

**UNC DSC Contract Management Committee Minutes**  
**Wednesday 16 November 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>			
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 Rodrigues	(BR)	ESP	IGT Voting
Kundai Matiringe	(KM)	BU-UK UK	IGT Voting
<b>CDSP Contract Management Representatives (Non-Voting)</b>			
David Addison	(DA)	Xoserve	
David Turpin	(DT)	Xoserve	
Jayne McGlone	(JMc)	Xoserve	
<b>Observers/Presenters (Non-Voting)</b>			
Angela Clarke	(AC)	Xoserve	
Claire Hachem	(CH)	Xoserve	
Deborah Sherlock	(DS)	Xoserve	
Hannah Hassanjee	(HH)	Xoserve	
James Madge	(JM)	Xoserve	
Joanne Williams	(JW)	Correla	
Lee Warren	(LW)	Xoserve	
Michele Downes	(MD)	Correla	
Paul Orsler	(PO)	Xoserve	
Phil Wood	(PW)	Correla	
Richard Pomroy	(RP)	Wales & West Utilities	
Alex Stuart	(AS)	Correla	
Steve Deery	(SD)	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>			

*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/161122>*

## 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
<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>		
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 (19 October 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

**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) confirmed that the meeting with Richard Pomroy (RP) and Steve Mulinganie (SM) had now taken place and if the Memorandum of Understanding was the correct approach. Xoserve were now holding discussions with RECCo to agree the way forward and this action could now be closed. **Closed.**

**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. Oorlagh Chapman (OC) requested the action wording was amended slightly regarding the 'prior to publication' aspect. 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:** D Addison (DA) said that he was still investigating any potential impacts, and he reiterated that Sally Hardman (SH), SGN were happy to raise a new Modification if that was a requirement. DA requested this action was carried forward. **Carried forward.**

**Action 1001:** Xoserve (DT) to republish the Revised Charging Statement (as per previously noted in original Action 0502) and confirm its publication to members.

**Update:** DT confirmed the Revised Charging Statement was published on 16 November 2022. OC asked if there was a Charging Statement Change Log that monitored the various changes and asked how these were communicated. DT confirmed that Xoserve would produce this document and then send a communication about these changes. The action was then closed. **Closed.**

**New 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

**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 December 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 that she had spoken to David Newman who was unable to attend the meeting but he would provide her with a Roadmap.

Post meeting update: This was circulated to CoMC members on 21/11/2022 AC requested this action was carried forward to the December meeting, as she had not had the opportunity to discuss this topic with David Newman. **Carried forward**

**Action 1004:** Xoserve (DA) write to DNOs to inform them of this issue given the DN obligations in respect of the GRDA performing its function.

**Update:** DA confirmed that a communication had been sent to the DNOs on 21 October 2022 and so this action could be 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 carried forward until December, although confirmed the communication was being circulated on 16 November 2022. **Carried forward**

**Action 1006:** Xoserve (DA) to produce a process to identify the key decisions made by the DSC Change Management Committee and the DSC Contract Management Committee.

**Update:** DA said this action could be closed as this item was addressed within Action 1007 below. **Closed.**

**Action 1007:** Xoserve (DA) will liaise with the Xoserve Change Team to discuss whether the accountability/ownership could be a conversation as part of the Modification 0710 development and give view of the costing model. DA will feedback at the November CoMC.

**Update:** DA provided an overview of the Visibility of the Charging Principle as below:

#### Visibility of Charging Principle

- *Discussions at the last CoMC regarding the visibility of Charging Principles for DSC Changes*
- *As part of DSC Change Proposals, Proposers can suggest the proposed Charging Methodology for delivery of DSC Change*
  - *Often not completed by the Proposer*
  - *Changes are often raised by the CDSP*
- *CDSP will often highlight the proposed Charging Methodology as part of the initial Change being presented to ChMC*
  - *However, this is sometimes only used to define the voting parties – and is sometimes not explicit*
  - *This should be separated to agree:*

