**Joint Office** of Gas Transporters

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# UNC DSC Contract Management Committee Minutes
# Wednesday 17 August 2022
# via Teleconference

| Attendees | | | |
|---|---|---|---|
| Bob Fletcher (Chair) | (BF) | Joint Office | Non-Voting |
| Karen Visgarda (Secretary) | (KV) | Joint Office | Non-Voting |
| **Shipper User Representatives (Voting)** | | | |
| Oorlagh Chapman (+ Alternate for Steve Mulinganie) | (OC) | Centrica | Class A Voting + *Class B + Class C* |
| Claire Louise Roberts | (CLR) | ScottishPower | Class A Voting |
| Rebecca Greer | (RG) | Corona Energy | Class B Voting |
| **Transporter Representatives (Voting)** | | | |
| Tracey Saunders | (TS) | Northern Gas Networks | DNO Voting |
| Sally Hardman | (SH) | Scotia Gas Networks | DNO Voting |
| Richard Loukes (+ Alternate for Andrea Godden) | (RL) | National Grid | NTS Voting |
| Brandon Rodrigue | (BR) | IGT Representative | IGT Voting |
| Kundai Matiringe | (KM) | IGT Representative | IGT Voting |
| **CDSP Contract Management Representatives (Non-Voting)** | | | |
| David Addison | (DA) | Xoserve | |
| **Observers/Presenters (Non-Voting)** | | | |
| Angela Clarke | (AC) | Xoserve | |
| Clare Manning | (CM) | E.ON Next Energy | |
| Claire Hachem | (CH) | Xoserve | |
| Emma Lyndon | (EL) | Correla | |
| Fiona Cottam | (FC) | Correla | |
| James Madge | (JM) | Xoserve | |
| James Rigby | (JR) | Xoserve | |
| Jo Williams | (JW) | Correla | |
| Michael Orsler | (MO) | Correla | |
| Michele Downes | (MD) | Correla | |
| Steve Derry | (SD) | Correla | |
| Trefor Price | (TP) | Correla | |
| Vera Li | (VL) | Joint Office | |
| Yvonne Reid-Healy | (YRH) | Joint Office | |
| *Copies of all papers are available at: https://www.gasgovernance.co.uk/dsc-contract/170822* | | | |
| *DSC Contract meetings will be quorate where: Committee Representatives of at least three (3) shall be Shipper Representatives and three (3) shall be DNO Representatives, NTS Representatives or IGT Representatives, are present at a meeting who can exercise seven (7) votes.* | | | |

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*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:*

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1. **Introduction**

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

   **1.1. Apologies for absence**

   Andrea Godden
   Steve Mulinganie
   Jayne McGlone
   Dave Turpin

   **1.2. Alternates**

   Richard Loukes for Andrea Godden, NTS Representative.
   Oorlagh Chapman for Steve Mulinganie, Shipper Representative.

   **1.3. Confirm Voting rights**

   BF confirmed the voting rights as detailed below:

   | Representative | Classification | Vote Count |
   |---|---|---|
   | **Shipper** | | |
   | Oorlagh Chapman (plus Alternate for Steve Mulinganie) | Shipper Class A + Class B + Class C | 4 votes |
   | Claire Louise Roberts | Shipper Class A | 1 vote |
   | Rebecca Greer | Shipper Class B | 1 vote |
   | **Transporter** | | |
   | Tracey Saunders | DNO | 1 vote |
   | Sally Hardman | DNO | 1 vote |
   | Richard Loukes (plus Alternate for Andrea Godden) | NTS | 2 votes |
   | Brandon Rodrigues | IGT | 1 vote |
   | Kundai Matiringe | IGT | 1 vote |

   **1.4. Approval of Minutes (20 July 2022)**

   The minutes from the previous meeting were approved.

   **1.5. Approval of Late Papers**

   BF confirmed there were no additional late papers.

