

**UNC DSC Contract Management Committee Minutes**  
**Wednesday 14 December 2022**  
**via Teleconference**

<b>Attendees</b>			
Bob Fletcher (Chair)	(BF)	Joint Office	Non-Voting
Karen Visgarda (Secretary)	(KV)	Joint Office	Non-Voting
<b>Shipper User Representatives (Voting)</b>			
Clare Manning	(CM)	E. ON	Class A & C Voting
Oorlagh Chapman	(OC)	Centrica	Class A Voting
Steve Mulinganie	(SM)	SEFE	Class B & C Voting
<b>Transporter Representatives (Voting)</b>			
Richard Pomroy (Alternate for Tracey Saunders)	(RP)	Wales & West Utilities	DNO Voting
Sally Hardman	(SH)	Scotia Gas Networks	DNO Voting
Richard Loukes (+ Alternate for Andrea Godden)	(RL)	National Grid	NTS Voting
Kundai Matiringe (+ Alternate for Brandon Rodrigues)	(KM)	BU-UK Ltd	IGT Voting
<b>CDSP Contract Management Representatives (Non-Voting)</b>			
David Addison	(DA)	Xoserve	
David Turpin	(DT)	Xoserve	
Emma Smith	(ES)	Xoserve	
<b>Observers/Presenters (Non-Voting)</b>			
Angela Clarke	(AC)	Xoserve	
Ellie Rogers	(ER)	Xoserve	
Helen Chandler	(HC)	Northern Gas Networks	
Jane Goodes	(JG)	Xoserve	
Joanne Williams	(JW)	Correla	
Lee Warren	(LW)	Xoserve	
Michele Downes	(MD)	Correla	
Phil Wood	(PW)	Correla	
Alex Stuart	(AS)	Correla	
Trefor Price	(TP)	Correla	
<p><i>DSC Contract Management Committee 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.</i></p> <p><i>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: <a href="https://www.gasgovernance.co.uk/dsc-contract/141222">https://www.gasgovernance.co.uk/dsc-contract/141222</a></i></p>			

## 1. Introduction

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

### 1.1. Apologies for absence

Andrea Godden  
 Jayne McGlone  
 Brandon Rodrigues  
 Tracey Saunders

### 1.2. Alternates

Richard Loukes for Andrea Godden, NTS Representative  
 Richard Pomroy for Tracey Saunders, Shipper Representative  
 Kundai Matiringe for Brandon Rodrigues, Transporter Representative

### 1.3. Confirm Voting rights

BF confirmed the voting rights as detailed below:

Representative	Classification	Vote Count
<b>Shipper</b>		
Clare Manning	Shipper Class A + Class C	2 votes
Oorlagh Chapman	Shipper Class A	1 vote
Steve Mulinganie	Shipper Class B + Class C	3 votes
<b>Transporter</b>		
Richard Pomroy (Alternative for Tracey Saunders)	DNO	1 vote
Sally Hardman	DNO	1 vote
Richard Loukes (+ Alternate for Andrea Godden)	NTS	2 votes
Kundai Matiringe (+ Alternate for Brandon Rodrigues)	IGT	2 vote

### 1.4. Approval of Minutes (16 November 2022)

The minutes from the previous meeting were approved.

### 1.5. Approval of Late Papers

Bob Fletcher (BF) noted there were no late papers.

### 1.6. Review of Outstanding Actions

**0802:** Xoserve (AC/DT) to discuss including the Efficiency Review Document within the BP23 prior to publication. ~~in September.~~

**Update:** Dave Turpin (DT) advised that this action should be put on hold, until there was sufficient capacity to move it forward. The action was carried forward. **Carried forward.**

**Action 0903:** CDSP (DA) to consider a Modification for certain processes to be put in place for Short Notice Bank Holiday announcements.

**Update:** Dave Addison (DA) said that he was still investigating any potential impacts, and DA requested this action was carried forward. **Carried forward.**

**Action 1002:** Xoserve (DD) to provide a timescale of when the invoicing will be included in the DDP Platform and what it will look like.