- Funding for Development AND Ongoing Costs
- Impacted Parties

- Proposal that the 'impacted' DSC Service Area is highlighted as early as possible during the change lifecycle

DSC Budget and Charging Methodology defines Service Areas – which in turn defines the split of Charges

- As part of the UNC Modification process, Central Service impacts are defined in the Workgroup report, it is suggested to include the proposed Service Area IF this has been discussed in the Workgroup as this will help UNC Parties assess the Modification costs

Will need to consider:

- development and
- on-going costs

Suggest that this does not require a formal template change, and can be inserted into Section 6 Potential to show Service Area in ROM

No	Service Areas	Shipper Users	Customer Classes			
			Transporters			
			National Grid NTS	Distribution		Independent Gas Transporters
DN Operators and Independent Gas Transporters	DN Operators					
1	Manage Shipper Transfers	100%	-	-	-	-
2	Monthly AQ Processes	100%	-	-	-	-
3	Manage updates to customer portfolio	90%	-	-	10%	-
4	Meter Read/Asset processing	33%	-	-	67%	-
5	Demand Estimation	50%	-	-	50%	-

**6 Impacts & Other Considerations**

**Central Systems Impacts**

Changes to UNC

The ChMC Templates already include the proposed Service Area for visibility – right from the point that they are presented prior to Capture ...

This often has had 'TBC' populated, from November 2022 will now always be populated and ChMC will be asked to vote on this basis: Example

### XRN5567 – Implementation of Resend Functionality for Mess CSS to GRDA (REC CP R0067)

Customer Class	Voting Party?
Shipper	X
Distribution Network Operators (DNOs)	X
National Grid Transmission	
IGT's	X
Other - Suppliers, and other recipients of messages from CSS	X

**DSC Service Area:** Service Area 1

**Change Description**

The REC Change Proposal R0067 summarises the solution to the issue of late gate closure. Change Proposal R0067 aims to introduce refresh, or resend functionality will be made available to the central CSS ensure high impact incidents, such as late gate closure are resolved. The intention is to progress a future REC Change Proposal to encompass all messages and make the functionality available to all which interface with CSS, such as Suppliers. The scope of the change currently includes a total of four messages, two are deemed high priority for inclusion and the remaining two are deemed low priority. A Preliminary Impact Assessment will be required to confirm the cost-efficient scope.

REC Changes

Xoserve are proposing to provide visibility of the REC Change Pipeline to the ChMC

Xoserve propose to share the same information to the CoMC which allows CoMC to ask questions related to this ... this will show the expected Service impacted:

GES – will be REC funded

GRDS – will be DSC funded – expected primarily to be Service Area 1 (100% Shipper funded)

CDSP Further Services – will be Third Party Service (so paid for by beneficiary – typically RECCo)

REC Change Pipeline – In progress (Require CDSP Assessment/Action)					
Title	Description	Service Impacted	XRN	Status	Next Action date
<a href="#">R0067</a>	Introduction of CSS refresh functionality	GRDS	<a href="#">XRN 5567</a>	Scoping Test requirements	02/11/2022 – Weekly Review Meeting
<a href="#">R0070</a>	Provision of Enduring Test Environments	GES	N/A	Detailed IA awaiting approval	01/11/2022 – REC Change Panel
<a href="#">R0074</a>	Release of Community View Data Items to MEMs in GES	GES	N/A	Awaiting detailed IA	19/11/2022 – Detailed IA triggered

With regards to the REC Changes, DA agreed to produce a monthly bulletin of these changes to show how these are linked to the XRNs.

**New Action 1102:** Xoserve (DA) to produce a monthly bulletin of the REC changes and how these are linked to the XRNs/Change Proposals.

A lengthy general discussion took place regarding the potential split of costs if a Modification was proposed, and the solution was seen favourably, but there were some disputes in relation to the funding split.

Committee members noted that Xoserve would need to be explicit in relation to the funding costs and that these be reflected in the Workgroup discussions during the Modification development, and this needed to encompass the appropriate governance to ensure all Committee members were clear about exactly what they were asked to vote on.

