

**UNC DSC Contract Management Committee Minutes**  
**Wednesday 15 February 2023**  
**via Teleconference**

**Attendees**

Bob Fletcher (Chair)	(BF) Joint Office	Non-Voting
Helen Bennett (Secretary)	(HB) Joint Office	Non-Voting

**Shipper User Representatives (Voting)**

Clare Manning	(CM) E. ON	Class A & C Voting
Oorlagh Chapman	(OC) Centrica	Class A Voting
Steve Mulinganie	(SM) SEFE	Class B & C Voting

**Transporter Representatives (Voting)**

Tracey Saunders	(TS) Northern Gas Networks	DNO Voting
Sally Hardman	(SH) Scotia Gas Networks	DNO Voting
Andrea Godden (+ Alternate for Richard Loukes)	(AG) National Grid	NTS Voting
Jenny Rawlinson (+ Alternate for Brandon Rodrigues)	(JR) BU-UK Ltd	IGT Voting

**CDSP Contract Management Representatives (Non-Voting)**

David Addison	(DA) Xoserve
David Turpin	(DT) Xoserve
Jayne McGlone	(JMc) Xoserve

**Observers/Presenters (Non-Voting)**

Angela Clarke	(AC) Xoserve
Cathy Mullis	(CM) E.ON
Deborah Sherlock	(DS) Xoserve
Ellie Rogers	(ER) Xoserve
Guv Dosanjh	(GD) Cadent
Helen Chandler	(HC) Northern Gas Networks
James Rigby	(JRi) Xoserve
Joanne Williams	(JW) Xoserve
Lee Warren	(LW) Xoserve
Michele Downes	(MD) Xoserve
Phil Wood	(PW) Xoserve
Richard Pomroy	(RP) Wales & West Utilities
Steve Deery	(SD) Xoserve

*DSC Contract Management Committee meetings will be quorate where: Committee Representatives of at least two (2) shall be Shipper Representatives and three (3) shall be DNO Representatives, NTS Representatives or IGT Representatives, are present at a meeting who can exercise six (6) 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: <https://www.gasgovernance.co.uk/dsc-contract/150223>*

## 1. Introduction

Bob Fletcher (BF) welcomed all to the meeting, confirming the meeting to be quorate and for the Committee to expect a slight change in the agenda where AOB item 11.2 (*Dispute - Charging Statement for the period 1st April 2022 – 31st March 2023 (Version 2)*) will be considered after consideration of the outstanding actions.

### 1.1. Apologies for absence

Richard Loukes                      NTS Voting  
 Brandon Rodrigues              IGT Voting

### 1.2. Alternates

Andrea Godden for Richard Loukes, NTS Representative  
 Jenny Rawlinson for Brandon Rodrigues, IGT 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	1 A vote 1 C vote
Oorlagh Chapman	Shipper Class A	1 A vote
Steve Mulinganie	Shipper Class B + Class C	2 B votes 1 C vote
<b>Transporter</b>		
Tracey Saunders	DNO	1 vote
Sally Hardman	DNO	1 vote
Andrea Godden (+ Alternate for Richard Loukes)	NTS	2 votes
Jenny Rawlinson (+ Alternate for Brandon Rodrigues)	IGT	2 votes

### 1.4. Approval of Minutes (18 January 2022)

The minutes from the previous meeting were approved.

### 1.5. Approval of Late Papers

Bob Fletcher (BF) noted there were no late papers. The Committee noted a late update to agenda item 5 presentation as notified in the previous meeting.

### 1.6. Review of Outstanding Actions

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

**Update:** James Rigby (JR) confirmed that Business Plan BP23 has now been published and an update will be provided in agenda item 4.0. **Closed**

**Action 1202:** Xoserve (DT) to investigate reinstating the customers consultations responses and Xoserve's responses into a consolidated table as per the process used for 2021.

