

**UNC DSC Contract Management Committee Minutes**  
**Wednesday 17 May 2023**  
**via Teleconference**

| <b>Attendees</b>   |       |                           |                    |
|--|-------|---------------------------|--------------------|
| Rebecca Hailes (Chair)   | (BF)  | Joint Office              | Non-Voting         |
| Helen Bennett (Secretary)  | (HB)  | 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>  |       |                           |                    |
| Helen Chandler   | (HCh) | Northern Gas Networks     | DNO Voting         |
| Sally Hardman  | (SH)  | Scotia Gas Networks       | DNO Voting         |
| Richard Loukes (+ Alternate for Andrea Godden)   | (AG)  | National Gas Transmission | NTS Voting         |
| Brandon Rodrigues (+ Alternate for Jenny Rawlinson)  | (BR)  | ESP                       | IGT Voting         |
| <b>CDSP Contract Management Representatives (Non-Voting)</b>   |       |                           |                    |
| David Addison  | (DA)  | Xoserve                   |                    |
| Jayne McGlone  | (JMc) | Xoserve                   |                    |
| <b>Observers/Presenters (Non-Voting)</b>   |       |                           |                    |
| Angela Clarke  | (AC)  | Xoserve                   |                    |
| Ben Mulcahy  | (BM)  | Joint Office              |                    |
| Edd Green  | (EG)  | E.ON                      |                    |
| Emma Smith   | (ES)  | Xoserve                   |                    |
| Fiona Cottam   | (FC)  | Xoserve                   |                    |
| Hannah Hassanjee   | (HH)  | Xoserve                   |                    |
| James Hallam-Jones   | (JHJ) | Xoserve                   |                    |
| James Madge  | (JM)  | Xoserve                   |                    |
| James Rigby  | (JRi) | Xoserve                   |                    |
| Lee Warren   | (LW)  | Xoserve                   |                    |
| Michele Downes   | (MD)  | Xoserve                   |                    |
| Phil Wood  | (PW)  | Xoserve                   |                    |
| Rachel Taggart   | (RT)  | Xoserve                   |                    |
| Richard Cresswell  | (RC)  | Xoserve                   |                    |
| Steve Deery  | (SD)  | Xoserve                   |                    |
| <b>Apologies</b>   |       |                           |                    |
| Andrea Godden  | (AG)  | National Gas Transmission |                    |
| Jenny Rawlinson  | (JR)  | BU-UK                     |                    |
| <i>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.</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: <https://www.gasgovernance.co.uk/dsc-contract/170523>

## 1. Introduction

Rebecca Hailes (RH) welcomed all to the meeting, confirming the meeting to be quorate.

### 1.1. Apologies for absence

Andrea Godden                      NTS Voting  
 Jenny Rawlinson                    IGT Voting

### 1.2. Alternates

Brandon Rodrigues for Jenny Rawlinson, IGT Representative  
 Richard Loukes for Andrea Godden, NTS Representative

### 1.3. Confirm Voting rights

The voting rights were confirmed as detailed below:

| Representative                                      | Classification               | Vote Count            |
|---|------------------------------|-----------------------|
| <b>Shipper</b>                                      |                              |                       |
| Clare Manning                                       | Shipper Class A +<br>Class C | 1 A vote<br>1 C vote  |
| Oorlagh Chapman                                     | Shipper Class A              | 1 A vote              |
| Steve Mulinganie                                    | Shipper Class B +<br>Class C | 2 B votes<br>1 C vote |
| <b>Transporter</b>                                  |                              |                       |
| Helen Chandler                                      | DNO                          | 1 vote                |
| Sally Hardman                                       | DNO                          | 1 vote                |
| Richard Loukes (+ Alternate for Andrea Godden)      | NTS                          | 2 votes               |
| Brandon Rodrigues (+ Alternate for Jenny Rawlinson) | IGT                          | 2 votes               |

### 1.4. Approval of Minutes (19 April 2023)

The minutes from the previous meeting were approved.