BF stated that this area is fundamental to the process established during FGO and should move hand in hand with the UNC Modification process, from a funding perspective to ensure the DSC Committee is informed of the approach set out in the Modification process, detailed design, and service line costs from an apportionment perspective. OC noted that the service line costs needed to be more detailed and state which area they were assigned to.

Tracey Saunders (TS) proposed this seemed to be reverting to the User Pays pre-Nexus process. BF noted that if the costs had been recorded within a Rough Order of Magnitude (ROM) then this would be assessed by the DSC Committee as part of the normal process. DA noted that a ROM does provide visibility of the costs and that the ROM costs do get included with the Change Proposal, which always reverts to the CDSP Charging Methodology.

BF advised that a Modification Workgroup would need to interact with the DSC Change Management Committee, as a Workgroup could not approve anything, in its own right. BF added that if more information was available earlier in the process, this would be beneficial and could avoid the risk of delaying the Modification.

This action was then closed: **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 requested that this action was carried forward and noted that she should have the required documentation to circulate shortly.

**Post Meeting Update:** An updated version of the Customer Feedback slide was circulated to CoMC members on 21/11/2022 **Carried forward.**

**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:** JMc said she appreciated the service levels in Gamma were not that good. JMc noted that for the 2023 audit the focus was going to be on the procurement and service levels of all the third party provided services, to ensure they were fit for purpose.

JMc advised that no case study would be produced, however the arrangements would be monitored and fed back. It was agreed that this action should be carried forward as Kirsty Dudley (KD) had raised this action and was not present to confirm it could be closed. JMC agreed to contact KD direct on this matter. **Carried forward**

**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:** BF noted the action should be carried forward as the end date was not until 02 December 2022. **Carried forward**

**Action 1011:** Xoserve (DA) to investigate the Reason Code 02- Change in Consumer Plant - (851 – Monthly Charge, 997- Annual Charge) and discuss with the PAC the recent use of this particular code.

**Update:** DA confirmed that this topic had now been discussed at the PAC and so the action could now be closed. **Closed**

**Action 1012:** Xoserve (DA) and SEFE Energy (SM) to create a plain English explanation to be shared with customers.

**Update:** DA advised this was discussed at PAC, the conclusion of the PAC discussions were that the process for setting AQs for new connections on Distribution Networks needed to be considered in either a UNC Modification or Request Workgroup. This action was then closed. **Closed.**

**Action 1013:** Xoserve (DA) to investigate where any files will need to change as a result of the revised categories.

**Update:** DA noted that investigations had now taken place and the Change Pack had been issued stating the impacts on the file formats and the resolution. The action was then closed. **Closed.**

## 2. Approvals

### 2.1. XRN5581 Changes to SDT v26

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

*The Service lines below have been updated to add clarity following an internal review and in consultation with the relevant Customer Group via industry meetings*

Service ref	Service Requirement Description	Service Requirement Output	Corresponding UNC Requirement
ASGT-CS-SA10-07	Notification to the Transporter where the CDSP believes a User is not undertaking its Code obligations for the calculation of consumption in conjunction with the validation of meter readings	Send-Notify Transporter notice including of relevant information	TPD Section M 4.2.4618

Service ref	Service Requirement Description	Time for Delivery of Service Requirements	How Service Requirement Delivered
DS-CS-SA3-29	NDM Offtake rate increase	As soon as reasonably practicable-Five (5) business days prior to the rate increase effective date	Conventional notice Code Communication

The following service line has been created as a result of the introduction of urgent Modification 0822 - Reform of Gas Demand Side Response (DSR) Arrangements, which was implemented on 17 October 2022. Approval is sought for the introduction of the proposed new line to support it

Service ref	Service Requirement Description	Service Requirement Trigger	Service Requirement Output
ASGT-CS-SA8-43	To invoice relevant Shipper Users on behalf of National Grid NTS in relation to DSR Option Payments and Penalties.	Upon notification from National Grid NTS of the relevant Option Payments and Penalties.	The specified Option Payment and Penalty amounts being invoiced to the relevant Shipper Users.