**Update:** AC requested this action was carried forward to the January meeting, as she had not had the opportunity to discuss this topic with Dan Donovan. **Carried forward**

**Action 1003:** Xoserve (AC) to confirm how to access the DDP Priority List and what are the core deliverables.

**Update:** AC explained this was circulated to CoMC members on 21/11/2022 AC requested this action was closed. **Closed**

**Action 1005:** Xoserve (DA) to issue a further communication to help clarify the expected resolution to the cancelled Registration issue so that Shippers could further communicate this within their teams internally.

**Update:** DA requested this action was now closed as the communication was sent on 16 November 2022. **Closed**

**Action 1008:** Xoserve (DG) to update the Customer Feedback slide with bullet points against each negative issue to confirm the resolution plan

**Update:** AC confirmed an updated version of the Customer Feedback slide was circulated to CoMC members on 21/11/2022 so the action could now be closed. **Closed.**

**Action 1009:** Xoserve (DA) to provide a Case Study using arrangements for the Gamma Contract pack as to how to review the process landscape (Procurement and SLA's) and how this could apply to other procurement contracts in future

**Update:** DA stated this action could be closed at Kirsty Dudley (KD) had confirmed she now had the required information. **Closed.**

**Action 1010:** All Committee members to provide feedback on the 4 options provided in relation to the Hydrogen Project by **02 December 2022** to Xoserve.

[box.xoserve.decarbonisation@xoserve.com](mailto:box.xoserve.decarbonisation@xoserve.com)

**Update:** Dave Turpin (DT) confirmed this action could now be closed. **Closed.**

**Action 1101:** Xoserve (AC) to produce a Change Log, to capture all changes to DSC Service Documents (which will include changes to the Charging statement) and will ensure that the CoMC are made aware when any new versions of existing documents are published on the Joint Office website

**Update:** AC overviewed the Charging areas and Oorlagh Chapman (OC) requested that a new table was created to log all the previous changes. AC said she would produce this for the next meeting and this action was closed. **Closed**

<p><b>New Action 1201:</b> Xoserve (AC) to update the table provided as part of action 1101 to ensure that it includes the publication dates of all versions of the Annual Charging Statements at it includes the publication dates of all versions of the Annual Charging Statements.</p>
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**Action 1102:** Xoserve (DA) to produce a monthly bulletin of the REC changes and how these are linked to the XRN/Change Proposals.

**Update:** DA requested this action was carried forward and explained he was going to use the updated presentation as the basis for the Bulletin of the REC Changes. **Carried forward**

**Action 1103:** Xoserve (LW) to produce a document to summarise the potential issues/mitigations against the rolling Black outs risk.

**Update:** Lee Warren (LW) noted this action could now be closed as a paper had now been supplied for Section 6 below. **Closed**

**Action 1104:** Xoserve (DA) to include a link into the GRDS items to provide detail of the consultations of what has been highlighted regarding the REC Change Pipeline

**Update:** DA explained this information will be included in the presentation and asked for the action to be carried forward. **Carried forward.**

**Action 1105:** Xoserve to take the opportunity to remind Customers who their CoMC/ChMC representatives are at the regular constituency meetings

**Update:** AC explained that other than reminding attendees at the various constituency meetings who their representatives were, there was nothing else that she could do in respect of this action. It was noted that the Joint Office circulate an email to the industry to advise the outcome of the UNC nomination/selection process. The action was then closed. **Closed.**

**Action 1106:** Joint Office (BF) to investigate making amendments to the Joint Office website to allow for the contact of DSC Committee members.

**Update:** BF said this action could now be closed as the website had now been updated as requested. **Closed**

**Action 1107:** Xoserve (MD) to explain what Xoserve's involvement is when an emergency is called from a process and providing emergency data perspective and the potential actions for Shippers and Suppliers.