### 1.5. Approval of Late Papers

It was confirmed that the material for the confidential agenda item 6.0 was not provided (as was customary) and Joint Office was in receipt of a late presentation for Action 0402 update. The Committee accepted the late paper.

### 1.6. Review of Outstanding Actions

**Action 0101a:** CDSP (DT) to provide confirmation of the plan for engagement with Stakeholders going forward.

**Update:** Jayne McGlone (JMc) read out the following statement provided by the Shipper Nominated Directors:

*The Shipper Nominated Directors (SNDs) are very pleased that there would appear to be a renewed level of interest in some kind of meeting between Shippers and SNDs. This is particularly so following an unsuccessful SND proactive initiative on this matter with the previous SNC in September 2022.*

*The SNDs now propose that a Shipper / SND meeting be held on either 20, 21 or 26 September 2023. We would like to hold this meeting as soon as possible, but recognise that diary planning, the summer holiday period and time required for preparation all point to this autumn time window.*

*However, the SNDs would very much appreciate input on location, timing, agenda and (ideally named) attendees. Would Shippers prefer that getting this scoping feedback be done via the newly re-formed SNC (who are meeting with Eve Bradley on 22 May), the Shipper members of COMC, ICOSS, Energy UK, some other channel or a combination of the above?*

*Please note that this message is also being shared with the SNC at their 22 May meeting.*

The Shipper Committee members considered the proposed approach and agreed that 26 September 2023 is the better choice of the dates provided as it avoids any conflict with any other meetings.

Steve Mulinganie (SM) requested that the meeting accommodates face-to-face facilities as well as the option to attend remotely.

Oorlagh Chapman (OC) noted that it has been 12 months from the time of originally requesting to meet with the SNDs and that she is supportive of the dates offered.

It was clarified that the meeting will sit outside of the UNC and that it would be useful if a Chair can be provided along with support for the minutes. RH offered to Chair the meeting.

SM requested that all Shipper Nominated Directors have the specific requirement to attend the meeting.

JMc and James Rigby (JRI) appreciated the Shipper Contract members' frustration over the length of time this has taken to sort out and agreed that September feels right for the SNDs to consider the Business Plan.

It was suggested that the Shipper Contract Committee members contact their constituencies to ask what they would like to be discussed at the meeting.

When asked, the Transporter Contract Committee members confirmed there would not be a requirement for them to attend the meeting.

It was agreed that the Chair (RH) and JMc will discuss offline and formulate a plan which will then be sent to all Contract Committee members.

RH clarified that she will investigate if it is possible to formulate a Shipper-only Sub-Committee of the DSC Contract Committee, should this be needed.

#### **Action 0101A Closed**

**Action 0101b:** CDSP (DT) to provide confirmation of the process for appointing a Shipper Nominated Director to the Committee.

**Update:** The Committee reviewed the post-meeting note provided in the minutes from the 19 April 2023 meeting regarding the process for the removal of a Shipper Nominated Director (SND) and noted the Shipper Nominated Committee has no formal power and is not a formally recognised Sub-Committee of the DSC Contract Committee:

*There are two possible routes that the relevant SND's tenure on the Board would end prior to the maximum term of 9 years:*

- 1. SNC could decide not to extend the tenure of a nominated SND at the end of year 3 or year 6; or*
- 2. There is an issue with the performance and delivery of duties by the nominated SND which cannot be resolved, and it is agreed to remove the Director before the end of their tenure.*

*Either route would be managed with SNC as appropriate and facilitated by Xoserve.*

A Committee Member requested that the action remains open until the June DSC Contract Committee so that legal advice can be sought on the process for the removal of an SND.

#### **Action 0101b Carried Forward**

**Action 0401:** CDSP (JMc) to raise the Change Proposal for the proposed Budget and Charging Methodology amendments to be made for submission to the DSC Change Management Committee.