   **1.6. Review of Outstanding Actions**

   **0302:** *Shipper Short Code Requests MAP: Reallocation of Short Code -* Xoserve (MO) to consider any updates that may be required to the existing process.
   **Update:** Mike Orsler (MO) confirmed the updates to the process documents have now been made in relation to the MAP and MAMs within the Market Migration Process. Tracey Saunders (TS) asked if the MDD process was still in existence and MO confirmed that it was. Dave Addison (DA) said there had been no changes for the market participants. Members confirmed the action could be closed. **Closed.**

   **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:** Angela Clarke (AC) confirmed this action was previously deferred to September when an update would be supplied. **Carried forward to September 2022.**

**0403:** *Reference Contract Metrics Reporting Enhancements* – Xoserve (AC) to consider enhancing the reports to provide a high-level summary
**Update:** Angela Clarke (AC) confirmed that wider discussions are taking place to capture all requirements. AC requested that this action is closed as the amended Reporting Pack was being discussed within section 6 below. **Closed.**

**0502:** Xoserve (DT) to review the Revised Charging Statement to ensure consistent terminology is used and that it is published once any amendments have been made. **(*** *A cross referencing exercise to be undertaken against the Budget and Charging Methodology prior to publication***)**
**Update:** AC explained the changes had been made and that the documents were awaiting publication on the Xoserve website.

Oorlagh Chapman (OC) stated that no changes could be agreed in relation to BP23 related documents the until this had been cross referenced, in line with the Budget and Charging Methodology. Claire Hachem (CH) stated that the changes had already been made and OC disagreed and reiterated the need for any changes to be cross checked.

DA proposed this action was added to and carried forward go allow for definitive confirmation that a cross referencing exercise had taken place. **Carried forward to September 2022.**

**0503:** Xoserve (AC) to plan Customer Engagement Session to discuss and agree future reporting requirements with a view to creating more meaningful reporting dashboards with input from each of the constituent groups.
**Update:** Angela Clarke (AC) explained that following the overhaul of the reports, format, and presentation a Customer Engagement Session was no longer required and so this action could be closed. The outputs of this action were discussed within section 6 below. **Closed.**

**0504:** Xoserve (DA) to provide an update on the implementation of Modification 0651
**Update:** (*Linked to A.O.B 12.4 & 12.5 below*)
FC reiterated that nothing had been started in relation to the delivery and this would be discussed within the DSC Change Committee at the September meeting. **Carried forward to September 2022.**

**Action 0701:** Xoserve (DT/ES) to investigate short/long term costs to include PAFA expenditure and the implications following the implementation of Modifications 0647 and 0674.
**Update:** DA stated that Xoserve were in discussion with PAC about the budget costs and how Modification 0674V - Performance Assurance Techniques and Controls will be implemented. DA requested this action be closed. **Closed**

**Action 0702:** Xoserve (EL) to investigate extending the communications to a wider audience during the hyper care PIS window for the next 3 months.
**Update:** Emma Lyndon (EL) confirmed the communications wider audience catchment had been addressed with regards to general and UK Link Manual distribution lists.

OC stated that this distribution needed to be wider still, not just to DSC Contract Managers, especially during the holiday period to ensure all industry parties were kept up to date. EL agreed to investigate this area further via a new action below. Members agreed to close this action. **Closed**

**New Action 0801:** Xoserve (EL) to discuss with the Resolution Team regarding extending the distribution list for industry communications to additional customer representatives in addition to Contract Managers during the hyper care PIS window for the next 3 months.

**Action 0703:** Xoserve (EL) to provide a detailed 'check list' regarding the logging process and Q&A's to potential issues that maybe encountered.