**Update:** AC explained that this is a National Grid process and potentially would fall under National Grid to respond however Sally Hardman advised that it was a DN responsibility to ensure that information is updated onto the relevant system. The action was then closed. **Closed.**

## 2. Approvals

### 2.1. XRN5597 Changes to SDT v27

Angela Clarke (AC) provided a summary update of the changes as detailed below:

*AC said this Change Proposal (CP) was seeking approval for the removal of the following temporary service line (introduced under XRN5452 which was approved at CoMC in November 2021): -*

- *Temporary community access to pre-COVID AQ values for Shippers – Service Expiry as of 01 November 2022 DSC ref: - DS-NCS-SA2-01*

*This service has been decommissioned. The intention was for this to be a temporary service provided under the DSC. Following the implementation of REC V3.0 and the Gas Enquiry Service (GES), this was agreed to be removed as a DSC Service*

*In addition, following consultation at a recent DN Constituency meeting it is proposed to remove the following service line as it is no longer relevant - ASGT-CS-SA5-08*

- *ASGT-CS-SA5-08 - Collate, validate and publish daily flow weighted average calorific value data for the Network*

For full details please refer to the published presentation.

All Committee members were asked to approve the changes to the Service Description Table.

The vote was taken by exception and unanimous approval was recorded as follows:

Voting Outcome:		
Shipper Representatives	Voting Count	For/Against
Clare Manning	2	For
Oorlagh Chapman	1	For
Steve Mulinganie	3	For
<b>Total</b>	<b>6</b>	<b>For</b>
Transporters Representatives	Voting Count	For/Against
Richard Pomroy (Alternate for Tracey Saunders)	1	For
Sally Hardman	1	For
Richard Loukes (+ Alternate for Andrea Godden)	2	For
Kundai Matiringe (+ Alternate for Brandon Rodrigues)	2	For
<b>Total</b>	<b>6</b>	<b>For</b>

## 2.2. Change Pack 31104 – Amendments to DSC Documents

Angela Clarke (AC) provided a summary update of the changes as detailed below:

1) V5.0 of the CDSP Service Description to introduce the concept of ‘Mandatory Specific Services’ to the definition of ‘Specific Services’ to provide for a mechanism to charge certain Customers or certain Customers of a Customers Class for services that are mandated to be taken and paid for by that Customer under UNC; and

2) V5 of the CDSP Budget & Charging Methodology to:

a) update it with two additional Service Areas (detailed below) to become effective from 01 April 2023; and

b) include ‘Mandatory Specific Services’ in any reference to ‘Specific Services’ to align with the proposed amendments made to CDSP Service Description V5.0.

### Proposed New Service Areas

#### Service Area 16 – Central Switching Services Consequential

AC explained In June 2022 CoMC approved the introduction of 27 new service lines to support the UNC Faster Switching Significant Code Review ([XRN 5505](#)) and to outline the touchpoints with Central Switching Service (CSS).

The lines were originally allocated to Service Area 1 – Manage Shippers Transfers which is 100% Shipper Funded and the proposal is to transfer relevant Service Lines that relate to CSS into its own discrete Service Area, so they are easier to locate and are ring fenced from the other Service Lines that are delivered by the CDSP for ease of reference. The related Service Lines will continue to be measured in the same way and will still remain funded as per the current funding arrangement, with this being 100% Shipper Funded

#### Service Area 17 - Distribution Network Funded Service Activities

*AC noted the Budget and Charging Methodology did not currently have a Service Area that is 100% Distribution Network funded and this has been highlighted by the need to introduce a number of new service lines to the DSC SDT, most notably to support the ongoing service delivery of the Flow Weighted Average Calorific Value (FWACV) Service – which was successfully implemented on 01 September 2022.*

*The requirement to introduce a new 100% funded Distribution Network Service Area has been discussed at DN Constituency meetings and once this has been agreed, the new Service Lines necessary to cover the FWACV Service will be taken to ChMC for information before final approval been sought at CoMC.*

*Once in place, the Service Area has the potential to enable new Services that are equally of 100% DN funding, to be allocated – this will be assessed on a change-by-change base, following agreement with the DN Customers.*

A lengthy general discussion took place and Richard Pomroy (RP) said it would have been helpful to have an example of the DM Read Service.

OC stated she wanted these areas split out that she would not approve the Mandatory Specific Services, as she felt there was not enough explanation or clarity/governance regarding the content of this area. RP and SM also felt that 2.3.2 needed more drafting as this was not sufficient currently. DA provided a verbal overview of these areas, and he confirmed any Mandatory Specific Services would be correctly flagged and communicated.