For full details please refer to the published presentation.

All Committee members were asked to support the changes to Data Services Contract v26.

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
Tracey Saunders	1	For
Sally Hardman	1	For
Richard Loukes + Alternate for Andrea Godden	2	For
Brandon Rodrigues	1	For
Kundai Matiringe	1	For
<b>Total</b>	<b>6</b>	<b>For</b>

### 3. Business Plan Updates

#### 3.1. BP Updates

DT thanked the Committee members for their feedback to the first draft of the Business Plan (BP) and for their participation in the webinars.

DT confirmed the second BP draft would be published on 17 November 2022 and noted the key changes were in relation to the EPG scheme, which is due to cease in March 2023, when the initial payments will cease from that point.

DT advised there would then be a 14-month reconciliation process and that the costs would be reflected in the reduction of the scope and resources for 2023.

DT confirmed that Xoserve were running another webinar on 25 November 2022 to explain all the changes and to overview the not confidential responses.

### 4. Class 1 Read Service

#### 4.1. Procurement Exercise – Modification 0710

DA advised Xoserve were now progressing with the preferred bidder process and that all was on track for the implementation on 01 April 2023.

### 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/161122>

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

There was no discussion on this topic at this meeting.

#### 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	Oct-22	Year to date
Additional Services	£6,409.00	£102,948.00
Third Party Services	£11,617.36	£221,824.49

### Gemini Performance and UK Link Availability

Gemini Service Performance	
Target	Actual
99%	100%

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	619	0	619	0.00%
2	562	0	562	0.00%
3	204698	4631599	4836297	95.77%
4	12212869	7921934	20134804	39.34%

### 5.4. Xoserve Incident Summary

Trefor Price (TP) and Phil Wood (PW) provided an overview of the Incident Summary as below and confirmed that all 3 P2 incidents were dealt with in a timely manner.

System Affected	Priority	Impact	Remedial Actions	KPM Breach	Resolved	Customer Segment Impacted
GES API	P2	During the peak of service (12:30-17:00) customer requests for data on the address search function for the Switching API Services were not fulfilled.	Performance self-stabilised when switching gate closed Code was further optimized to prevent future performance issues	No	Yes	Shippers
GES API	P2	GES API services were degraded between 8:58 and 9:38. During this time customers experienced a slower response time when actioning an address search query. Between 9:38 and 9:56 the service became unavailable, customers using the GES service between this time experienced a 401-error response error message.	Immediate action was taken to revert the change, restoring full functionality across the affected GES API. Amendments have now been made to internal software code & processes to avoid reoccurrence. Any changes made to reporting will follow the formal operational change & control route.	No	Yes	Shippers
BW	P2	No significant customer impact.  A small number of reports for Distribution Networks (DN) were delivered later than normal, but all well ahead of SLA.	A backup of the file system was taken to release space; unfortunately, this was unsuccessful. Replication was broken between primary and DR nodes File catch-up activities were performed ensuring no impact to the file processing KPM's.	No	Yes	No impact