**Update:** EL requested this action to be closed as the website had been updated and 'Drop-in Clinics' were now taking place to help with the issue resolution process. TS proposed that these 'Drop-In sessions needed to be added to the main calendar on the Xoserve website as these were not widely advertised and she was not aware of them. TS suggested that all events should be presented and available in one place on the website. James Rigby agreed and stated this area was being investigated.  Members agreed this action could now be closed. **Closed**

**Action 0704:** Xoserve (DD) to investigate a different format with which to present the Quarterly Invoicing Update.

**Update:** AC requested that this action was carried forward, as it's a quarterly report and will be updated in time for October when it is next due to be presented. **Carried forward to October 2022.**

### 1.7. User Representative Appointment Process

BF advised that Steve Mulinganie (SM) had raised Modification 0815 - DSC Committee Quoracy, due to the lack of Shipper User Representatives coming forward, with the impact of the DSC Committees being very short on Representatives. SM had raised the Modification to get the rules changed from a membership/quoracy perspective, to allow 2 Shippers and 2 Transporters to form a quorum down from 3.

BF stated subsequently, since the Modification had been raised, more User Representatives had been nominated, so now it was recommended that the Modification should now be further discussed at Workgroup, rather than going straight out to consultation.

BF reiterated there was still the risk of a lack quoracy with the DSC Committees and so there was still a potential need for the Modification to amend the existing rules to offer mitigation for the risk.

## 2. Approvals

**2.1.** BF confirmed there were no topics needing approval.

## 3. Business Plan Updates

### 3.1. BP22 Update

AC stated that the BP Principles and Approach doc has been issued and all questions responded to. She also confirmed that Dave Turpin (DT) had a meeting with Centrica and Ofgem on the 16 August 2022. Further dialogue to continue and DT was hoping to come back to the September Committee with an update on the efficiency review proposal.

OC stated that this was unacceptable and proposed that the Efficiency Review Document needed to be included in the BP23 prior to the September publication.

AC noted she would further discuss this matter with Dave Turpin (DT) and discuss OC's request.

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

4. **Retail Energy Code (REC) and Central Switching Service (CSS) Updates**

**4.1. REC Update**

DA provided an overview of the latest *'Retail Energy Code (REC) Update'* presentation milestones, noting the updates from previous versions of the presentation are highlighted in red text. For the detailed update, please refer to the published slides on the meeting page. https://www.gasgovernance.co.uk/dsc-contract/170822

DA provided the summary as detailed below:

- *Prior to CSS Implementation, CDSP raised a risk regarding receipt of 'Late' Gate Closure Messages (these are the messages from CSS to indicate that a Registration should be going live the following day). These messages should be received from 17:00 and depending on the volume of Registrations should have concluded by either 17:20 (up to average volume) or 17:35 (up to Peak volume). Xoserve had established 'runbooks' of what they would do if they received a message as late as 03:00 the following day. These runbooks described the activities that the CDSP would do (e.g., hold UK Link and Gemini batch jobs) and the impacts that this would have on DSC Customers of processing these messages in the later than expected timeslots.*

- *As part of this work Xoserve established a reconciliation activity to compare Pending messages (this is a notice we receive from CSS once the Registration is initially processed and at the time that this is issued to the incumbent Suppliers to initiate the Objection period) and the Gate Closure Messages Xoserve actually received. On the 24 July 2022, this reconciliation exercise identified that they were missing a single message and upon raising the incident with the Switching Operator they were told that the incident would be responded to within 3 Working Days. Xoserve tried to escalate this call, but this request was rejected. Consequently, Xoserve did not hold the UK Link and Gemini jobs as they needed to process the Gate Closure messages that they had received.*

- *Since 24 July 2022 Xoserve have had 10 days where all expected Gate Closure messages have not been received. The total number of missing Gate Closure messages is 141 (as at 09 August 2022 Gate Closure window).*

- *Other parties have also confirmed that they have experienced the issue with missing Messages.*

- *CSS have confirmed that there is an issue within their system – that when the system scales down after a peak in processing then the functional processes are closed prematurely without the processes completing fully, this issue has affected a number of diverse processes and not just the issuing of Gate Closure messages. It can also impact processing of Cancellation messages (e.g., if the Incumbent Supplier has objected to the Switch) so therefore of the 141 missing messages they may not all result in a Registration. This issue could also have impacted progression of Registrations prior to Pending messages being issued, so further Registrations may also be identified that have been impacted by this issue.*