It was decided that the CP approval should be split to enable voting and approval of the components of the change. It was agreed that voting would only take place regarding:

*2a) update it with two additional Service Areas (detailed below) to become effective from 01 April 2023.*

No	Service Area	Shipper Users	National Grid NTS	DN Operators and Independent GT's	DN Operators	IGT's
16	Central Switching Services Consequential	100%				
17	Distribution Network Funded Service Activities				100%	

DA confirmed 1a) would be deferred and resubmitted for approval at the January 2023 meeting. For full details please refer to the published presentation.

**All Committee members were asked to approve 2a) update it with two additional Service Areas (detailed below) to become effective from 01 April 2023.**

The vote was taken by exception and unanimous approval was recorded as follows:

Voting Outcome:		
Shipper Representatives	Voting Count	For/Against
Clare Manning	2	For
Oorlagh Chapman	1	For
Steve Mulinganie	3	For
<b>Total</b>	<b>6</b>	<b>For</b>
Transporters Representatives	Voting Count	For/Against
Richard Pomroy (Alternate for Tracey Saunders)	1	For
Sally Hardman	1	For
Richard Loukes (+ Alternate for Andrea Godden)	2	For
Kundai Matiringe (+ Alternate for Brandon Rodrigues)	2	For
<b>Total</b>	<b>6</b>	<b>For</b>

### 2.3. DRR Primes and Subs

David Addison (DA) provided a summary update of the changes as detailed below:

DA explained that the CP was to approve the request to amend the Data Permission Matrix Conditionality Document to allow Provision of Sub-Deduct Meter Point Information including Meter Reading history and Asset information to the Registered User of the Prime Supply Meter Point.

A lengthy general discussion took place, it was agreed various amendments were required and DA confirmed that this approval would be deferred until the January 2023, when the amended Data Permissions Matrix had been updated accordingly.

## 3. Business Plan Updates

### 3.1. BP Updates

DT thanked the Committee members for their feedback to the third draft of the Business Plan (BP) confirmed that the Charging Statement was revised in November to reflect the EPG costs.

OC said this version did not reflect what had been previously agreed and she requested that this was addressed and represented at the January 2023 meeting.

DT stated that all customers were being invited to a discussion session in January on the elements of the changes.

OC also enquired why the various customer consultation responses and Xoserve's replies had not been consolidated within one table, as was the procedure for the previous year.

DT said this was because the customers had requested direct and one to one communication following last year's process. OC disagreed and said the lack of transparency was not helpful or useful and she requested that the table was reinstated. Clare Manning (CM) said that it would be useful to reinstate the table. DT said that he would investigate the table being reinstated for the feedback on the second draft.

**New Action 1202:** Xoserve (DT) to investigate reinstating the customers consultations responses and Xoserve’s responses to the feedback on the second draft a consolidated table as per the process used for 2021.

**4. Class 1 Read Service**

**4.1. Procurement Exercise – Modification 0710**

DA advised Xoserve were now progressing with the procurement process and that all was on track for the implementation on 01 April 2023. He added that he would provide pricing DSC Service Lines updates at a future date.

**5. Monthly Contract Management Report**

**5.1. KPM Update**

Alex Stuart (AS) provided an overview of each KPM area and the Performance measures. The presentation and specific slides can be viewed via: <https://www.gasgovernance.co.uk/dsc-contract/141222>

A brief discussion took place in relation to the relevance of various Performance Indicator’s and AS and AC agreed to discuss these and investigate current suitability and updates would be given at future meetings

**5.2. KPM – Customer Relationship Survey Results October**

Update due January 2023

**5.3. Monthly Contract Management Reports**

AC provided a high-level overview of the Performance Monitoring, Meter Count Report, and the Customer Highlights as detailed below:

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

Third Party and Additional Services Reporting

Reporting Area	Nov-22	Year to date
Additional Services	£2,277.00	£105,255.00
Third Party Services	£0.00	£221,824.49

### Gemini Performance and UK Link Availability

Gemini Service Performance	
Target	Actual
99%	99.20%

UK Link Availability and Performance		
	Target	Actual
Batch Transfer	99%	100%
Service Desk Availability	99%	100%

### Meter Count Report (Sept 2022)

AC explained this table represents how many MPRNs are within each class and the % of how many are classed as being Smart Meters.

