guv Dosanjh (alternate for Sally Hardman)	(GD)	Cadent	DNO Voting
Richard Loukes (plus alternate for Andrea Godden)	(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 Turpin	(DT)	Xoserve	
Jayne McGlone	(JMc)	Xoserve	
<b>Observers/Presenters (Non-Voting)</b>			
Angela Clarke	(AC)	Xoserve	
Clare Manning	(CM)	E.ON Next Energy	
Dee Deu	(DD)	Correla	
Dionne Thompson	(DT)	Correla	
Emma Lyndon	(EL)	Correla	
Emma Smith	(ES)	Xoserve	
Fiona Cottam	(FC)	Correla	
Mark Perry	(MP)	Correla	
Michael Orsler	(MO)	Correla	
Richard Pomroy	(RP)	Wales & West Utilities	
Satpal Kelsi	(SK)	Correla	
Copies of all papers are available at: <a href="https://www.gasgovernance.co.uk/dsc-contract/200422">https://www.gasgovernance.co.uk/dsc-contract/200422</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**

Andrea Godden,  
 Brandon Rodrigues,  
 Helen Chandler, and  
 Sally Hardman.

**1.2. Alternates**

Guv Dosanjh for Sally Hardman, DNO Representative,  
 Kundai Matiringe for Brandon Rodrigues for IGT Representative,  
 Richard Loukes for Andrea Godden for NTS Representative, and  
 Tracey Saunders for Helen Chandler for Transporter 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
Claire Louise Roberts	Shipper Class A	1 vote
Rebecca Greer	Shipper Class B	1 vote
Steve Mulinganie	Shipper Class B + Class C	2 votes
<b>Transporter</b>		
Tracey Saunders (Alternate for Helen Chandler)	DNO	1 vote
Guv Dosanjh (Alternate for Sally Hardman)	DNO	1 vote
Richard Loukes (plus Alternate for Andrea Godden)	NTS	2 votes
Kundai Matiringe (plus Alternate for Brandon Rodrigues)	IGT	2 votes

**1.4. Approval of Minutes (16 March 2022)**

The minutes from the previous meeting were approved.

**1.5. Approval of Late Papers**

None.

**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:** When Angela Clarke (AC) confirmed that she had been in discussion with Steve Mulinganie (SM) on this matter and what information would be available. SM advised that the Gazprom accountants were meeting with their auditor in due course and that he would look to provide a further update at the May 2022 meeting. **Carried Forward**

**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.

**Update:** See item 2.3 and related publications. **Closed**

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

**Update:** When Michael Orsler (MO) advised that work remains ongoing in relation to this matter and process updates would be documented following the outcome of item 2.3. It was agreed to carry forward the action and await a further update at the May 2022 meeting.

**Carried Forward**

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

**Update:** Email update issued circa 03 April 2022. **Closed**

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

**Update:** When Jayne McGlone (JMc) advised that Xoserve had received responses to the update circulated on 14 April 2022, Orlagh Chapman (OC) reiterated her request for the Auditor to provide written confirmation of the sign off, as this provides for good (transparent) governance – a view supported by other parties in attendance at the meeting.

When JMc agreed to contact the Auditor concerned and request provision of a written confirmation, it was agreed to carry forward the action to the May 2022 meeting. **Carried Forward**

## 1.7. User Representative Appointment Process

BF provided a brief overview of the 'Joint Office User Representatives Appointment Process 2022/23' presentation during which he focused attention on the 'Timescales 2022/23' slide 3 content.

Parties were asked to note that there are no Panel or UNCC nominations required because those appointments took place in 2021 and are set to apply for a two (2) year minimum appointment term.

During a brief discussion it was observed that a lack of Class 'C' Shipper representatives at DSC Committees remains a concern and that maybe the industry should consider a subtly different approach to the appointment process. It was noted that any change to the process (for appointing membership of Committees) would require the raising of a UNC Modification to amend UNC General Terms Section D.

## 2. Approvals

### 2.1. XRN5495 – Changes to Third Party and Additional Service Policy

When AC provided an overview of the rationale behind the proposed changes to the document, SM enquired whether within the paragraph 2.3.1(e) statement the '( ' ahead of the word 'excluding' was superfluous to requirements, to which AC confirmed it was, and that she would remove it after the meeting.