**Update:** JR advised this has now been uploaded to the specific SharePoint area for BP23. Oorlagh Chapman (OC) noted that there has been no notification issued; Jayne McGlone (JMc) offered to send the document to all DSC Contract Managers. **Closed**

**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.

**Update:** Angela Clarke advised Lee Warren (LW) will provide an update in agenda item 6.0.  
**Closed**

**Action 0101: Outstanding Action 1202** - a) express the Committees concern at the lack of industry engagement by Shipper nominated board directors. b) confirm the process for appointing Shipper nominated director membership of the Xoserve board. c) confirm when the date of the next Shipper Nominations Forum meeting is.

**Update:** DT provided an update and advised he raised an agenda item for discussion at the January Xoserve Board meeting. DT noted that unfortunately there were no Shipper Nominations Committee members in post, and he was seeking views on its establishment . DT clarified that the Shipper Nominations Committee are responsible for appointing Shipper nominated Xoserve Board Directors when required. The Shipper members were originally appointed via the I&C Shippers and Suppliers (ICoSS) Group and Energy UK trade bodies. DT advised that following feedback to the board, an action has been agreed for the Shipper Nominations Forum to take place.

SM suggested, because the Shipper Nominations Forum was never intended be an enduring Forum as it was established to support the FGO process. Perhaps it would be more useful if discussion be bought to the DSC Contract Management Committee, OC supported this suggestion.

JR noted the concerns of Shippers but felt that IGT have an established process for their director nominations and feedback and that any discussions at this Committee should be held after the Committees usual business has concluded so non-Shipper members could be leave.

DT agreed to speak to the Company Secretary to request that they confirm a proposed meeting date. **Carried Forward**

**Action 0102:** DPM v22 - CDSP (ER/DA) will provide a revised view of the DPM and provide options of how best to present changes to the DPM going forward.

**Update:** David Addison (DA) advised there is a lot of work being carried out on the Data Permissions Matrix and will provided an update at the March DSC Contract Committee meeting.  
**Carried Forward**

**Action 0103:** Indicative Class 1 Read Service rates from 01 April 2023 - CDSP (ER) to provide clarification of the sign-on process for the Class 1 Read Service for Users that are not current Users of the service and that CDSP will be reaching out to current Users of the service to seek confirmation that they wish to continue using it.

**Update:** Ellie Rogers (ER) advised an update will be provided in agenda item for class 1. **Closed**

**Action 0104:** *Indicative Class 1 Read Service rates from 01 April 2023* - CDSP (ER) to review and provide confirmation of continuity of service from the current to the new arrangements.

**Update:** Ellie Rogers (ER) advised an update will be provided in agenda item for class 1. **Closed**

**Action 0105:** *Xoserve Incident Summary* - CDSP (PW) to clarify what would constitute a trigger to a KPM breach where the outage time appeared to be significant.

**Update:** Phil Wood (PW) will provide an update in agenda item 5. **Closed**

**Action 0106: Issue Management Dashboard** - Issue Management Dashboard – CDSP (DA) to draft a communication on behalf of the DSC Contract Management Committee to send to REC/DCC which will request priority resolution of the missing messages issue. This draft is to be circulated within 1 week of the meeting.

**Update:** DA advised that whereas he did prepare a draft communication, it did not need to be sent as CDSP received the reconciliation from DCC. There is a further update later in agenda. **Closed**

**Action 0107: Dispute - Charging Statement for the period 1st April 2022 – 31st March 2023 (Version 2)** - CDSP (DT) to respond to the Centrica letter by the 31 January 2023 to allow time for Centrica to review and provide an update to the Contract Management Committee members to review ahead of the next meeting on 15 February 2023.

**Update:** CDSP has responded to the Centrica letter, within the timeframe set. **Closed**

## **Dispute - Charging Statement for the period 1st April 2022 – 31st March 2023 (Version 2)**

DT provided an overview of the response that Xoserve provided to Centrica on 31 January 2023 which all DSC Contract Managers have had sight of.

The Committee had no further comments to make.

