# Joint Office of Gas Transporters

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

| Attendees | | | |
|---|---|---|---|
| **Shipper User Representatives (Voting)** | | | |
| 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 Hachem | (CH) | Xoserve | |
| 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) | Correla | |
| Paul Orsler | (PO) | Xoserve | |
| Rebecca Greer | (RG) | Corona Energy | |
| Sharon Bright | (SB) | Xoserve | |
| Steve Deery | (SD) | Correla | |
| Trefor Price | (TP) | Correla | |

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*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:*

**Joint Office** of Gas Transporters

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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. Closed** as per post meeting note.
   _**Post Meeting Update:**_ **Steve Mulinganie (SM) confirmed that the Action could be closed**

   **0302:** _Shipper Short Code Requests MAP: Reallocation of Short Code -_ Xoserve (MO) to consider any updates that may be required to the existing process.
   **Update:** Angela Clarke (AC) confirmed that Mike Orsler (MO) would the 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

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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 Budegt 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 more 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 U K L ink 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 ex tracts 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 g 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 access 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 AC 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.

It was agreed that in future this would no longer be presented monthly unless there was a specific update that the CoMC needed to be aware of.

## 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 familarisation. This will assist with the Beta Trials (External UAT) rollout which are currently scheduled to take place in 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

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| Time/Date | Paper Publication Deadline | Venue | Programme |
|---|---|---|---|
| 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 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~~ **Closed** *Post meeting note:* **Closed as confirmed by SM** |
| 0302 | 16/03/22 | 2.1 | *Shipper Short Code Requests MAP Reallocation of Short Code Request -* Xoserve (MO) to consider any updates that may be required to the existing process. | Xoserve (JMc) | August 2022 | **Carried Forward** |
| 0401 | 20/04/22 | 4.1 | *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. | Xoserve (JMc) & Wales & West Utilities (RP) & Gazprom Energy (SM) | Sept 2022 | **Carried Forward** |
| 0403 | 20/04/22 | 6.3 | *Reference Contract Metrics Reporting Enhancements –* Xoserve (AC) to consider enhancing the reports to provide a high-level summary. | 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 |
|---|---|---|---|---|---|---|
| 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** |
| 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** |