

UNC DSC Contract Management Committee Minutes
Wednesday 20 July 2022
via Teleconference

Attendees			
Bob Fletcher (Chair)	(BF)	Joint Office	Non-Voting
Karen Visgarda (Secretary)	(KV)	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)	Corona Energy	Class B Voting
Steve Mulinganie	(SM)	Gazprom Energy	Class B Voting + Class C
Transporter Representatives (Voting)			
Tracey Saunders	(TS)	Northern Gas Networks	DNO Voting
Sally Hardman	(SH)	Scotia Gas Networks	DNO Voting
Richard Loukes (alternate for Andrea Godden)	(RL)	National Grid	NTS Voting
Brandon Rodrigue	(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)			
Alex Stuart	(AS)	Correla	
Angela Clarke	(AC)	Xoserve	
Clare Manning	(CM)	E.ON Next Energy	
Claire Hachman	(CH)	Correla	
Daniel Donovan	(DDo)	Correla	
Dee Deu	(DDe)	Correla	
Dionne Thompson	(DTh)	Correla	
Emma Lyndon	(EL)	Correla	
Emma Smith	(ES)	Xoserve	
Jo Williams	(JW)	Correla	
Max Pemberton	(MP)	Correla	
Michele Downes	(MD)	Xoserve	
Paul Orsler	(PO)	Xoserve	
Rebecca Greer	(RG)	Corona Energy	
Sharon Bright	(SB)	Xoserve	
Steve Deery	(SD)	Correla	
Trefor Price	(TP)	Correla	

Copies of all papers are available at: <https://www.gasgovernance.co.uk/dsc-contract/200722>

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.

Please note these minutes do not replicate/include detailed content provided within the presentation slides, therefore it is recommended that the published presentation material is reviewed in conjunction with these minutes. Copies of all papers are available at:

1. Introduction

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

1.1. Apologies for absence

Andrea Godden

1.2. Alternates

Richard Loukes for Andrea Godden, NTS 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		
Tracey Saunders	DNO	1 vote
Sally Hardman	DNO	1 vote
Richard Loukes (Alternate for Andrea Godden)	NTS	2 votes
Brandon Rodrigues	IGT	1 vote
Kundai Matiringe	IGT	1 vote

1.4. Approval of Minutes (15 June 2022)

The minutes from the previous meeting were approved.

1.5. Approval of Late Papers

BF confirmed there were no 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 by PCW and he hoped to close the action shortly. **Carried Forward to August 2022.**

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: Angela Clarke (AC) confirmed that Mike Orsler (MO) would be updating the document for approval in August. **Carried Forward to August 2022.**

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: Jayne McGlone (JMc) reiterated that 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 in September. **Carried Forward to September 2022.**

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. AC stated that she was investigating the workshops and requested the action was carried forward. **Carried Forward to August 2022.**

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.

Update: Dave Turpin (DT) requested the action was carried forward to August. **Carried Forward to August 2022.**

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.

Update: Angela Clarke (AC) explained that the Customer Engagement Sessions were still being discussed and that she would provide an update at the August meeting. **Carried Forward to August 2022.**

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

Update: (*Linked to A.O.B 12.4 & 12.5 below*)

Dave Addison (DA) explained that the implementation in relation to Modification 0651 - Changes to the Retrospective Data Update provisions was a complex system change. DA reiterated that nothing had been started in relation to the delivery and this would be discussed within the DSC Change Committee at the September meeting.

Steve Mulinganie (SM) reiterated once again, that this change had been approved by the regulator on 19 March 2019 and yet it there was still no implementation date. SM stated this change needed to happen, as presently the industry was not compliant, and it was causing other underlining issues.

Emma Smith (ES) confirmed that this matter would be on the September agenda for the DSC ChMC. **Carried Forward to September 2022.**

Action 0601: DA to write to DSC Contract Managers to obtain relevant contact details for DSC Customers so that communications can be shared with parties in the event that 'late' Gate Closure messages are received after TP1 and there is a risk to DSC Customer activities.

Update: DA confirmed this action could now be closed as the DSC Contract Managers had been contacted. **Closed**

1.7. User Representative Appointment Process

BF advised following the closure of the UNC Representations nomination window, there had only been 2 nominations: 1 Shipper Class A and 1 Shipper Class B, for the 2022/23 User Representative positions on the DSC Contract Management Committee, and only 3 nominations for the DSC Change Management Committee.

BF stated there could be a risk from October 2022 that a meeting may not be quorate due to the minimum requirement for 3 Shipper User members to be present. Even for the DSC Change Management Committee an unexpected or unplanned event might impact 1 or more Shipper User members or their alternate being present and prevent quoracy.