Class	MPRN Count	Smart Count	Total	Smart %
1	623	0	623	0.00%
2	631	0	631	0.00%
3	206776	4551279	4758055	95.65%
4	11971807	8279462	20251270	40.88%

### 5.4. Xoserve Incident Summary

Trefor Price (TP) provided an overview of the Incident Summary as below and confirmed that all 9 P2 incidents were dealt with in a timely manner.

System Affected	Priority	Impact	Remedial Actions	KPM Breach	Resolved	Customer Segment Impacted
Gemini	P2	Customers may have experienced intermittent issues when attempting to connect to the Gemini Exit service	Services were automatically restarted, the impacted Nodes 3 and 4 were removed from the load balancer, the hardware was replaced, and the nodes were reintroduced, and service restarted. This was followed by quality assurance checks to ensure no additional impact experienced.	No	Yes	Shippers
UK Link Portal	P2	Distribution Networks were unable to issue emergency gas broadcast messages to consumers informing of emergency gas incidents via the UK Link portal service	A manual workaround was developed to trigger & deliver the required messages A code fix was later developed, tested, and successfully deployed into the production system to restore broadcasting functionality.	No	Yes	DNs
UK Link	P2	Delays were experienced whilst processing multiple files impacting the following critical files (ASN, TMC and BRR).	A workaround was implemented to point outstanding customer files to a different server to allow them to be successfully delivered. Additional Monitoring was introduced to ensure all files were processing in a timely manner to clear the backlog caused by the slow processing	No	Yes	All Customers
UK Link	P2	Following performance degradation, an SAP PO restart was required to restore the critical file process. Whilst the restart was in progress customers were unable to access the UKL Portal and CMS Services.	Files stuck in the email fetcher server were cleared. AMT, SAP PO and email services were restarted. Workaround deployed to deliver FSG files to ISU.	No	Yes	All Customers

System Affected	Priority	Impact	Remedial Actions	KPM Breach	Resolved	Customer Segment Impacted
Gemini	P2	Shippers accessing the Gemini service via their Citrix Access were presented with 'server under maintenance' error throughout the duration of the Incident.	Encryption certificates were due to expire in December, the MS default policy auto renewed within ADFS. The Affected node was isolated, and the site certificate was updated. A manual check and automated alert has been put in place to provide advanced (90 days) notice of any renewal – this is in line with other certificate notifications.	No	Yes	Shippers
UK-Link	P2	Customers were unable to access the UK Link Portal & Legacy CMS services throughout the duration of the restarts	A problematic database was removed from the stack as it had filled all available transaction log space & became unusable. Once appropriate housekeeping had been completed services were restored & introduced successfully.	No	Yes	All Customers
Gemini	P2 3 incidents	On 3 occasions in a 24-hour period, Shippers were unable to access the Gemini Service via Citrix client. The National Grid GNCC access was unaffected, but this may have led to calls to the GNCC from shippers.	While investigating root cause, and to restore service quickly a full restart of services across all Citrix servers was performed.  Root cause was found to be an edge case issue was identified in the Citrix patch that indicated this could occur in some circumstances. The patch was removed, and service was stabilized.	No	Yes	Shippers

Sally Hardman (SH) said there had been considerable downtime with CMS which had impacted her team. TF asked SH to provide dates and times and so he could investigate this issue in more depth.