BF advised that Centrica have provided a response to Xoserve and invited OC to give the Committee an overview of the Centrica response.

OC noted that the Centrica response provides the rationale, regardless of the process undertaken, that Xoserve have not complied to the rules that are in place as set out in the Budget and Charging Methodology.

OC further stipulated that Centrica are not against rebates at all, but the published rules need to be followed. She said that the rules are clear and Xoserve, in their response, have relied on a GT Licence condition which is removed from the DSC rules, this causes a whole host of problems with the consistency of the rules and their application.

OC further noted that the response from Xoserve is very concerning and is different to what was provided verbally at the last DSC Contract Management Committee meeting as previously there was no reference to licence.

When SM sought clarification that it is the principle that is at stake, that there is a process to be followed that it was Centrica's it was not followed while also noting that the GT Licence has precedence over the procedure. OC confirmed that is correct, and there are rules in place for a reason which should be adhered to.

Jenny Rawlinson (JR) agreed and said the GT Licence is the high-level enabler and then the detail in terms of process should be in the Contract. If there is a need to make it clear, then the Contract needs to be clarified or amended. She added reference to the Licence cannot be made as a defence for not following the contract unless this creates a licence breach.

DT confirmed that the reference to the License in the Xoserve response was pointing the License condition as a reason for the amendments being needed, rather than saying they were using it as replacement to the process. At no point was Xoserve looking to change the costs or the statement of those costs and Xoserve have no intention, going forward, of seeking to make arbitrary decisions without talking to customers first.

DT went on to say, that making a change with full agreement from the impacted constituent for this year, felt appropriate to do, the change has no impacts on any other parties, the intent was certainly not to rely on the licence condition.

When Richard Pomroy (RP) asked Centrica think should have happened, OC advised that due process should have been followed regardless of one customer class being impacted or all customer classes, there is not differential changes highlighted in the process.

RP clarified his understanding that Xoserve should have brought the change to the budget to the Committee and the Committee should have voted on the change. OC confirmed this and said the process is very clear and that was not followed.

SM noted, because Xoserve reference the Licence in their letter, should there now be a test to check whether the process was followed?

OC highlighted that in the letter Xoserve says 'the change was driven by the GTs licence condition', which does not seem to be consistent with what is being said in this discussion.

Tracey Saunders (TS) commented that the reference about the Licence condition was more about not needing the investment. She said that with this disagreement and whether there is only one impacted party involved or not, the end result to the earmarked area of the budget would have been the same. OC mentioned the timescales would have been different.

TS suggested the two parties could agree to disagree and moving forward Xoserve agree, in all instances, to bring proposed amendments for awareness to the Contract Committee.

BF explained that the Committee are here to consider the Dispute and agree if there are actions it would want to place on Xoserve, the Committee then has to provide a report to the disputing party (Centrica). That then is the end of the involvement of the Committee.

When asking what the disputing party is seeking to address, JR noted that the Committee wants to ensure this issue does not happen again and any ambiguity in the process is removed. Making it very clear in the process so there is no misinterpretation is also a necessity.

When SM asked if there is ambiguity in the wording in the rules, the Committee reviewed the Budget and Charging Methodology paragraphs 4.9.1 and 4.9.2 and noted the following:

*4.9.1 This paragraph 4.9 applies if at any time following the finalisation of the CDSP Budget for the Charging Year:*

*(a) it appears to the CDSP that:*

- (i) it will, during the Charging Year, incur Costs which were not included in the CDSP Budget;*
- (ii) as a result, it will or is likely at any time within the CDSP Year to be unable to pay its Costs as they fall due for payment (financial deficit); and*
- (iii) it is not feasible to resolve the financial deficit by rescheduling activities so as to defer or avoid the incidence of Costs without failing or risking failure to meet any of its obligations or responsibilities under the DSC or any TPS Agreement; or*