Ref.	What happened?	Why did it happen?	What do we understand our customers experienced?	What did we do to resolve the issue?	Incident Date	Resolved Date
INC0281993	Customers experienced slow response when using the Supply Point Switching API under the Gas Enquiry Service. (GES)	Due to inefficient code in the address search query, alongside an increase in traffic, API performance issues started to affect the customer experience.	During the peak of service (12:30-17:00) customer requests for data on the address search function for the Switching API Services were not fulfilled.	While the issue was being investigated the switching gate closed and performance self stabilised to within expected levels. No action was taken to restore service. Root cause investigation identified inefficiencies within the existing code for the search query. A change to the code was developed, tested and successfully deployed to ensure the query ran efficiently. Service was restored within the day, with an enduring fix deployed on the 10 <sup>th</sup> October.	3 <sup>rd</sup> Oct	3 <sup>rd</sup> Oct
INC0284890	Correlia monitoring checks highlighted availability issues on the GES supply point switching API. A networking failure was identified between the API and the GES database resulting in the service not being available.	A change was deployed to the central reporting environment, the change unexpectedly synched with the production database causing a network disconnection on the GES API Service.	GES API services were degraded between 8:58 and 9:38. During this time customers experienced a slower response time when actioning an address search query. Between 9:38 and 9:56 the service became unavailable, customers using the GES service between this time experienced a 401-error response error message.	Immediate action was taken to revert the change, restoring full functionality across the affected GES API. Amendments have now been made to internal software code & processes to avoid recurrence. All future reporting changes will have additional rigour applied to ensure all possible risks are considered	11 <sup>th</sup> Oct	11 <sup>th</sup> Oct
INC0286157	Data synchronization between SAP ISU and the SAP BW database paused causing the BW reporting service to be unresponsive / unavailable. The pending transfers transaction log ran out of space and was unable to process any further transactions.	This is under investigation with Microsoft. A Correlia problem record PRB0041298 has been logged to track and understand the root cause of the synchronization issue.	No significant customer impact.  A small number of reports for Distribution Networks (DNs) were delivered later than normal, but all well ahead of SLA.	The technical teams explored different options to restore service, finally deciding to break the replication between the primary database node and the DR (Disaster Recovery) node. The primary database node started to respond as file system space was released. The application server successfully connected, restoring service. File catch-up activities were performed ensuring no impact to the file processing KPIs.	14 <sup>th</sup> Oct	14 <sup>th</sup> Oct

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	- 159 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. - 25 with DCC, outcome of their investigations expected w/c 7 November - 9 confirmed by DCC as cancelled switches, UKLink updated - 6 under investigation with DCC	Shippers DNs IGTs
Incorrect CV 19 October 22	- Incorrect CV loaded into UKLink and used for DM energy calculations for 19 October in SC LDZ	- UKLink updated to correct CV value - All reports updated prior to submission except for the SC9 file - Energy corrected for the impacted MPRNs prior to the production of the Commodity invoice - Financial adjustments will be processed for the energy balancing charges - Change raised for the assessment of what system validations that can be put in place	Shippers DNs
Amendment Invoice Defects	- 15 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	- 30 AQ impacting defects as of 7 October 2022 - 24 of which impact the energy used to calculate AQ - Circa. 150 MPRNs impacted	- Profiling to identify impacted MPRNs - AQs are corrected to limit impact on the customer - Focus remains on resolving high priority AQ prior to 1 December 2022. - 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 1 <sup>st</sup> November - This will be re-issued if needed; defect not fixed	IGTs

MD highlighted the 'pots' of missing messages and the potential resolution outcomes for each of the 'pots'. MD reported that Xoserve were waiting on the reconciliation information from the Switching Operator (DCC).

MD advise that Xoserve were still identifying missing messages and have had several instances in October and November. DA speculated that the CDSP believe that there are two issues occurring within the Central Switching Service:

- Supplierless RMPs at Secured Active – Xoserve believe that there is a functional issue with the CSS system that has not been anticipated in the CSS application. Xoserve have identified scenarios where a Switch is accepted by CSS, but prior to this becoming effective the Incumbent Supplier deactivates the existing Registration – at the point that CSS tries to move the Registration to Secured Active it is unable to do so because there is no Incumbent to notify, therefore Xoserve believe that this is causing the CSS to suspend the progression of the Registration.
- CSS Server Timeout – DCC have notified the industry that there is an issue with CSS where it tries to secure resources as it scales out which is leading to missing messages. DCC are monitoring this issue to try to proactively manage this to avoid missing messages and expect an operational fix to be deployed in December.

MD highlighted that the ‘Supplierless RMP’ issue was separate from the issue identified where CSS were incorrectly recording a Supplier against Meter Points that should have been recorded as Supplierless by CSS as part of the Programme migration.