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

### 5.5. Issue Management Dashboard

Michele Downes (MD) provided an overview of the open issues that were impacting the customers as detailed below:

Issue Area	Issue Summary	Action Being Undertaken	Customers Impacted
Missing Secured Active Messages	- 177 missing SAM's relating to switching activities	- 119 due to a timing issue between CSS & Xoserve servers. IA for each scenario in progress to carry out a prospective registration. - 9 confirmed by DCC as cancelled switches, UKLink updated - 49 under investigation with DCC	Shippers DNs IGTs
Amendment Invoice Defects	- 18 open defects impacting the Amendment invoice	- Profiling carried out monthly to identify impacted MPRNs - Charges for impacted MPRNs are held and not invoiced until the fix is deployed and energy is corrected, where required, prior to the charges being released	Shippers DNs
AQ Defects	- 26 AQ impacting defects as of 2 December 2022	- Profiling to identify impacted MPRNs - AQs are corrected to limit impact on the customer - Communications in place with DN Pricing Managers to ensure FYAQ values are accurate	Shippers DNs
Contact Data	- Consumer Contact data provided by Shippers is not complete when sent in the quarterly portfolio files to IGTs	- Defect raised and is being progressed - Report of the Emergency Contacts held on UKLink issued to IGTs on 2 December	IGTs

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

### 5.6. GRDA Reporting

DA provided an overview of the GRDA Reporting as detailed below:

*Key points to note November 2022:*

- 11 days in November where there was at least one missing GC Message
- 17 days above average volume in month, but below peak; of which 8 had at least 1 missing message
- Free text populated to highlight reason for failed metrics 7.1.1/7.1.3

For full details please refer to the published presentation.

## 6. Information Security Update

Lee Warren (LW) provided an update on the Information Security status and overviewed the NIST Maturity Targets Proposed alteration document.

For full details please refer to the presentation that had been sent to the Joint Office and the CoMC members in confidence prior to the meeting.

SM asked why certain operations were targeted at 3.5 and others higher, should they target be higher for all. LW advised that the process is incremental against individual activities and should lead to an increase in the target each year. However, a benefits test needed to be established to confirm how close to 4 was beneficial.

A general discussion took place around the target number of 4 and if this had been benchmarked within a similar organisation to Xoserve dealing with data and finance. LW agreed to investigate this area for the next meeting.

**New Action 1203:** Xoserve (LW) to carry out a Bench Marking exercise against other external parties (similar market organisations), specifically in relation to the target of level 4, and report back at the January CoMC

## 7. Financial Information

Update due February 2023

## 8. Business Continuity Plan

LW provided an update with regards to the Business Continuity Plan – ‘Business Continuity Special report on ESEC provisions 2022/2023’

For full details please refer to the published presentation.

## 9. Contract Assurance Audit

Update due February 2023

## 10. Key Committee Updates

### 10.1. DSC Change Management Committee

Jane Goodes (JG) provided an overview of the DSC Change Management Committee summary and drew attention to each section and how it was reported following the meeting.

The full DSC Change Committee minutes can be found here:

<https://www.gasgovernance.co.uk/dsc-contract/141222>

### 10.2. REC Impacts to DSC

DA observed that to date the GRDA had identified 186 missing messages, as of 12 December 2022, and the latest incidence of a missing message was 11 December 2022.

Xoserve understood that CSS had applied a fix to resolve missing messages due to ‘Server TimeOut’ issue on Wednesday 07 December 2022, but the GRDA was still observing missing messages after this point.

DA stated the Switching Operator has indicated that these were Registrations that were Registrations that had already been cancelled, so should not require a Registration on the UK Link system. This will be subject to detailed reconciliation between Xoserve and the Switching Operator. DA highlighted a further reconciliation of approximately 50 Registration activities, which could be missed deactivations, that are being assessed with the Switching Operator which had not been identified by the GRDA Reconciliation.

DA noted that Xoserve were still awaiting the reconciliation from the Switching Operator that the CDSP would treat as the Secured Active Notification. Once received Xoserve will use this to effect the Registrations with a prospective effective date. This will mean that there is a discrepancy between the CSS Registration Effective Date and UK Link Registration Effective Date. Once Xoserve have effected the changes on UK Link, Xoserve will provide an assessment of the materiality of the adjustments.

DA outlined that he felt that the Registrations could be updated in UK Link without a UNC Modification (following confirmation by UNCC in November to accept a proxy Secured Active Notification), but in order to apply an estimated Meter Reading for the CSS Registration Effective Date and the application of adjustments, DA anticipated would require a Modification.