**Update:** JMC confirmed the Change Proposal is being raised. **Action 0401 Closed**

**Action 0402:** CDSP (ES) to investigate DCC Enrolled Meter tolerances and report back to this Committee.

**Update:** The Committee agreed to accept a late presentation provided by CDSP prior to the meeting.

Michele Downes (MD) and Fiona Cottam (FC) presented the analysis and highlighted that the analysis carried out was across **all** Class 3 and 4 Supply Meter Points and not just the DCC Enrolled Meter Points, this is mainly due to the size of the datasets and tables where the data that is held does not have the meter flag.

*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/180523>*

The presentation included an analysis of the following areas:

### **MRE01029 Read Rejection Analysis**

**Analysis:** Investigation into whether there has been a significant and/or unexplained increase in MRE01029 rejections over the past year

**Observation:** The graph shows that the number of rejections spikes from December 22 onwards. The largest spikes come at the start/end of the month.

**Analysis:** Has the increase in rejections been the result of a similar increase in total reads submitted?

**Observation:** The graph shows that when standardised as a percentage of total Class 3 & 4 reads submitted (excluding estimates), the number of MRE01029 rejections per reads submitted is still peaking from December 22 onwards.

**Analysis:** Have we seen a step change in the number of reads submitted which could be driving the increase in rejections?

**Observation:** There has been a slight upward trend in the last year, with notable spikes around month ends, especially when the Price Cap changes.

**Analysis:** Have other read rejection types increased similarly to the pattern of MRE01029 rejections?

**Observation:** The graph demonstrates that there does not appear to be any similar pattern to the MRE01029 rejections (Class 3 & 4 reads).

**Analysis:** If we go back further, could we see a pattern of seasonality in the number of rejections?

**Observation:** When the analysis period is widened, it is apparent there is a seasonality of read rejection MRE01029 peaking during the winter and spring months. It is possible to explain this behaviour through winter consumption.

### **UNC Read Validation Tolerances – Classes 3 and 4**

#### **Typical Domestic Gas Usage Pattern**

#### **Comparison of Tolerances to Seasonal Usage**

#### **Observations**

- *There has been a seasonal pattern of MRE01029 rejections for at least the last three years*
- *Read submission levels are quite similar to a year ago*

- *The average Domestic site sits in the 10,000 to 20,000 KWh AQ sub-Band*
- *For sites in that sub-Band which are read annually, the 150% of AQ/365 x no. of days is unlikely to be triggered if the AQ is accurate*
- *With more sites being read monthly instead of annually, the Inner Tolerance will catch many more sites in the winter months – this is consistent with the ongoing seasonal pattern of rejections*

Oorlagh Chapman (OC) thanked Xoserve for the detailed analysis and noted this highlights that the rejections are a very specific subset of smart meters which are the ones that do not require validation as they are genuine reads.

OC further noted the analysis has highlighted the need for change in this area as from the months of December to April, meter reads should not need to have more validation.

Steve Mulinganie (SM) agreed with the comments made by OC and observed that the tolerance level should be moved. He noted that the utilisation of monthly reads is what has changed.

It was confirmed that the tolerance levels are held in the UNC Related Document – Uniform Network Code Validation Rules Version 7.0 dated, published 22 July 2022, which will need a majority vote at UNCC to change the tolerances. The document can be found here: [www.gasgovernance.co.uk/tpddocs](http://www.gasgovernance.co.uk/tpddocs)

SM noted, the analysis has already been completed and asked FC to provide a paper for UNCC Approval. It was agreed that this would be first reviewed at Distribution Workgroup.

When David Addison (DA) noted that there will be some parties that have this validation within their own systems and that sufficient time for parties to change their systems should be considered, SM suggested implementation from 01 October 2023.

DA suggested a Change Proposal is raised and OC agreed to sponsor it. The Change Proposal will go to the DSC Change Management Committee for review in the first instance.

#### **Action 0402 Closed**

## **2. Approvals**

There were no approvals to consider.