MD highlighted that she had issued a communication to DSC parties related to this CSS issue. This communication highlighted that CSS were taking individual fixes by Meter Point when highlighted by Suppliers, so Suppliers needed to raise tickets with the Switching Operator if they encountered this issue.

OC indicated that this process was being followed, but her preference was that CSS were more proactive in identifying the impacted Meter Points. MD indicated that she had been seeking such a resolution with the Switching Operator but reported limited success at this time.

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:

- *4 days in October where there was at least one missing GC Message (5 messages in total)*
- *15 days above average volume in month, but below peak; or which 3 had at least 1 missing message*
- *99.93% availability of GRDS – API server outage*

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 advised that he would be attending the December meeting where he would be presenting a proposal on the National Institute of Standards and Technology (NIST) and CMMI for the future and the impact on PIP and SIP. This would also focus on how to further reduce risk by utilising other options.

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.

## 7. Financial Information

James Madge (JM) provided an overview of the Financial information and stated these were year to date unaudited financial results for the quarter ended 30 September 2022. JM added these results were based on management accounts and do not reflect year-end adjustments required to prepare statutory financial statements.

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

## 8. Business Continuity Plan

LW provided an update with regards to the Business Continuity Plan. Steve Mulinganie (SM) requested that the risk of rolling blackouts be included in the plan. LW advised these would be included and that there were contingencies in place. LW confirmed he would produce a document to address the potential issues/mitigations to share with the Committee members at the December meeting.

**New Action1103:** Xoserve (LW) to produce a document to summarise the potential issues/mitigations against the rolling Black outs risk.

## 9. Contract Assurance Audit

Hannah Hassanjee (HH) provided an overview of the Contract Assurance Audit and stated all was on track. HH noted the risks on over resilience on Correla and the expertise were being managed to an acceptable level and this had been documented.

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

## 10. Key Committee Updates

### 10.1. DSC Change Management Committee

Paul Orsler (PO) 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/161122>

### 10.2. REC Impacts to DSC

DA provided an overview of the Late Gate Closure Messages and Missing Messages as detailed below:

#### Late Gate Closure

- *Pre-Go Live we were concerned about 'Late' Gate Closure messages – issue is within Missing Messages*
- *As at 07 November, Xoserve have 159 missed messages related to Registrations*

#### Missing Gate Closure

- *At 07 November – last incidence of missing GC message was 03 November 2022*
- *Total missing messages 159 by this point (122 missing on 02 August)*
- *Xoserve have reported 93.75% (Sub average volumes) and 80% (Average to Peak volumes) success against the REC Performance Assurance target for October of all messages being received within target each day – 4 days with missed messages*
- *Xoserve believe that these have all related to Supplier-less Supply Meter Points, so expect this to be a different functional issue*

#### CRD061

- *This is still being progressed Xoserve are reviewing the proposed solution with REC / DCC*

#### 02 August – Missing messages

*Fixes planned:*

- *To allow for drift between servers – e.g., set a +/- buffer time in the validation - Deployed*

- Recording rejected messages for a short period to investigate the original message payload – we relied on the messages to be provided by Switching Operator to investigate – In progress

Next Steps

- Position not largely changed from last month
- Xoserve have asked for a reconciliation position – Xoserve have been informed that 9 pending Switches that were cancelled, which leaves circa 150 Registrations that potentially need to be applied to UKL
- Reconciliation position is expected w/c 07/11
- DCC have indicated that these should be set Live, but cannot generate the Secured Active Messages to us
- Resolution plan consultation with industry participants by DCC

Proposed Solution

- Xoserve plan to progress these changes as Prospective fixes – i.e., once they have developed and tested the functionality
- Since CSS cannot generate Secured Active messages for some of these Registrations this may have required a UNC Modification as the UNC requires a Definitive
- Registration Notification to be issued – see subsequent slide on proposed approach

**REC Change Pipeline – In progress (Require CDSP Assessment/Action)**

DA provided an overview of the REC Change Pipeline and explained the grey area were being looked at by Xoserve and were not specific to the CDSP. Green areas were in progress.