*(b) it appears to the CDSP that:*

- (i) it will not incur Costs during the Charging Year which were included in the CDSP Budget; and*
- (ii) the amount of such Costs (in aggregate, and net of any increase in other Costs) exceeds 15% of the total Costs in the CDSP Budget (or such other threshold as the Committee may agree).*

*4.9.2 Where paragraph 4.9.1(a) applies:*

*(a) the CDSP shall promptly inform the Committee of the situation and discuss with the Committee any measures (including any rescheduling of activities under the Service Change Procedures or in respect of any infrastructure development) which may avoid or mitigate the financial deficit without any material impact on the provision by the CDSP of Services;*

*(b) unless the financial deficit can be avoided by measures approved by the Committee under paragraph (a), the CDSP Budget shall be amended to include such additional Costs, as follows;*

*(c) the CDSP shall prepare and send to each Customer and the Committee:*

- (i) a draft of the amended CDSP Budget (and if appropriate an amendment of the Statement of Planning Principles) which will address the financial deficit; and*
- (ii) a proposed timetable for review and finalisation of the Budget Amendment;*

*(d) steps equivalent to those in paragraph 4.7.3 shall apply in relation to the Budget Amendment on the basis of such timetable (as it may be revised by agreement between the CDSP and the Committee); and*

*(e) paragraph 4.10 shall apply.*

JMc explained, if any of the tests in 4.9.1 are met then the rules under 4.10 are followed.

JMc noted that Xoserve do not believe any of the tests in 4.9.1 were met and noted that if the impact was all parties, it would have been a very different scenario.

Committee observations:

- OC noted that there is no caveat for just one customer class.
- SM suggested that the 15% quoted in reference 4.9.1 b (ii) is a high %.
  - JMc noted the value in this instance was significantly lower than 15%.

- JMc noted that Xoserve believe they remained compliant with the rules because the value was lower than 15% and that at no point were Xoserve disingenuous because the tests set out in 4.9.1 b) were not met.
- OC said that Xoserve could have discussed with the Committee as they had in a previous example and they could have decided if the process has been followed.
- Xoserve confirmed that National Grid were fully aware; Xoserve had communications with the party that was affected and that going forward Xoserve will increase transparency so that all parties are fully aware and not just the affected party.
- Andrea Godden (AG) confirmed those discussions did take place and they supported the action to amend the budget, although they could also see the potential concerns due to the process ambiguity.
- The Committee agreed that every change to the budget regardless of its impact to one or more constituents, the communication process should be consistently followed.
- It was acknowledged that the wording in these paragraphs may need to be changed to remove any ambiguity.
- RP agreed that it would have been desirable and more transparent to bring the case to the Committee, but, looking at the rules, it appears Xoserve had discretion which was exercised.
- The Committee debated that there needs to be a trigger in the rules that says if there is a deviation from budget, Xoserve have to go through a process to engage with the Committee and revise the charges accordingly.
- A further additional clause was suggested: 'regardless of whether the triggers are met, at any point in the year, regardless of one constituent or multiple, it has to go through the Committee for approval'.

This concluded the review of the Budget and Charging Methodology paragraphs 4.9.1 and 4.9.2.

BF noted that the Committee should start to see the Xoserve actions being undertaken before a report is sent to Centrica, then the recommendations are for Centrica and CDSP to consider.

It was confirmed that a UNC Modification may not be needed to amend the Budget and Charging Methodology and that the first draft will be submitted to the Committee for review. Once the Budget and Charging Methodology has been updated a protracted consultation period of 60 days would follow. OC on behalf of Centrica confirmed she is happy to defer further discussion until next meeting in March 2023.

**New Action 0201:** Xoserve (JMc/DT) to review the Budget and Charging Methodology rules (4.9.1 and 4.9.2) and bring back draft wording to the Committee to review.

This concluded the discussion until the next meeting due to be held on 15 March 2023.

## 2. Approvals

No items for approval.

## 3. Business Plan Updates

### 3.1. BP Updates

James Rigby (JRi) introduced himself and advised he is now the Business Plan Manager and as such will be providing updates for this agenda item going forward.