DA proposed to progress Registrations as soon as possible (Phase 1) and then consider any components that might require a Modification subsequently (Phase 2). He indicated that once Xoserve have the DCC Reconciliation information, Xoserve would write to the Users to indicate that Xoserve were progressing the Registrations into UK Link. These would have a future effective date, and given the proximity to Christmas, DA expected that this would be early in the New Year, but would be dependent upon receipt of information from the Switching Operator.

DA indicated that the CDSP have proposed to continue with all UK Link processes related to Registrations – e.g., still send all UK Link Communications (e.g., TMC, Opening Meter Readings). This approach had been outlined at ChMC and will be discussed at DSG. Providing no objections are raised we will progress on this basis.

For full details please refer to the published presentation.

### **10.3. Energy Scheme**

*Agenda Place holder only – no discussion required this month.*

## **11. Any Other Business**

### **11.1. CMS Rebuild Update**

Joanne Williams (JW) confirmed that the Duplicates (DUP) and Set to Extinct Process (STE) went live on 12 December 2022. JW explained on the go live day the new user emails were issued from 09:30 to prevent email server disruption. JW noted there had been User Support sessions, which took place daily for the first week where users could dial in and raise any questions they may have.

*Further information can be found below for December's activities.*

- *Xoserve are confirming launch dates for Q1 2023, and an update will be provided in January's ChMC.*
- *Xoserve will provide an update as soon as we know when the relevant REC change is due to be implemented to ensure you have as much notice as possible of the SUT / Modification 0734 process commencing (and the cessation of the current Shipper "TOG" process).*
- *The CMS Rebuild webpages and CMS page have both been updated to reflect the Launch activities, FAQs and training materials – the latter will be completed W/C 5th December <https://www.xoserve.com/products-services/data-products/contact-management-service-cms/cms-rebuild/>*

<https://www.xoserve.com/products-services/data-products/contact-management-service-cms/>

- The Link to the training material is on both pages, however for reference it can be accessed using this link, please note that the training materials will be updated in the week commencing 5th December:  
<https://rise.articulate.com/share/dgQzI3ax38sN6oVrNCenQW1RKMFHStYO#/>
- The CMS Rebuild webpage  
<https://www.xoserve.com/products-services/data-products/contact-management-service-cms/cms-rebuild-product/> contains the link to register for future Customer Focus Groups, please note the agenda for the Focus Groups will be issued 7 days prior to the session

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

## 12. 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	Paper Publication Deadline	Venue	Programme
09:30 Wednesday 18 January 2023	5pm Tuesday 10 January 2023	Microsoft Teams	Standard Agenda
09:30 Wednesday 15 February 2023	5pm Tuesday 07 February 2023	Microsoft Teams	Standard Agenda
09:30 Wednesday 15 March 2023	5pm Tuesday 07 March 2023	Microsoft Teams	Standard Agenda
09:30 Wednesday 19 April 2023	5pm Tuesday 11 April 2023	Microsoft Teams	Standard Agenda
09:30 Wednesday 17 May 2023	5pm Tuesday 09 May 2023	Microsoft Teams	Standard Agenda
09:30 Wednesday 14 June 2023	5pm Tuesday 06 June 2023	Microsoft Teams	Standard Agenda
09:30 Wednesday 19 July 2023	5pm Tuesday 11 July 2023	Microsoft Teams	Standard Agenda
09:30 Wednesday 16 August 2023	5pm Tuesday 08 August 2023	Microsoft Teams	Standard Agenda
09:30 Wednesday 20 September 2023	5pm Tuesday 12 September 2023	Microsoft Teams	Standard Agenda
09:30 Wednesday 18 October 2023	5pm Tuesday 10 October 2023	Microsoft Teams	Standard Agenda
09:30 Wednesday 15 November 2023	5pm Tuesday 07 November 2023	Microsoft Teams	Standard Agenda

09:30 Wednesday 20 December 2023	5pm Tuesday 12 December 2023	Microsoft Teams	Standard Agenda
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**Action Table (as of 14 December 2022)**