BF stated the present vacancies for the DSC Contract Management Committee were:

- 1 vacancy for Shipper Class A
- 2 vacancies for Shipper Class B
- 2 vacancies for Shipper Class C

BF highlighted that if there were no nominations for a particular Class the votes would be apportioned to the other Shipper Class members', and this could also mean that a Shipper Class could have 3 members if they receive 3 nominations and another Shipper Class receives no nominations.

BF noted that Xoserve had agreed to write out to the DSC Contract Managers to garner more support and this would hopefully instigate more nominations.

Steve Mulinganie (SM) felt this was an issue with the current membership format and the recent impacts on the wider energy market. He proposed to raise a Modification to get the rules changed from a membership/quoracy perspective, to allow just 2 Shippers to form a quorum. He added that the issue was the lack of available potential representatives owing to the extreme overall changes in the industry over the last 2 years. All agreed that this was possibly the only solution and that it would alleviate the potential lack of quoracy from October onwards.

Tracey Saunders (TS) suggested extending the overall membership to all Contract Managers so they could have a vote if they were present at a non-quorate meeting. However, SM said that this could still lead to quoracy issues moving forward and understanding who the constituency representatives are. TS stated within the Modification it should state there should be 2 Shippers from differing classes, and SM agreed.

2. Approvals

2.1. (a) DPM Approval

DA provided an overview of the Data Permissions Document (DPM) and attention to specific sections of interest with regards to changes, the presentation can be viewed via: <https://www.gasgovernance.co.uk/dsc-contract/200722>

DA explained the rationale for the changes, and he explained some columns were not applicable until the Wholesale element becomes live.

For full details of the update please refer to the presentation published

2.2. (b) DPM Approval

David Addison (DA) provided an overview of the Data Permissions Matrix Conditionality Document

DA then provided an overview of the DPM Conditionality Document and drew attention to certain areas regarding amendments. SM asked for some of the wording to be further amended in relation to a request from a research party and that this would need to be directed to REC in the first instance and that some evidence/confirmation was needed that this had happened, DA agreed to make these changes as discussed.

Jayne McGlone (JMc) agreed to make the changes, and asked the Committee, if they were comfortable to approve the caveated proposal with the changes.

For full details of the update please refer to the presentation published

All Representatives were asked to support the changes to the Data Permissions Matrix and the Data Permissions Conditionality Document (caveated proposal) The vote was taken by exception and unanimous approval was recorded.

Voting Outcome:	SDT Approved	
Shipper Representatives	Voting Count	For/Against
Oorlagh Chapman	2	For
Claire Louise Roberts	1	For
Rebecca Greer	1	For
Steve Mulinganie	2	For
Total	5	For
Transporter Representatives	Voting Count	For/Against
Tracey Saunders	1	For
Sally Hardman	1	For
Richard Loukes (alternate for Andrea Godden)	2	For
Brandon Rodrigues	1	For
Kundai Matiringe	1	For
Total	6	For

3. Business Plan Updates

3.1. BP22 Update

Dave Turpin (DT) provided a brief verbal update explaining that there had not been any significant progress made to report this month and no further conversations had been held with Ofgem, although he was hopeful of a response soon.

DT noted the BP23 principals document had been issued last month and that his would be finalised this month.

A brief general discussion took place regarding the Efficiency Review and DT said that this was being investigated.

SM asked if Modification 0674 would have any impacts on the approved budget once this was implemented and DT confirmed that costs would be drawn down from the general Change Budget managed by the DSC Change Management Committee, Emma Smith (ES) noted that this was also ring fenced.

SM said that he would like an estimate of potential budget impacts from both a short- and long-term perspective to assist with overall the visibility. DT and ES agreed to investigate this area.

New Action 0701: Xoserve (DT/ES) to investigate short/long term costs to include PAFA expenditure and the implications following the implementation of Modifications 0647 and 0674.