In terms of Business Plan updates, JRi advised that the Centrica Appeal to Business Plan 2022/23 is still outstanding with Ofgem and an objection has been received for Business Plan 2023/24.

DT advised there are three items listed in the objection, two of which could have impacts on future Business Plans:

1. How rebates are dealt with.

2. CMS, offered as a service.
3. Ongoing efficiency requirement.

It was noted that an objection to the business plan had been received which allows a party to submit an appeal.

Once the Appeal is raised, (the deadline is 28 February), the CDSP then have 10 business days to provide a response to the Appeal to Ofgem. The Committee is required to meet with the CDSP during the 10 business days window to provide their views on the appeal to the CDSP and this is facilitated by arranging an extraordinary meeting.

It was suggested the Committee can meet prior to the March DSC Change Management Committee from 9:00-10:30 and move the DSC Change Management Committee meeting back by half an hour to start at 10:30am.

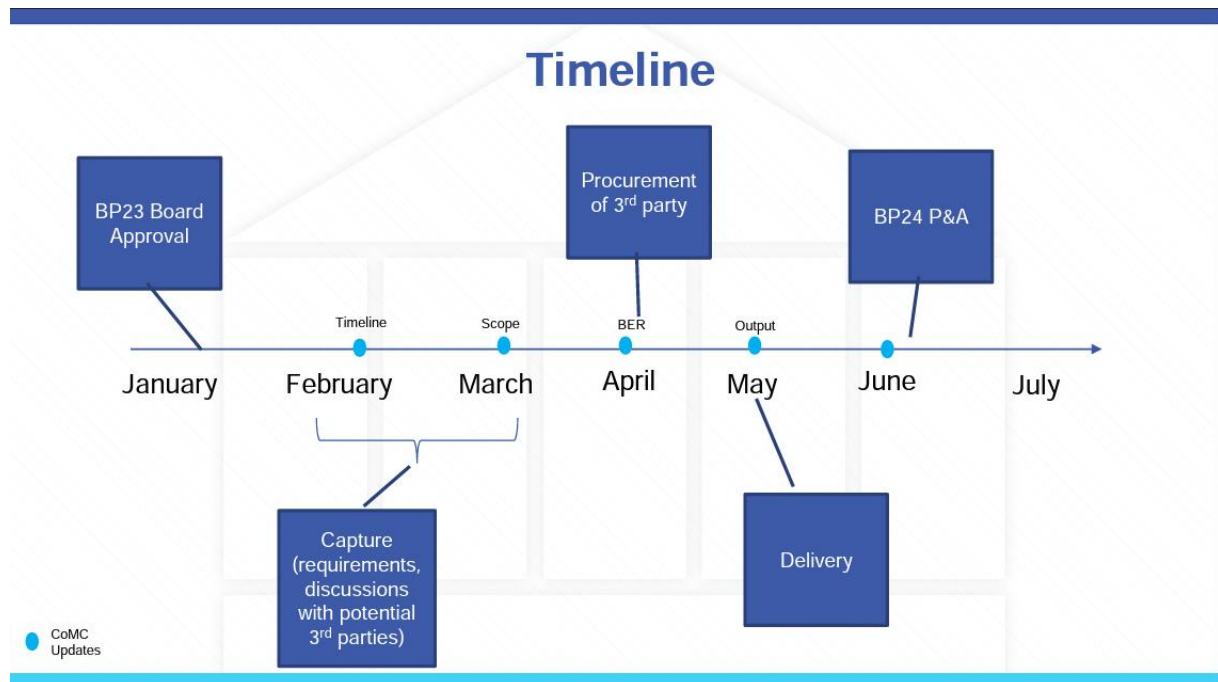
### 3.2. Efficiency Review 2023 update

JRi provided an update on the Efficiency Review Work Group held on 01 February 2023 which was a well-attended event with representatives from all DSC constituencies.