- *Xoserve have asked DCC to prioritise the prospective resolution of this issue – so that no further instances are encountered of missing Gate Closure messages / Registrations.*

- *Xoserve have highlighted to DCC that each instance of the missing Registration will have different impacts on parties and so each resolution plan will need to be discussed with each impacted party as to determining the correct rectification plan. The CDSP have reminded DCC that processing of retrospective Registrations is not possible in the UK Link system, and there are no obligations to do so – but whilst Xoserve have started looking at what could be done this will require a tactical fix (e.g., incrementing the Registration date).*

- *Xoserve will need to assess the impacts on the UNC of any solution that is proposed to get the Registration into UK Link, and for any additional activities such as adjustments and treatment of Meter Readings.*

DA stated the Next Steps were:

*Xoserve to assess changes that will be required to the DSC at V3 go live – expect changes to fall into the following categories: cosmetic changes to align to UNC changes; changes to remove services that more into GES; removal of M Number Data File; introduction of GRDA role. Propose changes to be drafted for approval at the May CoMC and to take effect from CSS Go Live.*

- *Changes will be required to the CDSP Service Document -Third Party and Additional Services Policy (for approval at April CoMC)*

  - *2.3.1 (e) the aggregate amount of the CDSP's turnover attributable to Third Party Services (excluding Charges payable under UK Link User Agreements) does not, and will not as a result of entering into the TPS Agreement, exceed 2.5% of the CDSP's overall turnover; and [propose to either carve out provision of GES or increase limit to 10%]*

  - *2.4.1 ((b) other than in respect of a UK Link User Agreement with a Trader User [or the provision of the Gas Enquiry Service to RECCo], the term of the TPS Agreement does not exceed 24 months', or the CDSP may terminate the TPS Agreement without liability on not more than 24 months' notice.*

- *Commence work to remove M Number Data File at V3 go live – email to Ofgem requesting extension of service. Ofgem has confirmed the service will cease at CSS go live. Emails issued to Shippers and Suppliers who receive the service (w/c 09 May 22) to confirm final 2 data extracts will be released on 31 May and 30 June.*
- *Termination letters to all third-party customers currently taking services that will move to GES issued w/c 23 May 2022.*
- *Assessing options to support DSC party access to data – discussion to be held following issue of customer communication relating to services being removed. This activity will resume post Go Live.*
- *Industry seminar held during 1st week of April – FAQs published on REC Portal and Salesforce*
- *Further comms to be shared over coming week*

DA drew attention to the fact he wanted parties to provide the responses where prompted, regarding the ELS (Early Life Support) closure, this was to ensure that a fix has been provided by CSS for the Missing Gate Closure messages, and the delivery of the Resend functionality. DA noted that this would then enable Xoserve to request missing message to be 'resent'.


**Gas Retail Data Agent (GRDA) Programme**

DA provided a brief overview of the GRDA and explained it was required to provide performance statistics to the REC Performance Assurance (RPA) function within the obligations in the GRDS Service Definition, which defines the target and the actual value and needed to be provided by the 5th calendar working day of every month. DA advised the agreement was that the GRDA functions were now incorporated into the Monthly Contract Management Report.


DA drew attention to the schematic which showed the data format, this can be viewed via the link:

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https://www.gasgovernance.co.uk/dsc-contract/170822

### 4.2. CSSC Update

Emma Lyndon (EL) provided an overview of the *'CSSC Programme Dashboard'* presentation.

For the detailed update, please refer to the published slides on the meeting page. https://www.gasgovernance.co.uk/dsc-contract/170822

EL noted the status was green and that the implementation had gone extremely well and that the programme would soon be moving into the production phase.