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

4.1. REC Update

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. <https://www.gasgovernance.co.uk/dsc-contract/200722>

JMc stated the Next Steps were:

- Xoserve to assess changes that will be required to the DSC at V3 go live expect changes to fall into the following categories: cosmetic changes to align to UNC changes; changes to remove services that move into GES; removal of M Number Data File; introduction of GRDA role. Propose changes to be drafted for approval at May CoMC and to take effect from CSS Go Live.
- Changes will be required to the CDSP Service Document Third Party and Additional Services Policy (for approval at April CoMC)
 - 2.3.1 (e) the aggregate amount of the CDSP's turnover attributable to Third Party Services (excluding Charges payable under UK Link User Agreements) does not, and will not as a result of entering into the TPS Agreement, exceed 2.5% of the CDSP's overall turnover; and [propose to either carve out provision of GES or increase limit to 10%]
 - 2.4.1 ((b) other than in respect of a UK Link User Agreement with a Trader User [or the provision of the Gas Enquiry Service to RECCo], the term of the TPS Agreement does not exceed 24 months', or the CDSP may terminate the TPS Agreement without liability on not more than 24 months' notice.
- Commence work to remove M Number Data File at V3 go live email to Ofgem requesting extension of service. Ofgem has confirmed the service will cease at CSS go live. Emails issued to Shippers and Suppliers who receive the service (w/c 09 May 22) to confirm final 2 data extracts will be released on 31 May and 30 June.
- Termination letters to all third-party customers currently taking services that will move to GES issued w/c 23 May 2022.
- Assessing options to support DSC party access to data discussion to be held following issue of customer communication relating to services being removed. This activity will resume post Go Live.
- Industry seminar held during 1st week of April FAQs published on REC Portal and Salesforce
- Further comms to be shared over coming weeks

4.2. CSSC System Misalignment Review

Emma Lyndon (EL) provided an overview of the CSSC System Misalignment Review and noted there was only a limited update from last month.

The presentation can be accessed via: <https://www.gasgovernance.co.uk/dsc-contract/200722>

4.3. CSSC Review

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. <https://www.gasgovernance.co.uk/dsc-contract/200722>

Key Points:

- CSSC Implementation occurred over the weekend of the 16 and 17 July 2022. The Xoserve cutover activities successfully implemented and to plan with all activities completing within or before set timescales.

- Tuesday 16 July 2022 saw the code implementation to live production for the GES Services. Following production of this service we were able to provide customers with the opportunity to test connectivity to the GES Switching API, with a support service in place to aid any customers queries. On Sunday 17 July 2022 the code implementation for the CSS Consequential activities was implemented successfully to production. All of these activities were completed in accordance with the Switching Programme run book in readiness for Go Live on Monday 18 July 2022.
- During the first couple of days following Go Live Correla did see a number of users that either could not access the GES service or could only partially access the service. Over the course of the week, Correla have held technical conversations with the affected Organisations and now have these users online and accessing the service. There are a number of differing reasons causing the access issues, these are broad ranging from User issues due to incorrect URL's being used or refresh of browser favourites through to Whitelisting of URL's. We will continue to provide technical conversations and any support required by our customers.

New Action 0702: Xoserve (EL) to investigate extending the communications to a wider audience during the hyper care PIS window for the next 3 months.

New Action 0703: Xoserve (EL) to provide a detailed 'check list' regarding the logging process and Q&A's to potential issues that maybe encountered.

5. Class 1 Read Service

5.1. Procurement Exercise – Modification 0710

Dave Addison (DA) confirmed the procurement exercise was progressing and the final scores for the bidders were being assessed.

DA noted the go live would 01 April 2023 and stated a further update would be available at the August meeting.

6. Monthly Contract Management Report

6.1. KPM Update*

Alex Stuart (AS) provided the DSC KPM Performance and DSC PI Performance for June 2022. AS noted, all was presently in a healthy position and drew attention to the UKLink and Meter Reads/Asset areas as can be viewed via the published presentation: <https://www.gasgovernance.co.uk/dsc-contract/200722>

Sharon Bright (SB) advised EBCC had 1 user fail to pay on the due date who is a Deed of Undertaking Supplier and stated National Grid were taking now legal action due to non-payment, and that this Supplier had now been placed in administration.

6.2. KPM – Customer Relationship Survey Results

Dionne Thompson (DTh) provided an overview of the Customer Relationship Survey Results and stated that there had only been 21 responses out of a 100, and that Xoserve were working on ways to increase this number.

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

6.3. Contract Metrics

AC provided a high-level overview of the Contract Metrics and noted that these were currently under discussion to streamline them and check they are all still 'fit for purpose'. AC asked if some the information was still required in the is format, especially as it is also available elsewhere and it was agreed that certain data slides could be removed.

Michele Downes (MD) overviewed Gemini data and explained that in future this information would be available in a more pictorial format, i.e., graphs and charts to aid clarity.

SM questioned the Additional service charge of £67,164.00 and MD confirmed this was a one-off charge for an external consultancy in relation to decarbonisation.

AC advised that the new format would be available for the August meeting.