JRi noted the key objectives for a 2023 review exercise which the Work Group attendees broadly agreed with:

- Assurance that CDSP services remain efficient.
- DSC-funded aspects of the CDSP budget in scope.
- Activity should be appropriately sized and become a periodic (annual) repeatable exercise.
- 2023 activity should conclude before BP24 is presented.

JRi showed a high-level view of the Timeline:



JRi explained that the Principles and Approach Document for BP24 is published at the end of June, and for the review to have taken place before that deadline, a full procurement exercise (which takes an average of 12 weeks to complete) would not be possible.

Therefore, JRi asked the Committee for their views on the approach that should be taken to procure a 3<sup>rd</sup> Party to undertake the Efficiency Review:

1. Follow a full procurement route, or
2. Initiate discussions with a known third-party.

- SM asked what the timeline would look like with a full procurement period, and JRi advised it would move the delivery of a 3<sup>rd</sup> party report out by two months.
- OC asked if the third-party would be a proven participant/respected person in the market?
  - JRi confirmed it would be a recognised body that is experienced in this field
- SM noted, in principle, if the procurement is not formally done, inevitably there will come a point where somebody will say full procurement was not followed. He suggested the most open and transparent way forward, although it would take longer, would be to follow normal procurement process.
- AG said it would be good to understand the scope that Xoserve are marketing for; maybe request an expression of interest and what the assessment criteria will be.
- JRi confirmed he is happy to take the full procurement approach the scope of which will be presented at the March 2023 Contract Management Committee.
- JRi asked the Committee whether the approval of drawdown funds should take place, SM and OC stated that both the DSC Change and Contract Management Committee should be consulted, as per the normal DSC change process, but that the Contract Management Committee is best placed to make commercial decisions.
- SM asked whether there would be the opportunity for the Committee to nominate representation in the selection process of a 3<sup>rd</sup> Party. JRi confirmed that in principle there would be no reason why not, given a similar approach has been taken with other procurement activity. AG noted that she would like to be involved

#### **4. Class 1 Read Service**

##### **4.1. Procurement Exercise**

ER provided an update on the procurement exercise and advised the Contract has been signed and a communication is being issued to DSC Contract Managers to confirm the appointment. The new Contract will go-live 01 April 2023.

ER confirmed, for the additional services under the Class 1 Read Service, the Xoserve Project Team are writing out to parties that utilise additional services to see if they want them to continue.

##### **Next Steps**

Approval for the supporting documents will be sought at the March 2023 Contract Management Committee.

##### **4.2. Mod 710 IGT148 Updated Service Lines XRN5379**

ER introduced the Modification 0710 Service Line Updates which shows new service lines; amended existing service lines and existing service lines that will be removed.

This information is published and can be viewed here: [www.gasgovernance.co.uk/dsc-contract/150223](http://www.gasgovernance.co.uk/dsc-contract/150223).

#### **5. Monthly Contract Management Report**

##### **5.1. KPM Update**

James Hallam Jones (JJ) provided an overview of each KPM area (KPM04; KPM06; KPM07; KPM13) and the Performance measures. The presentation and specific slides can be viewed via: <https://www.gasgovernance.co.uk/dsc-contract/150223>.

JJ advised that 16 Performance Indicators were achieved and 2 failed.

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

This agenda item update is due April 2023.



### 5.3. Monthly Contract Management Reports

AC provided a high-level overview of the Comms Highlights; 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	Jan-23	Year to date
Additional Services	£1265.08	£108,404.08
Third Party Services	£470,99.42	£282,492.47

#### Gemini Performance and UK Link Availability

Gemini Service Performance	
Target	Actual
99%	99.93%

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

#### Meter Count Report (January 2023)

AC explained this table represents how many MPRNs are within each class and the % of how many are classed as being Smart Meters. Overall, 52% of the entire Meter Portfolio is Smart.