*Post Meeting Update: Following the meeting AC reviewed the wording and context and found that the bracket should have been included though there was a missing comma, the Policy has therefore been updated so it reads as follows:-*

*'(e) the aggregate amount of the CDSP's turnover attributable to Third Party Services (excluding: i) Charges payable under UK Link User Agreements; and ii) any charges payable by RECCo for the provision of services by CDSP to RECCO in relation to the REC) does not, and will not as a result of entering into the TPS Agreement, exceed 2.5% of the CDSP's overall turnover; and'*

The Committee unanimously approved the proposed amendments to the Change Proposal, as outlined in RED text, within the document:

<b>Voting Outcome:</b>	<b>Approval of proposed CP document changes</b>	
<b>Shipper Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Oorlagh Chapman	2	For
Claire Louise Roberts	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>
Tracey Saunders	1	For
Guv Dosanjh	1	For
Richard Loukes	2	For
Kundai Matiringe	2	For
<b>Total</b>	<b>6</b>	For

**2.2. XRN5496 – Changes to Service Description Table v23**

AC provided an overview of the Change Proposal during which she advised that this is the third in a series of Change Proposals relating to a set of recent Urgent Modifications.

It was confirmed that this is an NTS only funding item.

The Committee unanimously approved the Change Proposal:

<b>Voting Outcome:</b>	<b>Change Proposal Approved</b>	
<b>Shipper Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Oorlagh Chapman	2	For
Claire Louise Roberts	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>
Tracey Saunders	1	For
Guv Dosanjh	1	For
Richard Loukes	2	For
Kundai Matiringe	2	For
<b>Total</b>	<b>6</b>	For

### 2.3. MAP Reallocation of Short Code Request (Maple)

Michael Orsler (MO) provided an overview of the document focusing attention on the outcomes to the ‘Action Requested at CoMC in March’.

During a brief discussion relating to process aspects (inc. MDD Timeline and SPAA elements), MO confirmed that for both this and agenda item 2.4, the Committee are being asked to vote to approve the change before the process to enact the change is commenced.

In short, the proposal is seeking to correct a manifest (administrative) error and the associated system changes would be in place by the end of the week – it was suggested, and agreed, that the timing of the changes should be aligned to the equivalent Elexon changes.

The Committee unanimously approved the amendment of the short code ‘SSL’ to the correct MAM Party of MapleCo:

<b>Voting Outcome:</b>			<b>Amendment of the short code ‘SSL’ to the correct MAM Party of MapleCo Approved</b>
<b>Shipper Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>	
Oorlagh Chapman	2	For	
Claire Louise Roberts	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>	
Tracey Saunders	1	For	
Guv Dosanjh	1	For	
Richard Loukes	2	For	
Kundai Matiringe	2	For	
<b>Total</b>	<b>6</b>	For	

### 2.4. Short Code allocation Request (Morrisons)

During a brief debate it was noted that this proposal relates to the Gas market only as it is believed that the equivalent electricity side changes have already been undertaken.

When Richard Pomroy (RP) pointed out that ‘notation’ relates to the contractual rights and obligations, MO advised that he is happy that this had been considered.

The Committee unanimously approved the Reallocation of the short code ‘MOR’ to Morrison Energy Services Limited:

<b>Voting Outcome:</b>			<b>Reallocation of the short code ‘MOR’ to Morrison Energy Services Limited Approved</b>
<b>Shipper Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>	
Oorlagh Chapman	2	For	
Claire Louise Roberts	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>
Tracey Saunders	1	For
Guv Dosanjh	1	For
Richard Loukes	2	For
Kundai Matiringe	2	For
<b>Total</b>	<b>6</b>	For

### 3. Business Plan Updates

#### 3.1. BP22 Update

Dave Turpin (DT) provided a brief verbal update by explaining that there had not been any significant progress to report since the update provided at the 16 March 2022 meeting. Since submitting its 'Opinion on the Centrica Appeal' to Ofgem, Xoserve has not yet received a formal response back. When Oorlagh Chapman (OC) also advised that the proposed meeting with Ofgem to discuss this matter scheduled to take place today had been cancelled, DT advised that he would look to provide a further update at the May 2022 meeting.

It was noted that a number of parties had written to Ofgem expressing their views on the appeal.

When asked, DT confirmed that as far as the CMS build is concerned, these would continue as planned and Correla accepts that it would be working 'at risk' – it is believed that this provides a sensible route to ensure delivery of the new system functionality in a timely manner.