## **3. Business Plan Updates**

### **3.1. BP Updates**

James Rigby (JRi) provided the following update:

**BP23 Appeal** JRi Confirmed that no response from Ofgem has been received as yet. No further comments.

**BP24** JRi confirmed that Xoserve has been carrying out an impact analysis for the possible impacts of Modification 0841 - *Introduction of cost efficiency and transparency requirements for the CDSP Budget and revisions to DSC change processes*, ([www.gasgovernance.co.uk/0841](http://www.gasgovernance.co.uk/0841)). The Modification proposes to improve the ability of UNC Parties to fulfil their obligation jointly to control and govern the CDSP on an economic and efficient basis (under UNC General Terms, Section D, 1.4.4), through the introduction of explicit requirements for efficiency, greater transparency of the Budget and revised governance processes, and if implemented, may impact BP24.

The next Workgroup meeting for Modification 0841 will be held on Monday 22 May 2023 and the Xoserve Initial Response to the Modification has been published on the meeting page: [www.gasgovernance.co.uk/0841/220523](http://www.gasgovernance.co.uk/0841/220523), along with the Xoserve Cost Allocation Model and Methodology.

JRi confirmed that BP24 has been created more in line with customer feedback from BP23.

### 3.2. Centrica Dispute

The Chair, RH, confirmed that the DSC Contract Committee Report for the Centrica Dispute was submitted to Centrica dated 11 May 2023, and subject to the ongoing monitoring of the actions agreed with the CDSP, consideration of this dispute by the Committee is concluded.

### 3.3. Efficiency Review 2023 update

JRi provided an update on the Efficiency Review 2023 and advised that the Stakeholder Engagement Panel held a very useful session to review the scope in terms of the benchmarking exercise which will look also at value for money. The scope has been agreed and a notification has been issued today to invite Proposals, with the deadline of 14 June 2023.

JRi thanked the Stakeholder Engagement Panel members for being involved so far.

SM and OC also thanked everyone for their hard work and help in taking this forward.

## 4. Monthly Contract Management Report

### 4.1. KPM Update

James Hallam-Jones (JHJ) provided an update and overview of each KPM area and the Performance measures noting that during April 2023 there were 2 KPM failures:

- **KPM.07** Percentage of requests processed within the Completion Time Service Level in DSC.
- **KPM.13** % of exceptions resolved within 2 invoice cycles of the creation date.

JHJ noted the creation of two new DSC Performance Indicators for Correla and Xoserve to be able to track the success of the Data Discovery Platform (DDP):

- **PI.28** DDP Core Service Availability (0900-1700 normal business hours)
- **PI.29** Number of valid DDP defects raised per release (Post PIS)

The presentation and specific slides can be viewed at: <https://www.gasgovernance.co.uk/dsc-contract/170523>.

### 4.2. KPM – Customer Relationship Survey Results

The next update for this agenda item is due July 2023.

### 4.3. Monthly Contract Management Reports

Angela Clarke (AC) provided a view of the Communication Highlights for April 2023 and noted that Xoserve have achieved their highest ever Customer Satisfaction Index score of 78.9 which has risen by 4.7 points since 2021/22.

A high-level overview of the Performance Monitoring; Meter Count Report and Customer Highlights was also provided.

For full details of the update please refer to the presentation published at [www.gasgovernance.co.uk/dsc-contract/170523](http://www.gasgovernance.co.uk/dsc-contract/170523).

### 4.4. Xoserve Incident Summary

Phil Wood (PW) provided an update confirming that during April 2023 there were two P2 incidents affecting CMS and AMT. The CMS P2 incident required a controlled restart and was offline for 90 minutes. Neither incident breached a KPM and both were resolved.

For full details please refer to the information published at [www.gasgovernance.co.uk/dsc-contract/170523](http://www.gasgovernance.co.uk/dsc-contract/170523).