EL provided a summary as detailed below:

Key Points:

Post Implementation Support (PIS)

*Xoserve have three main defects that are affecting customers, Xoserve have been providing regular communication updates to enable you to track progress. These are:*

- ***Irregularities with File Sequence Numbers for the new CSS files (BRR, TMC & ASN file types)*** *– Xoserve are continuing to provide information to AMT to enable them to identify a fix. AMT are supporting and have confirmed their senior developers are working on this issue.*

- ***Files unable to be processed/issued due to 'special characters' with the file*** *– An incident has been raised with the vendor and the issue continues to be investigated internally. Customers are being contacted where a file has been identified as it contains a 'special character'. The customer is being asked to re-submit the file or we will remove the special character with the customers approval*

- ***Users experiencing issues with accessing Portal*** *– Support has been provided to customers for a range of differing issues. Xoserve are seeing issues with browser compatibility, functionality of LSO/MAU within the portal and difficulties accessing the Gas Enquiry Service (GES) and UK Link Services Portal. Xoserve have and continue to support technical triage sessions to understand root cause with these customers.*

- ***Missing Secured Active Messages (SAM's)*** *– over the past week we have seen instances of missing SAM's being issued to Xoserve from the CSSP. Xoserve have raised incidents and escalated these issues. In total we have 9 missing SAM's (at the point of writing these slides). The CSSP have confirmed a defect and are working with Microsoft to fix. Any customers affected by this issue are being contacted.*

**Portal Update**

EL explained as part of the UK Link Roadmap the Portal had been implemented into the Cloud on 18 July 2022 along with the CSSC migration which was successful.

EL noted there had been some service management issues on the initial go live. EL advised that since then a number of 1:1 sessions had taken place in relation to getting into the Portal. EL noted that various dedicated Drop-In Customer Clinics had been organised and continued to take place, with two taking place on Wednesday 17 August and Thursday 18 August 2022 from 10:00 – 3:00pm.

EL confirmed that a Lessons Learnt session was taking place internally in readiness for Portal Phase 2. EL advised detailed communications would be circulated, listing the requirements and IP areas together with more wide-ranging topics for Phase 2

## 5. Class 1 Read Service

### 5.1. Procurement Exercise – Modification 0710

Dave Addison (DA) confirmed the procurement exercise had now progressed to the preferred bidder stage and contract negotiations were taking place. DA noted that the Detailed Design Pack would be issued end of Quarter 3, or at the start of Quarter 4.

**6.    Monthly Contract Management Report**

**6.1.  KPM Update***

AC provided an overview of the newly formatted KPM presentation and she explained that this revamp had been on the agenda for some time, the presentation can be viewed via: https://www.gasgovernance.co.uk/dsc-contract/170822

AC said she would be communicating with all the DSC CoMC Members requesting their thoughts on the newly formatted presentation. Post Meeting update AC sent an e-mail to all CoMC members on the 18 August 2022 to request feedback

BF said that having the Management Reports presented in one slide deck as opposed to separate documents was beneficial and proposed one presentation containing all.

AC explained that as some of the information was not available until the 12th of each month, this was why an initial pack had been provided, with an updated one at a slightly later date. AC agreed this was not ideal, but stated presently there was no easy solution.

Fiona Cottam (FC) provided a brief overview as below and noted there had been 4 failures and that the full information can be found within the appendices section of the presentation:

https://www.gasgovernance.co.uk/dsc-contract/170822

Overall Summary

| Performance Area | (Reportable) Achieved | (Reportable) Failed | Not applicable to the reporting month |
|---|---|---|---|
| **KPMs (20 total)** | **16** (@11th Aug) | **3** | **0** |
| **PIs (24 total)** | **17** | **1** | **6** |