Class	MPRN Count	Smart Count	Total	Smart %
1	621	0	621	0.00%
2	646	0	646	0.00%
3	201151	4564489	4765640	95.78%
4	11789975	8474917	20264894	41.82%

### 5.4. Xoserve Incident Summary

Phil Wood (PW) provided an overview of the Incident Summary and advised that during January 2023 three P2 incidents occurred, all were resolved.

SM noted with regards to the SwitchStream P2 incident, SEFE Energy Ltd were impacted and lost customers they should not have lost due to this incident and asked for assurance that this issue will not reoccur.

PW advised that the fix that has been deployed has remained stable and daily checks are showing there has been no loss of service or repeat of the previous issue.

Michele Downes (MD) advised the latest update is that an enduring fix has been implemented and Xoserve will continue to monitor this daily.

**Action 0105 Update:** CDSP (PW) to clarify what would constitute a trigger to a KPM breach where the outage time appeared to be significant.

PW provided the following view that shows the Gemini Service available minutes for December of 44,460 of which the outage for KPM20 used up 354. This shows the trigger point where the KPM might be breached as requested.

Action Update 0105 – KPM 20 Gemini Service Availability					
		To achieve 100% availability	To achieve KPM Target of 99%	Actual mins in December	Actual (%) vs target in Dec
Available minutes in December	44,460				
Minutes allocated for maintenance activities	2,100				
Maximum available minutes for December	42,360				
		42,360	41,935		
Outage downtime in December in minutes	354				
Actual available minutes for December				42,006	99.17%

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

### 5.5. Issue Management Dashboard

Michele Downes provided an overview of the open issues that are impacting Distribution Network Operators; Shippers and IGTs. Within the update MD provided up to date reconciliation pertaining to the following areas:

- Missing Secured Active Messages (SAMs)
- AQ Defects
- Amendment Invoice Defects
- SwitchStream Service

For full and detailed information please see the published presentation.

### 5.6. GRDA (Gas Retail Data Agent) Reporting

DA provided an overview of the GRDA Reporting which showed the availability of the CSS gateway fell to 9971 on 25 January 2023 which is an SLA fail.

For full details please refer to the published presentation.

## 6. Information Security Update

Lee Warren (LW) provided a brief overview of the confidential ‘Information Security Update’, during which there were no adverse comments forthcoming from those parties in attendance at the meeting.

It was agreed that in future the update would be presented as a dashboard with all relevant backing information provided for information

## **7. Financial Information**

James Madge (JM) provided a brief overview of the confidential 'Q3 CoMC Finance Report FY22/23', during which there were no adverse comments forthcoming from those parties in attendance at the meeting.

## **8. Business Continuity Plan**

LW provided a brief overview of the confidential '*Business Continuity Plan*', during which there were no adverse comments forthcoming from those parties in attendance at the meeting.

It was agreed that the open action for Covid 19 can now be closed.

## **9. Contract Assurance Audit**

Hannah Hassanjee (HH) provided a brief overview of the confidential '*Contract Assurance Audit*', during which there were no adverse comments forthcoming from those parties in attendance at the meeting.

## **10. Key Committee Updates**

### **10.1. DSC Change Management Committee**

Rachel Taggart (RT) 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/180123>

### **10.2. REC Updates to DSC**

DA provided an overview of the REC update summary which included Xoserve's view on the REC Change Pipeline – in progress on Slides 8-10.

DA expressed his concern at the volume of REC change issues and associated potential process delays and will further update the Committee in March 2023.

DA noted Modification 0836 - Resolution of Missing Messages following Central Switching Service implementation and integration with REC Change R0067, has been raised and was submitted to UNC Modification Panel on 16 February 2023. The first Workgroup meeting will be held within the Distribution Workgroup on 23 February 2023.

For full details please refer to the published presentation.

### **10.3. Energy Scheme**

DT clarified that at the moment there is nothing to report for this Agenda item.

### **10.4. ODCC (Open Data and Consumer Consent)**

DA will provide an update at the March 2023 DSC Contract Management Committee.