SM also noted that the licence and/or provision of up front capital costs should not prevent work continuing either.

### 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 (by exception) were:

##### SCR – Impacts to UNC – slide 5

- Parties in attendance basically support the DPM highlighted statements;
- Concerns voiced that RECCo appear to believe that DAM overrides DPM;
  - Xoserve have considered this matter and believes that further discussions should help clarify the position;
  - Parties requested that any discussions / correspondence between Xoserve and REC are formally captured to ensue transparency, and
  - It was suggested that preparation of a 'Memorandum of Understanding' might prove beneficial.

**New Action 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.*

##### Previous Discussion Points – slide 8

- Correla representative, Emma Lyndon (EL) provided an overview of the DCC request in respect of the SIT and UAT environments explaining that Xoserve have challenged the the DCC views:
  - To date, the DCC have not formally responded to the challenges;
  - Whilst it is recognised that the requirement exists, the finer details are not fully developed at this time, and

- Information in support of XRN5471 has been provided.

#### Other CM Engagements – slide 10

- When SM advised that Gazprom had been informed that they do not need to undergo the issuing of termination letters as this only relates to Suppliers with separate arrangements, SM suggested that perhaps care would be needed in carefully targeting those parties that should be involved, JMc explained that Supplier entities would be the main recipients, and
  - Xoserve are liaising with the RPA in order to ensure alignment of requirements to ensure that ONLY those parties that need to be contacted are.

#### DSC Service Lines – slide 14

- Supporting Change Proposal is expected to be raised circa 28 April 2022 in time for consideration at the May 2022 meeting.

#### Direct Services Code Services – slide 15

- In considering where the information would be available should the proposed Service Line be deleted, JMc responded by pointing out that whilst the obligation to provide the information would remain, the question is whether to retain the annual report or not; and
  - When it was suggested that until it can be proved that the information would be available elsewhere, the annual report should continue to be provided, JMc confirmed that in that case, the Service Line would be deleted as proposed and the annual reporting provision would continue to be provided going forward.

#### Agency Services GT – Non-Code – slide 16

- It was noted that both the 'RDP File removal' and 'SPAA Schedule 23 / REC Transition Schedule DES Services' would fall away at CSS go-live.

#### Agency Services GT – Non-Code – slide 17

- It was noted that both the 'Reporting on GRDA Performance for REC Performance Assurance Board' and 'Receipt of messages by GRDA from CSS' are still be considered as part of the ongoing discussions with REC, and
- When asked, there were no adverse comments on the proposals forthcoming from the DNO parties in attendance at the meeting.

## **4.2. DPM Update**

Jayne McGlone (JMc) provided a very brief overview of the latest '*DPM Update*' presentation, following which, there were no adverse comments forthcoming from those parties in attendance at the meeting.

## **4.3. 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.

#### Programme Health – RAG Table – slide 2

- All four (4) elements are currently in the GREEN;
- As far as the outstanding design issues are concerned, Xoserve's Mike Paley will be progressing resolution of these as a matter of urgency;
- The three (3) Change Requests (of which this is one) are moving forward within the Ofgem Design Forum;
- Engagement with the REC PAFA remains ongoing;
- APIs are now 'live' with the CDSP;



- Industry concerns relating to the potential cut over 'dead zone' impacts upon compensation claim aspects (inc. any associated liabilities) were noted;
  - Questions raised around potential transaction volume limit (believed to be circa 1k) impacts / breaches following closely after the 'dead zone' period;
    - Would there be sufficient bandwidth available to avoid such instances and would the available bandwidth be divided up which could invoke inefficiencies;
    - Does Xoserve have historical 01 August figures available to compare with, as having evidence is crucial;
      - EL confirmed that Xoserve personnel do not have access to the information either and suggested that it might be best for Gareth Evans as the Switching Programme non-domestic constituency representative to raise the concerns with PWC and Ofgem whilst she will liaise with JMc in order to provide historical volume and bandwidth related data, and
- Slides 3 – 16 provided for information.

**New Action 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.

## 5. Class 1 Read Service

### 5.1. Procurement Exercise – Modification 0710

No update proposed for this meeting.

## 6. Monthly Contract Management Report

### 6.1. KPM Update\*

Paper provided for information.

No update proposed for the meeting.