Failure Summary

| KPM / PI Ref | Measure Detail | Journey / Process | Measure Type | Target | Performance | Failure / Remedial Action |
|---|---|---|---|---|---|---|
| KPM.01 | Percentage of shipper transfers processed | Manage Shipper Transfers | Right First Time | 100.00% | 99.92% | We completed 503,177 transfers in UK Link effective in July 2022. We processed 454,807 legacy confirmations and 48,370 CSS Switches. Performance is below 100% as delayed BRNs caused by the week one CSSC PIS AMT issues meant that 400 sites used default data to populate the ASN file rather than the Shipper provided values, as well as 10 transactions were impacted by the AMT special Characters issue, which affected the BRN and TMC files. |
| KPM.06 | Percentage processed within the Completion Time Service Level in DSC | Manage Shipper Transfers | Cycle Time | 100.00% | 99.92% | Performance is below 100% as week one CSSC PIS AMT issues meant we responded to 400 BRNs outside the 4 hour standard, and 10 transactions were impacted by the AMT special Characters issue. |
| KPM.07 | Percentage of requests processed within the Completion Time Service Level in DSC | Meter Read / Asset Processing | Cycle Time | 100.00% | 99.99% | 12,582,9270 reads and 254,934 asset updates were received. 3686 reads and 55 asset updates were not processed due to Exception processes. |
| PI.01 | % CMS Contacts processed within SLA (95% in D+10) | Manage Updates To Customer Portfolio | Cycle Time | 95% | 84.85% | Contacts such as ISOs and DTLs that require third party action continue to impact performance for the month, however the main reason for the D+10 target failure is due to the ever-increasing RFA volumes and the outstanding backlog.

RFAs continue to be worked in a prioritisation order which is agreed between our Ops teams and our customers, which most of the time conflict with the chronological order of the RFA contacts landing into CMS. |

### 6.2. KPM – Customer Relationship Survey Results September

AC confirmed section would be reported on at the September meeting.

### 6.3. Contract Metrics

AC provided a high-level overview of The Performance Monitoring, Meter Count Report, and the Customer Highlights.

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

### 6.4. Xoserve Incident Summary

Trefor Price (TP) provided the Incident Summary and overviewed the 2 P2 Incidents ad detailed below:

| System Affected | Priority | Impact | Remedial Actions | KPM Breach | Resolved |
|---|---|---|---|---|---|
| Gemini | P2 | Users were unable to access Gemini via online screens. | Removal of problematic node from the cluster. Restart performed during the maintenance window. Node added back to the cluster. Extended monitoring. | No | Yes |
| AMT | P2 | Delays to processing and issuing of outbound files. | Application of 2 missing database patches which re-instated a missing routing table. | No | Yes |

TP noted that Trent Micro was not able to determine what had caused the issue, but that they had suggested that Xoserve moved over to the updated version.

### 6.5. Customer Issue Management Dashboard

Michele Downes (MD) provided an overview of the Issue Management Dashboard and noted that this was now in the new format and overviewed the summary as below:

*CSSC Files/Processes:*

*Since go live of CSSC, a few issues have been identified and communicated to customers.*

*Ten issues raised in total, six are closed (although monitoring will continue), four remain open.*

- *Of the three open issues, two are with the vendor for resolution. The third relates to Portal & GES.*

*Missing Secured Active Messages (SAM's) – over the past week we have seen instances of missing SAM's not issued to Xoserve from the CSSP. Incidents have been raised and escalated. In total we have approx. 135 missing SAM's (at the point of writing these slides). The CSSP have confirmed this is a defect and are working with Microsoft to fix. Any customers affected by this issue are being contacted.*

*GES/Portal*

*Main frustration for customers has been access and functionality issues with Portal and Gas Enquiry Service (GES)*

*Fixes were deployed on 4 August 2022; these mainly relate to LSO/MAU functionality and data related issues.*

- *Sessions will be arranged week commencing 8 August 2022 with customer users to troubleshoot the access issues. We have and will continue to support technical triage sessions to understand root cause with these customers.*

*Xoserve recognise that the communications issued prior to go live were not sufficient and lacked information. This will be registered in lessons learnt and actions taken.*

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*Non CSSC*

*AQ defects remains a concern, however, the volume of MPRNs impacted remains low. Most defects raised are being identified by the AQ team following monthly checks on high value AQs/sudden increases in AQ*

Claire Louise Robert (CLR) asked when this issue was likely to be resolved as the issues were having impacts, as manual work arounds were having to be put in place. MD said she did not have a timeline for a resolution and this matter had been escalated, but that it was down to an issue with the AMT Market Flow. Communications updates would be sent when there was further information available.