## **11. Any Other Business**

### **11.1. CMS Update**

Joanne Williams (JW) provided a brief update advising:

- XRN5556.d containing the Isolations (ISO) and Dead to Lives (DTL) processes are targeting a launch date of 24 April 2023.

- The CMS Team had some additional clarifications from the Customer Focus Group session in January 2023 which resulted in some minor changes being added into the change packs. These will be issued for approval at the March 2023 DSC Change Management Committee.
- The following processes are still being assessed for delivery dates:
  - RFA and CDQ
  - Must Reads Modification (IGT159 XRN5605) delivery date
  - MOD0811S -Shipper Agreed Read Exceptions process (XRN5604) requirements

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

### 11.2. Customer Satisfaction Survey

AC advised the Customer Satisfaction Survey closes 24 February 2023 and that a formal communication has been issued.

### 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
10:00 Wednesday 15 March 2023	5pm Tuesday 07 March 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 19 April 2023	5pm Tuesday 11 April 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 17 May 2023	5pm Tuesday 09 May 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 14 June 2023	5pm Tuesday 06 June 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 19 July 2023	5pm Tuesday 11 July 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 16 August 2023	5pm Tuesday 08 August 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 20 September 2023	5pm Tuesday 12 September 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 18 October 2023	5pm Tuesday 10 October 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 15 November 2023	5pm Tuesday 07 November 2023	Microsoft Teams	Standard Agenda

**Action Table (as of 15 February 2023)**

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	<b>Closed</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>Closed</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>Closed</b>
0101	18/01/23	1.6	<i>Outstanding Action 1202:</i> a) express the Committees concern at the lack of industry engagement by Shipper nominated board directors b) confirm the process for appointing Shipper nominated director membership of the Xoserve board.	CDSP (DT)	February 2023	<b>Carried Forward</b>
0102	18/01/23	2.4	<i>DPM v22</i> CDSP (ER/DA) will provide a revised view of the DPM and provide options of how best to present changes to the DPM going forward.	CDSP (ER/DA)	February 2023	<b>Carried Forward</b>
0103	18/01/23	4.1	<i>Indicative Class 1 Read Service rates from 01 April 2023</i> CDSP (ER) to provide clarification of the sign-on process for the Class 1 Read Service for Users that are not current Users of the service and that CDSP will be reaching out to current Users of the service to seek confirmation that they wish to continue using it.	CDSP (ER)	February 2023	<b>Closed</b>
0104	18/01/23	4.1	<i>Indicative Class 1 Read Service rates from 01 April 2023</i> CDSP (ER) to review and provide confirmation of continuity of service from the current to the new arrangements.	CDSP (ER)	February 2023	<b>Closed</b>
0105	18/01/23	5.4	<i>Xoserve Incident Summary</i> CDSP (PW) to clarify what would constitute a trigger to a KPM breach where the outage time appeared to be significant.	CDSP (PW)	February 2023	<b>Closed</b>
0106	18/01/23	5.5	<i>Issue Management Dashboard</i>	CDSP (DA)	February 2023	<b>Closed</b>

			Issue Management Dashboard – CDSP (DA) to draft a communication on behalf of the DSC Contract Management Committee to send to REC/DCC which will request priority resolution of the missing messages issue. This draft is to be circulated within 1 week of the meeting.			
0107	18/01/23	11.3	<i>Dispute - Charging Statement for the period 1st April 2022 – 31st March 2023 (Version 2)</i> CDSP (DT) to respond to the Centrica letter by the 31 January 2023 to allow time for Centrica to review and provide an update to the Contract Management Committee members to review ahead of the next meeting on 15 February 2023	CDSP (DT)	February 2023	<b>Closed</b>
0201	14/02/23		<i>Dispute - Charging Statement for the period 1st April 2022 – 31st March 2023 (Version 2)</i> Xoserve (JMc/DT) to review the Budget and Charging Methodology rules (4.9.1 and 4.9.2) and bring back draft wording to the Committee to review	Xoserve (JMc/DT)	March 2023	<b>Pending</b>