Title	Description	Service Impacted	XRN	Status	Next Action date
<a href="#">R0016</a>	Resolution of Bilateral Erroneous Transfers		N/A	Solution development	21/12/2022 – Review at Change panel
<a href="#">R0025</a>	Service Provider Performance Charges (DCC)		N/A	Initial Assessment	01/11/2022 - Deadline to provide comments
<a href="#">R0030</a>	Erroneous Transfer Cancellations		N/A	Final Assessment	14/11/2022 – Review
<a href="#">R0033</a>	Micro-business Smart Meter Installation Reports		N/A	Approved - awaiting implementation	04/11/2022 – Proposed Implementation date
<a href="#">R0036</a>	Extensive Housekeeping Amendments		N/A	Approved - awaiting implementation	01/11/2022 – Appeal window closes
<a href="#">R0037</a>	Prepayment Credit Balance & Debt Transfer Processes		N/A	Solution development	08/11/2022 – Change proposal plan to be updated
<a href="#">R0047</a>	Metering Code of Practice Consolidation Review		N/A	Consultation	04/11/2022 – Awaiting results from consultation
<a href="#">R0052</a>	GES Service Definition Document	GES	N/A	Consultation	05/11/2022 – Consultation response due date
<a href="#">R0055</a>	Switching Operator Outage Notification Lead Time	GRDS, GES	N/A	Consultation	28/10/2022 - Consultation response due date

Title	Description	Service Impacted	XRN	Status	Next Action date
<a href="#">R0067</a>	Introduction of CSS refresh functionality	GRDS	<a href="#">XRN 5567</a>	Scoping Test requirements	02/11/2022 – Weekly Review Meeting
<a href="#">R0070</a>	Provision of Enduring Test Environments	GES	N/A	Detailed IA awaiting approval	01/11/2022 – REC Change Panel
<a href="#">R0074</a>	Release of Community View Data Items to MEMs in GES	GES	N/A	Awaiting detailed IA	19/11/2022 – Detailed IA triggered

SM requested that where Xoserve responded to a consultation, could Xoserve make available their response and put a link into the GRDS area. DA confirmed this would be actioned.

**New 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

## 11. Any Other Business

### 11.1. CMS Rebuild Update

Joanne Williams (JW) confirmed that the new CMS was successfully launched between 24 and 26 October 2022. There were no issues or incidents relating to the launch of the new system. There were five Customer Support bridges set up throughout the week where users were advised to dial in should they have any issues with only one user dialling in.

- *There have been a few issues where incorrect email addresses had been provided which has caused some rework to disable the accounts and create new accounts with the correct details.*
- *The new Shipper Raised Meter Number Creation (MNC) is now live in the system. Please be advised if any users submit MNC requests via the previous email process, they will not be accepted and they will be notified and redirected to use the new system.*
- *Xoserve are now planning the activities for Version 1.1, and we are targeting a launch date of 12 December, this date will be confirmed in the next two weeks.*
- *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. <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: <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 which are captured below, 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.

### 11.2. Implications of the Energy Bill – clarification of scheme rules

<https://www.gov.uk/government/publications/energy-bill-relief-scheme-ebrs-scheme-documents>

BF explained that the implications of the Energy Bill was related to an action where the UNC Modification Panel had requested that the DSC Change Management Committee review the operation of the scheme by Xoserve. It was agreed that there would be a new agenda item added to future meetings to discuss both current energy schemes.

It was noted that wider scheme and other related impacts would be discussed at the Distribution Workgroup.

**11.3. DSC Process – all representatives know their responsibilities, access to Shipper Class A, B and C constituents contacts.**

OC explained that she had raised this action because as it currently stands, Class A and Class B Representatives hold the votes on behalf of Class C shipper customers. OC highlighted a concern that there was not a process in place to allow them to contact shippers, who by default, they represented, due to vote reallocation as their contact details are not shared.