Action Ref	Meeting Date	Minute Ref	Action	Owner	Target Date	Status Update
0802	17/08/22	3.1	Xoserve (AC/DT) to discuss including the Efficiency Review Document within the BP23 prior to publication in September.	Xoserve (AC/DT)	September 2022 January 2023	Carried forward
0903	14/09/22	1.7	<i>Bank Holiday Recognition</i> CDSP (DA) to consider a Modification for certain processes to be put in place for Short Notice Bank Holiday announcements.	CDSP (DA)	January 2023	Carried forward
1002	19/10/22	1.6	Xoserve (DD) to provide a timescale of when the invoicing will be included in the DDP Platform and what it will look like.	Xoserve (DD)	January 2023	Carried forward
1003	19/10/22	1.6	Xoserve (AC) to confirm how to access the DDP Priority List and what are the core deliverables,	Xoserve (AC)	November 2022	Closed
1005	19/10/22	4.1	Xoserve (DA) to issue a further communication to help clarify the expected resolution to the cancelled Registration issue so that Shippers could further communicate this within their teams internally.	Xoserve (DA)	November 2022	Closed
1008	19/10/22	4.1	Xoserve (DG) to update the Customer Feedback slide with bullet points against each negative issue to confirm the resolution plan.	Xoserve (DG)	November 2022	Closed
1009	19/10/22	12.2	Xoserve (DA) to provide a Case Study using arrangements for the Gamma Contract pack as to how to review the process landscape (Procurement and SLA's) and how this could apply to other procurement contracts in future	Xoserve (DA)	November 2022	Closed
1010	19/10/22	12.3	All Committee members to provide feedback on the 4 options provided in relation to the Hydrogen Project by <b>02 December 2022</b> to Xoserve. <a href="mailto:box.xoserve.decarbonisation@xoserve.com">box.xoserve.decarbonisation@xoserve.com</a>	ALL	November 2022	Closed
1101	16/11/22	1.6	Xoserve (AC) to create and share a log of changes made to CDSP Documents to include changes to the Charging Statement and advise the CoMC when a new version has been sent to the Joint Office for publishing on their website.	Xoserve (AC)	December 2022	Closed

**Action Table (as of 14 December 2022)**

<b>Action Ref</b>	<b>Meeting Date</b>	<b>Minute Ref</b>	<b>Action</b>	<b>Owner</b>	<b>Target Date</b>	<b>Status Update</b>
1102	16/11/22	1.6	Xoserve (DA) to produce a monthly bulletin of the REC changes and how these are linked to the XRN/Change Proposals.	Xoserve (DA)	January 2023	<b>Carried forward</b>
1103	16/11/22	8.0	Xoserve (LW) to produce a document to summarise the potential issues/mitigations against the rolling Black outs risk.	Xoserve (LW)	December 2022	<b>Closed</b>
1104	16/11/22	10.2	Xoserve (DA) to include a link into the GRDS items to provide detail of the consultations of what has been highlighted regarding the REC Change Pipeline.	Xoserve (DA)	January 2023	<b>Carried forward</b>
1105	16/11/22	11.3	Xoserve to provide communications as reminders of DSc Committee members to DSC Core Customers.	Xoserve	December 2022	<b>Closed</b>
1106	16/11/22	11.3	Joint Office (BF) to investigate making amendments to the Joint Office website to allow for the contact of DSC Committee members.	Joint Office (BF)	December 2022	<b>Closed</b>
1107	16/11/22	11.4	Xoserve (MD) to explain what Xoserve's involvement is when an emergency is called from a process and providing emergency data perspective and the potential actions for Shippers and Suppliers.	Xoserve (MD)	January 2023	<b>Closed</b>
1201	16/12/22	1.6	Xoserve (AC) to update the table provided as part of action 1101 to ensure that it includes the publication dates of all versions of the Annual Charging Statements	Xoserve (AC)	January 2023	<b>Pending</b>
1202	16/12/22	3.1	Xoserve (DT) to investigate reinstating the customers consultations responses and Xoserve's responses into a consolidated table as per the process used for 2021.	Xoserve (DT)	January 2023	<b>Pending</b>
1203	16/12/22	6.0	Xoserve (LW) to carry out a Bench Marking exercise against other external parties (similar market organisations), specifically in relation to the target of level 4 and report back at the January CoMC	Xoserve (LW)	January 2023	<b>Pending</b>