#### **4.5. Issue Management Dashboard**

Michele Downes (MD) 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 on the latest position on Missing Secured Active Messages; Amendment Invoice Defects; AQ impacting defects and Consumer Contact Data.

MD provided a very positive update and advised that all but one of the 357 missing Secured Active Messages have now been processed.

There are 6 open Amendment Invoice Defects and 9 AQ impacting defects.

For full and detailed information please see the published presentation at [www.gasgovernance.co.uk/dsc-contract/170523](http://www.gasgovernance.co.uk/dsc-contract/170523).

#### **4.6. GRDA (Gas Retail Data Agent) Reporting**

DA provided a brief update on the GRDA Reporting advising of the current actual performance against the target performance:

- All targets were met apart from one performance failure caused by a single missing message from DCC.

For full and detailed information please see the published presentation at [www.gasgovernance.co.uk/dsc-contract/170523](http://www.gasgovernance.co.uk/dsc-contract/170523).

### **5. Information Security Update - confidential**

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.

### **6. Financial Information - confidential**

There was a misunderstanding that the material for this agenda item had been provided to Joint Office to be shown during the agenda item, but this was not the case and Joint Office confirmed they were not in receipt of the material.

James Madge (JM) provided a brief overview of the confidential 'Q4 CoMC Finance Report FY22/23', during which there were no adverse comments forthcoming from those parties in attendance at the meeting.

### **7. Business Continuity Plan - confidential**

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.

### **8. Contract Assurance Audit - confidential**

Hannah Hassanjee (HH) provided a brief overview of the confidential 'Internal Audit Plan for April 2023 to April 2024', during which there were no adverse comments forthcoming from those parties in attendance at the meeting.

### **9. Key Committee Updates**

#### **9.1. DSC Change Management Committee**

Rachel Taggart (RT) provided an summary of the DSC Change Management Committee meeting held on 10 May 2023.

RT highlighted that the next Change Management Committee will be held on **Friday 09 June 2023**.

The full DSC Change Committee minutes can be found here: [www.gasgovernance.co.uk/dsc-contract/100523](http://www.gasgovernance.co.uk/dsc-contract/100523).

## 9.2. REC Updates to DSC

David Addison (DA) advised the Committee that the BER costs for XRN5567 are subject to change due to a redesign by DCC/Landmark and REC. The CDSP has been working hard to keep this change on track, however, the timeline is at significant risk due to the late provision of design information and responses to questions submitted by the CDSP.

DA reported that 3 time-consuming impact assessments had been undertaken by the CDSP based on the design communicated, however, this design is now not being progressed. The CDSP is awaiting details of the re-design from REC and Landmark to enable a new impact assessment to be undertaken on the preferred API design.

DA reported that the late re-design is placing the implementation date under threat, as testing will need to be completed by 18 September 2023 to enable implementation in December 2023.

DA noted that the change of design by the DCC requires new IAs to be conducted by the GRDA and will possibly amend the approved funding which has already been provided by ChMC for XRN5567.