Open CSS UKLink Related Issues Impacting Customers

| Issue Area | Issue Summary | Issue Status | Customers Impacted |
|---|---|---|---|
| Irregularities with File Sequence Numbering for new CSS files (BRR, TMC & ASN) | Issue within AMT MarketFlow when generating the file sequence number of the file, are not as per normal sequential numbering of files issued from UKLink. | AMT have confirmed today that the fix is in testing, however, have not yet been able to confirm when this fix will be released to us for deployment. | Shippers who receive file types BRR, TMC & ASR. |
| Users experiencing issues with Portal & GES | Customer users experiencing different issues relating to Portal & GES. | A number of fixes were deployed on 4 August. Calls will be set up with customer users to troubleshoot GES issues. These will begin to be scheduled from next week. | Range of customer users |
| Files unable to be issued due to 'special characters' contained within the file | Where a special character is included within a file, UK Link is not processing the file as expected, the file is processed; however, response files or notification files are not being submitted to the customer until special character is removed | AMT have confirmed they are testing a fix for this issue and will update us once they have results, in parallel we are investigating and testing our own temporary workaround fix in case resolution from AMT takes longer than expected. | All customers but current examples have affected Shippers only |

**6.6. Quarterly Invoicing Update October**

AC confirmed section would be reported on at the October meeting.

**7. Information Security Update No Update this month**

No discussion held. Next update September.

**8. Financial Information**

James Madge (JM) provided a high-level overview of the Executive Summary.

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

https://www.gasgovernance.co.uk/dsc-contract/170822

**9. Business Continuity Plan**

The CoMC were happy with the material that they had received so did not request to have a representative on the call to talk through the material it. Next update November.

**10. Contract Assurance Audit**

No discussion held however it was requested that a representative from Xoserve attends the September CoMC to talk through the material

**11. Key Committee Updates**

**11.1. DSC Change Management Committee**

James Rigby (JR) provided an overview of the DSC ChMC summary and drew attention to each section and how it was reported following the meeting.

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JR noted that the General Change Budget for BP23 was comparable in size to recent years and highlighted the current BP22 committed spend.

JR noted that, as part of BP22 ChMC approved £250k to fund resources required to develop the REC during BP22. A ring-fenced amount of £350k is being proposed in BP23 to fund potential resources for consequential change impact assessment / development and delivery. JR advised this would be discussed and ratification sort at the DSC ChMC in September 2022.

JR also stated that during the PAC meeting on 16 August 2022, the PAC requested an uplift to its ring-fenced reporting budget, from "+£125k in BP22 to £175k in BP23. The rationale provided was to account for delivery of remaining backlog of DDP user stories and any new ones that are identified following a planned review of the PARR reports and in relation to UNC Modification 0674 - Performance Assurance Techniques and Controls.

For a detailed update, please refer to the published slides on the meeting page.

## 12. Any Other Business

### 12.1. CMS Rebuild Update

Joanne Williams (JW) presented the progress to date of the CMS Rebuild and advised the Team were still on track for V1 in October and were currently developing the Supplier Theft of Gas (SUT) process to be delivered alongside the MNC process. Address amendments (ADD) is no longer in V1 but duplicates (DUP) will be delivered shortly after MNC/SUT.

JW said as a brand-new solution, MNC will be delivered as a soft launch to the Customer Focus Group attendees at the beginning of October [target 10th October] and to all customers on [19 October]. SUT will be implemented a few days later [26 October]. Change packs have/will be published to ensure all customers are aware and can impact assess any changes. Transition arrangements will be agreed and communicated as we move contacts from old CMS to new CMS.