6.4. Xoserve Incident Summary

Trefor Price (TP) provided the Incident Summary and overviewed the P1/2 Incidents and he said some the Firewall rules had needed amending, following the test, which had been a worthwhile exercise. He added that the incident response rate had now been reduced to 15-18 minutes compared to previous 52 minutes. TP noted now with the DDP in operation by Correla incidents can be assessed and identified prior to customers seeing them. TP noted that the AMT was being closely monitored by the team.

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

6.5. Issue Management Dashboard

MD provided an overview of the Issue Management Dashboard and noted that this was presently being re-formatted as there was still some duplication of information. MD advised this would be presented in a more pictorial format in future.

6.6. Quarterly Invoicing Update

Daniel Donovan (DD) provided an overview of the Quarterly Invoicing Update and asked the Committee what aspects were helpful or obsolete. SM said that having the information presented in a clearer way would be beneficial. DD agreed to investigate this matter and would provide feedback at the August meeting.

New Action 0704: Xoserve (DD) to investigate a different format with which to present the Quarterly Invoicing Update.

7. Information Security Update

Dee Deu (DDe) provided an update on the Information Security and overviewed the various aspects of the Security Improvement Programme.

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

8. Financial Information

No discussion held. Next update August.

9. Business Continuity Plan

No discussion held. Next update August.

10. Contract Assurance Audit

No discussion held. Next update August.

11. Key Committee Updates

11.1. DSC Change Management Committee

Paul Orsler (PO) provided an overview of the DSC ChMC summary and drew attention to each section and how it was reported following the meeting.

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

12. Any Other Business

12.1. CMS Rebuild Update

Joanne Williams (JW) presented the progress to date of the CMS Rebuild and advised the Team had now completed the Meter Number Creation Process (MNC) and have commenced building the new Supplier Theft of Gas (SUT) based on the previously developed functionality. JW confirmed that Release 1 was still targeted to be released in October / November 2022. The delivery date will be communicated out by the end of July.

JW noted that Xoserve are launching Alpha Trials in July to the Customer Focus Group attendees. This will provide those attendees access to a sandbox environment which they can navigate through the processes as they are being developed. Alpha Trials will enable Xoserve to obtain real-time feedback from customers on the solution, showcase Agile delivery and generate familiarisation. This will assist with the Beta Trials (External UAT) rollout which we are currently scheduling for September 2022.

The Customer Focus Groups have now been set up and communicated, the first one was held on 06 April 2022, future dates are as follows:

Date	Time Start	Time end
09/08/2022	10:00	12:00
09/09/2022	10:00	12:00
14/10/2022	10:00	12:00
08/11/2022	10:00	12:00
09/12/2022	10:00	12:00
10/01/2023	10:00	12:00
07/02/2023	10:00	12:00
07/03/2023	10:00	12:00

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

12.2. UIG Update

AC noted that the UIG Webinar that was held on the 29 June 2022 by Fiona Cottam and Mark Parry had 20 Shippers in attendance and the feedback was positive.

For full details of the webinar please refer to the presentation published

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	5pm Tuesday	Microsoft Teams	Standard Agenda

17 August 2022	09 August 2022		
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 20 July 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)	August 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)	August 2022	Carried Forward
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)	Sept 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)	August 2022	Carried Forward
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)	August 2022	Carried Forward
0503	18/05/22	6.2	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.	Xoserve (AC)	August 2022	Carried Forward

Action Table (as of 20 July 2022)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Target Date	Status Update
0504	18/05/22	12.5	Xoserve (DA) to provide an update on the implementation of Modification 0651.	Xoserve (DA)	Sept 2022	Carried Forward
0601	15/06/22	4.1	DA to write to DSC Contract Managers to obtain relevant contact details for DSC Customers so that communications can be shared with parties in the event that 'late' Gate Closure messages are received after TP1 and there is a risk to DSC Customer activities.	Xoserve (DA)	July 2022	Closed
0701	20/07/22	3.1	Xoserve (DT/ES) to investigate short/long term costs to include PAFA expenditure and the implications of Modifications 0647 and 0674.	Xoserve (DT/ES)	August 2022	Pending
0702	20/07/22	4.3	Xoserve (EL) to investigate extending the communications to a wider audience during the hyper care PIS window for the next 3 months.	Xoserve (EL)	August 2022	Pending
0703	20/07/22	4.3	Xoserve (EL) to provide a detailed 'check list' regarding the logging process and Q&A's to potential issues that maybe encountered.	Xoserve (EL)	August 2022	Pending
0704	20/07/22	6.6	Xoserve (DD) to investigate a different format with which to present the Quarterly Invoicing Update.	Xoserve (DD)	August 2022	Pending