### 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)*' presentation, during which she pointed out the respective percentage reductions for both Xoserve and Correla results before advising that an action plan update would be provided at the May 2022 meeting.

### 6.3. Contract Metrics

In providing an overview of the '*Monthly Reporting Summary for February/March 2022*' data slide, AC advised that the background information is also available elsewhere.

In referring to the previous discussions around possible Management Information for Shippers and Transporters breakdowns, SM suggested that the Committee should consider what information is important for the various stakeholders, and that perhaps, as a consequence, it would be preferable to provide a high-level summary of key points in order to better highlight the more important aspects of the data. SM also suggested that retention of the more 'granular' level information remains of paramount importance – a view shared by other meeting participants.

When JMc suggested that engagement with the constituent groups to ascertain what information would be important to them would be beneficial, AC responded by advising that she would consider how best to enhance the reporting provision going forward.

**New Action 0403:** Reference Contract Metrics Reporting Enhancements – Xoserve (AC) to consider enhancing the reports to provide a high-level summary.

**6.4. Xoserve Incident Summary**

Paper provided for information.

No update proposed for the meeting.

**6.5. UK Link File Flow PIR**

No discussion held as update due May 2022.

**6.6. Issue Management Dashboard**

Paper provided for information.

No update proposed for the meeting.

**6.7. Quarterly Invoicing Update**

Paper provided for information.

No update proposed for the meeting.

**7. Information Security Update**

Paper provided for information.

Dee Due (DD) provided a brief overview of the confidential '*DSC Contract Management Committee Meeting*' presentation, during which there were no adverse comments forthcoming from those parties in attendance at the meeting.

**8. Financial Information**

No discussion held as update due May 2022.

**9. Business Continuity Plan**

No discussion held as update due May 2022.

**10. Contract Assurance Audit**

No discussion held as update due May 2022.

**11. Key Committee Updates**

**11.1. DSC Change Management Committee**

Paper provided for information.

No update proposed for the meeting.

**12. Any Other Business**

**12.1. CMS Replacement Update**

AC provided a brief overview of the '*CMS Rebuild April Update*' presentation, during which she confirmed that the April Customer Focus meeting did take place as planned and that she would now double check the links for the future meetings to ensure that DSC parties are able to join the meetings.

When asked, Emma Smith advised that she believes that the associated information is available on the Xoserve.com web site under CMS and would send a post meeting link to interested parties.

*Post Meeting Update: Link to Xoserve website - <https://www.xoserve.com/products-services/data-products/contact-management-service-cms/cms-rebuild-project/>*

**12.2. CoMC Reporting** (to be covered as part of item 6)

AC provided a brief overview of the 'CoMC Reporting' presentation, during which she confirmed that she has spoken to SM following the March meeting and would now be looking to issue a post meeting recap note at some point in the next few days.

**New Action 0404:** Xoserve (AC) to attend the Constituency meetings that are planned to take place between now and the end of June to discuss and agree future reporting requirements.

### 12.3. UIG Update

When SM enquired as to why the UIG value had apparently become very negative over recent months, Fiona Cottam (FC) responded by explaining that her colleague Mark Perry's Demand Estimation Team have been leading on this matter and would hopefully provide a written update on the impacts of consumer behaviours on demand modelling as part of a post meeting note (*please refer to the below statement*).

It was agreed to add a new item to the May 2022 meeting agenda.

*Post meeting update:*

#### **UIG Volatility in March and April**

*During Winter 2021/22 we have seen consistent periods of negative UIG across all LDZs, primarily due to NDM over allocation. We believe the cause of the over-allocation is due to the AQ used in the NDM Algorithm being too high. Since October, for those sites that have had an AQ calculated, there has been a noticeable downward trend in the average AQ (c.2 to 3%) for the Domestic population– see chart 1 below.*

*An AQ always has an inherent lag contained within it due to the nature of the calculation, however the reductions observed the past few months are more prominent and suggest a change in consumer behaviour almost certainly associated with the spike in gas prices as well as possibly some 'post COVID' correction. For those sites that have been sending reads, at least the AQ is updating to a more realistic position on a monthly basis, however we should consider the number of MPRs that have an AQ effective date of October 2021 or earlier (which is about 4m NDM MPRs). If we assume, these 4m MPRs are also conserving their usage due to gas prices, then their AQ will be even more out of date.*