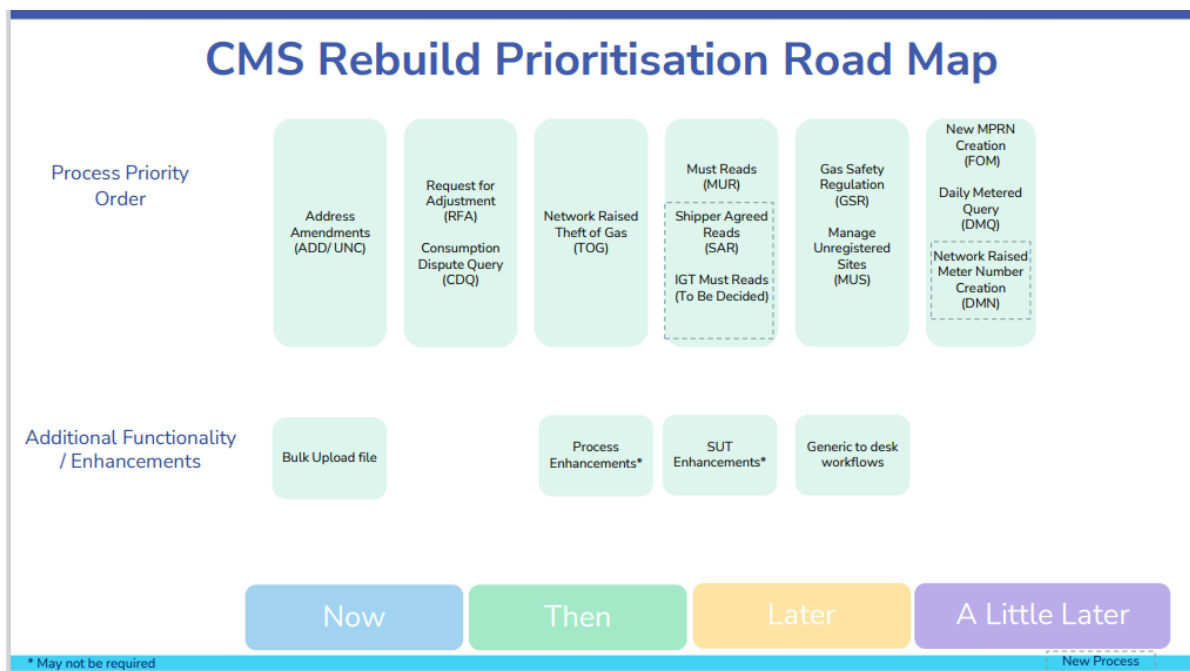
For full and detailed information please see the published presentation.