A lengthy general discussion took place and BF agreed amend the Joint Office website to advise parties that they can contact the Joint Office if they wish to contact a committee member. It was also suggested that at future individual contract meetings or via industry communications, Xoserve could remind DSC Core Customers who their DSC Committee Representatives were.

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

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

**11.4. Emergency Procedure**

SM explained that he needed confirmation as to what extent shippers and suppliers must be involved once an emergency is called. SM advised he had found references that in certain circumstances that it would be expected that they should contact customers directly, but this was not clear and would appreciate some clarity regarding this matter. MD confirmed she would investigate this area and advise the required procedure.

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

**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 14 December 2022	5pm Tuesday 06 December 2022	Microsoft Teams	Standard Agenda



**Action Table (as of 16 November 2022)**

Action Ref	Meeting Date	Minute Ref	Action	Owner	Target Date	Status Update
0401	20/04/22	4.1	<i>Reference Development of a Memorandum of Understanding for DPM purposes – Xoserve (JMc) and Wales &amp; West Utilities (RP) and Gazprom Energy (SM) to develop an initial draft Memorandum of Understanding (plain English) for consideration at the May 2022 meeting.</i>	Xoserve (JMc) & Wales & West Utilities (RP) & Gazprom Energy (SM)	September 2022 October 2022	<b>Closed</b>
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 October 2022	<b>Carried forward</b>
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)	October 2022	<b>Carried forward</b>
1001	19/10/22	1.6	Xoserve (DT) to republish the Revised Charging Statement (as per previously noted in original Action 0502) and confirm its publication to members	Xoserve (DT)	November 2022	<b>Closed</b>
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)	November 2022	<b>Carried forward</b>
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	<b>Carried forward</b>
1004	19/10/22	4.1	Xoserve (DA) write to DNOs to inform them of this issue given the DN obligations in respect of the GRDA performing its function.	Xoserve (DA)	November 2022	<b>Closed</b>
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	<b>Carried forward</b>
1006	19/10/22	5.1	Xoserve (DA) to produce a mitigation a process of to identify the key decisions made by the DSC between the DSC Change Management Committee and the DSC Contract Management Committee.	Xoserve (DA)	November 2022	<b>Closed</b>

**Action Table (as of 16 November 2022)**

Action Ref	Meeting Date	Minute Ref	Action	Owner	Target Date	Status Update
1007	19/10/22	5.1	Xoserve (DA) will liaise with the Xoserve Change Team to discuss whether the accountability/ownership could be a conversation as part of the Modification development and give view of the costing model. DA will feedback at the November CoMC.	Xoserve (DA)	November 2022	<b>Closed</b>
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	<b>Carried forward</b>
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	<b>Carried forward</b>
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	<b>Carried forward</b>
1011	19/10/22	12.4	Xoserve (DA) to investigate the Reason Code 02- Change in Consumer Plant - (851 – Monthly Charge, 997- Annual Charge) and discuss with the PAC the recent use of this particular code.	Xoserve (DA)	November 2022	<b>Closed</b>
1012	19/10/22	12.5	Xoserve (DA) and SEFE Energy (SM) to create a plain English explanation to be shared with customers.	Xoserve (DA) & SEFE Energy (SM)	November 2022	<b>Closed</b>
1013	19/10/22	12.5	Xoserve (DA) to investigate where any files will need to change as a result of the revised categories.	Xoserve (DA)	November 2022	<b>Closed</b>
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	<b>Pending</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)	December 2022	<b>Pending</b>

**Action Table (as of 16 November 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>
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>Pending</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)	December 2022	<b>Pending</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>Pending</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>Pending</b>
1107	16/11/22	11.4	Xoserve (MD) to explain what is Xoserve's involvement when an emergency is called from a process and providing emergency data perspective and the potential actions for Shippers and Suppliers.	Xoserve (MD)	December 2022	<b>Pending</b>