*When considering March 2022 specifically, it should be noted that the weather (CWV) was much warmer than Seasonal Normal, particularly the last 7-10 days - see chart 2 below. March 2022, in fact was recorded as the 4th warmest March in the past 50 years from a CWV perspective – see chart 3 below. The combination of the unusually warm weather and the AQs being too high has meant the NDM has over-allocated which means UIG, as the balancing figure, is having to go negative. We fully expect the NDM reads received for March to 'expose' this over-allocation which will generate credit reconciliations and therefore debit UIG on the same invoice. This will continue the pattern that has been observed on the interactive UIG chart that displays 'Temporary UIG' (i.e. D+5) and eventually the 'real UIG' post reconciliation – see link to chart here. You will see that for the past 4-5 months the post reconciliation UIG is above the D+5 UIG which confirms that the NDM estimate has been too high for the reasons explained above.*

*For information, following a request from PAC a few months ago, a UIG Allocation Issues Tracker was established, which was mainly to help explain specific gas days or LDZs where the D+1 UIG is unusual e.g. as a result of a missing DM or LDZ input. We have also updated it to explain any unusual patterns, such as the negative UIG observed this winter. This tracker is available on xoserve.com – link here.*

*The other aspect to consider, is that since October 2021 the UIG Weighting Factors have changed significantly. Although these don't impact UIG seen at an LDZ level, they will influence the amount of UIG shared out to you depending on the market sector you operate in.*

*If you have any further queries with UIG, Demand Estimation or NDM Allocation processes please raise a query via the Help and Support query route here and this will be directed through to the Demand Estimation team.*

Chart 1:

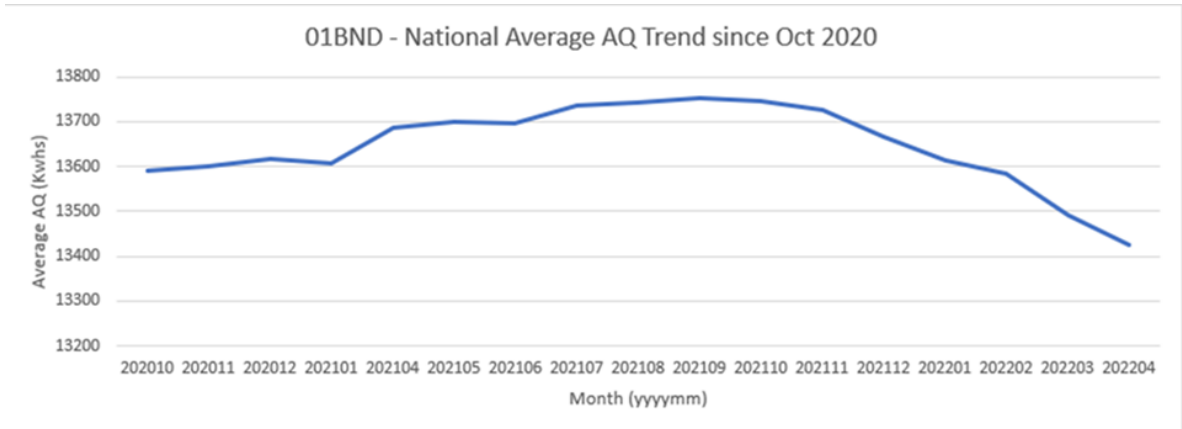


Chart 2:

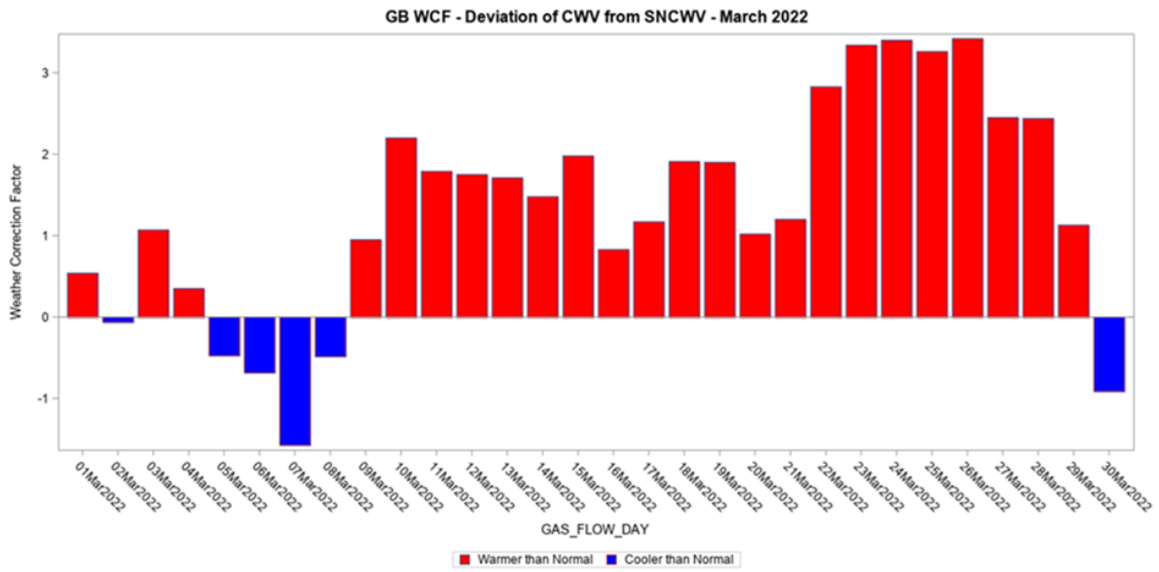
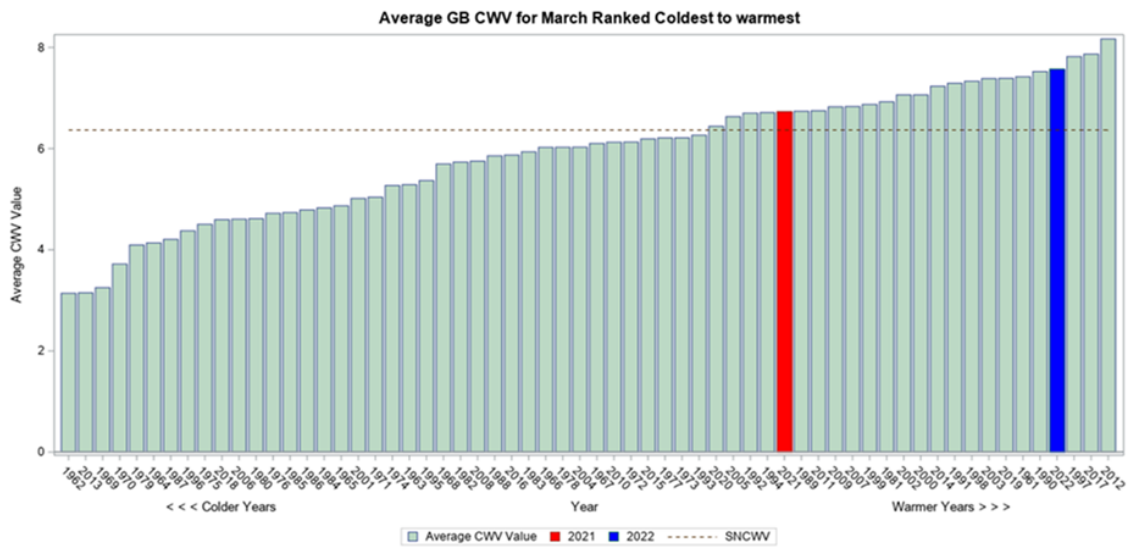


Chart 3:



12.4. AUGE Process Audit Extension Proposal Update

During a brief discussion on how the proposed AUGÉ process change update to include an Xoserve audit process would potentially interact with the DSC Committees, SM suggested that clarification around the proposed relationship with the Auditor would be beneficial. Responding, JMc advised that she would look to add an item to the May 2022 meeting agenda.

### 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)

Time/Date	Venue	Programme
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 20 April 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	<b>Carried Forward</b>
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	Update provided. <b>Closed</b>
0302	16/03/22	2.1	Xoserve (MO/JMc) to consider any updates that may be required to the existing process.	Xoserve (MO/JMc)	May 2022	<b>Carried Forward</b>

Action Table (as of 20 April 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	Update provided. <b>Closed</b>
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	<b>Carried Forward</b>
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)	May 2022	<b>Pending</b>
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)	May 2022	<b>Pending</b>
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)	May 2022	<b>Pending</b>
0404	20/04/22	12.2	Xoserve (AC) to attend the Constituency meetings that are planned to take place between now and the end of June to discuss and agree future reporting requirements.	Xoserve (AC)	May 2022	<b>Pending</b>