## 10. Any Other Business

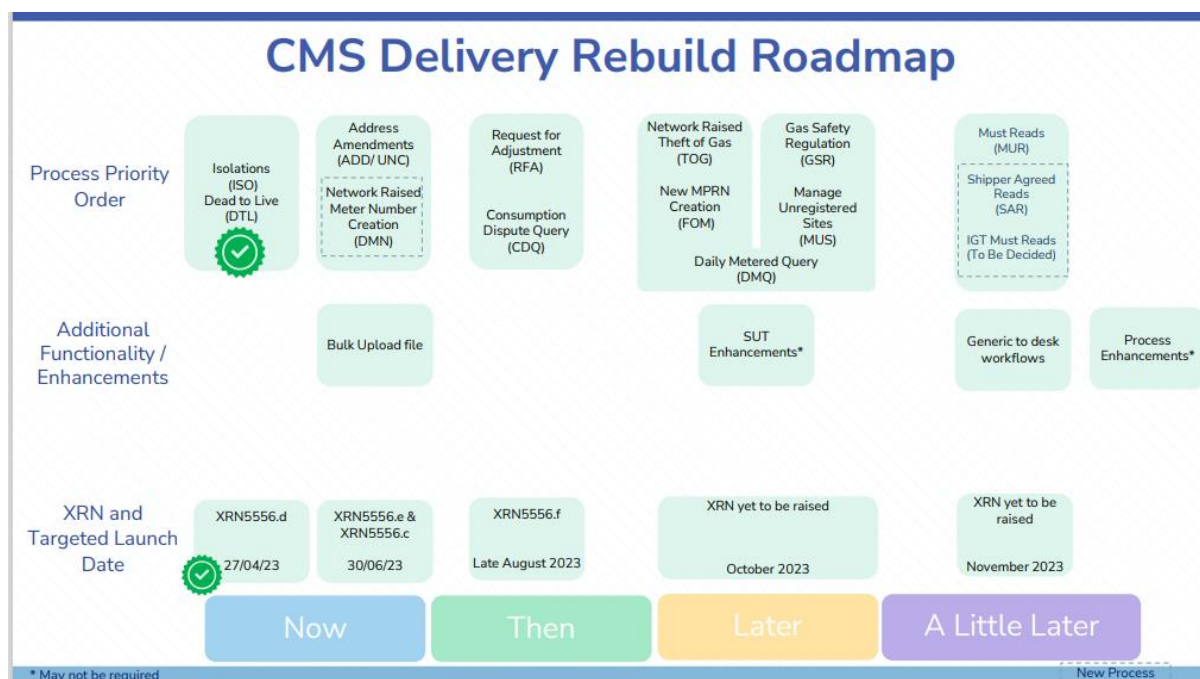
### 10.1. CMS Update

Richard Cresswell (RC) provided a detailed progress-to-date report which highlighted the following:

- XRN5556D – The Isolation (ISO) and Dead To Live (DTL) processes were successfully deployed on 24 April 2023.
- The next release will be XRN5556.e and XRN5556.c, this is currently being targeted for the end of June and it will contain:
  - Address Amendments (ADD / UNC)
  - Network Raised Meter Number Creation (DMN)
  - Ability to bulk upload.
- The CMS Rebuild webpage <https://www.xoserve.com/products-services/data-products/contact-management-service-cms/cms-rebuild/> contains the link to register for future Customer Focus Groups, please note the agenda for the Focus Groups will be issued between 3 - 7 days prior to the session.







## 10.2. UNC User Representatives Appointment Process

RH provided an overview of the User Representation Appointment Process advising the Nomination window will open by 30 June 2023. She asked Shippers who do not know who their Single Point of Contact (SPoC) is, to contact the Joint Office for immediate assistance: [enquiries@gasgovernance.co.uk](mailto:enquiries@gasgovernance.co.uk)

## 11. Recap of decisions made during the meeting

Angela Clarke (AC) provided an overview of discussions, decisions and actions made during the meeting.

## 12. 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<br>14 June 2023      | 5pm Tuesday<br>06 June 2023      | Microsoft Teams | Standard Agenda |
| 10:00 Wednesday<br>19 July 2023      | 5pm Tuesday<br>11 July 2023      | Microsoft Teams | Standard Agenda |
| 10:00 Wednesday<br>16 August 2023    | 5pm Tuesday<br>08 August 2023    | Microsoft Teams | Standard Agenda |
| 10:00 Wednesday<br>20 September 2023 | 5pm Tuesday<br>12 September 2023 | Microsoft Teams | Standard Agenda |
| 10:00 Wednesday<br>18 October 2023   | 5pm Tuesday<br>10 October 2023   | Microsoft Teams | Standard Agenda |
| 10:00 Wednesday<br>15 November 2023  | 5pm Tuesday<br>07 November 2023  | Microsoft Teams | Standard Agenda |

**Action Table (as of 17 May 2023)**

| Action Ref | Meeting Date | Minute Ref | Action  | Owner         | Target Date   | Status Update          |
|------------|--------------|------------|---|---------------|---|------------------------|
| 0101a      | 18/01/23     | 1.6        | CDSP (DT) to provide confirmation of the plan for engagement with Stakeholders going forward.   | CDSP (DT)     | <del>February 2023</del><br>Amended to May 2023                         | <b>Closed</b>          |
| 0101b      | 18/01/23     | 1.6        | CDSP (DT) to provide confirmation of the process for appointing a Shipper Nominated Director to the Committee.  | CDSP (DT)     | <del>February 2023</del><br><del>Amended to May 2023</del><br>June 2023 | <b>Carried Forward</b> |
| 0401       | 19/04/23     | 3.2        | CDSP (JMc) to raise the Change Proposal for the proposed Budget and Charging Methodology amendments to be made for submission to the DSC Change Management Committee. | CDSP (JMc) to | May 2023  | <b>Closed</b>          |
| 0402       | 19/04/23     | 11.2       | CDSP (ES) to investigate DCC Enrolled Meter tolerances and report back to this Committee.<br><br>Background   | CDSP (ES)     | May 2023  | <b>Closed</b>          |