JW advised Xoserve had launched Alpha Trials on July 29 2022 to the Customer Focus Group attendees. This has provided those attendees access to a sandbox environment where they can navigate through the processes as they are being developed.

JW stated Alpha Trials will be available throughout August and into September 2022 and will enable Xoserve to obtain real-time feedback from customers on the solution and showcase the Agile delivery and generate familarisation. This will also provide lessons learned to assist with the Beta Trials (External UAT) rollout which is scheduled for September 2022.

• 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: Further updates will be provided in September CoMC. Date Time Star

The Customer Focus Groups have now been set up and communicated, the first one was held on 06 April 2022, future dates are as follows:

| Date | Time Start | Time end |
|------------|------------|----------|
| 09/09/2022 | 10:00 | 12:00 |
| 14/10/2022 | 10:00 | 12:00 |
| 08/11/2022 | 10:00 | 12:00 |
| 09/12/2022 | 10:00 | 12:00 |
| 10/01/2023 | 10:00 | 12:00 |
| 07/02/2023 | 10:00 | 12:00 |
| 07/03/2023 | 10:00 | 12:00 |

For full details of the update please refer to the presentation published. Further updates will be provided at the August 2022 meeting.

**12.2. Update – Modification 0674V - Performance Assurance Techniques and Controls**

Implementation

DA reported that the Steve Mulinganie (SM) had asked for an update regarding Modification 0674V. He had asked a specific set of questions to be discussed.

DA provided the following updates:

How does the Modification fit together?
*PAC will need to define how they wish to see 0674V enacted. The Modification enables the PAFA and PAC to take a more proactive approach, but now that the Modification has been approved it will be necessary to work with the PAC and PAFA to determine how this approach will be manifested. The Modification gives greater autonomy to the PAC – e.g., with the approval of changes to the PARR report rather than the UNCC. It does also require that the Users who have been instructed to follow an improvement plan do so, and any remedial actions are taken at their own cost.*

How is it being delivered?
*To be confirmed.*
*It is expected that the tasks required of the PAFA (certainly those referenced in the Modification) are predominantly within the scope of the current contracting arrangements. The scale to which 0674V increases the volume of these tasks will depend on what PAC determine is the best course of action. This could be a greater number of improvement plans being initiated. The current contract with PAFA is based on 3 new Shipper performance plans per quarter– if the PAC determine that this is insufficient (following the implementation of Modification 0674V), or places additional emphasis on existing PAFA activities then we would need to vary the existing contract.*

Who is funding it – what budget is it coming from and who is paying what and when?
*It is proposed that the reporting budget will be increased by £50k to £175k for BP23. This was proposed by PAC 16 August 2022.*
*Further work with PAC will be required to determine the extent of the contract variation to the PAFA Contract. This will depend on the activities required of the PAFA by PAC as part of the implementation of 0674V.*

Confirmation that as the Contract is being rolled over that it does not price in any changes arising?
*The current PAFA contracts runs to June 2023 and the intention is to extend to June 2024. Any costs arising from variation to this contract will need to be determined.*

## 13. Recap of decisions made during meeting

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

## 14. Diary Planning

*Further details of planned meetings are available at:* www.gasgovernance.co.uk/events-calendar/month

| Time/Date | Paper Publication Deadline | Venue | Programme |
|---|---|---|---|
| 09:30 Wednesday 14 September 2022 | 5pm Tuesday 06 September 2022 | Microsoft Teams | Standard Agenda |
| 09:30 Wednesday 19 October 2022 | 5pm Tuesday 11 October 2022 | Microsoft Teams | Standard Agenda |

| 09:30 Wednesday 16 November 2022 | 5pm Tuesday 08 November 2022 | Microsoft Teams | Standard Agenda |
|---|---|---|---|
| 09:30 Wednesday 14 December 2022 | 5pm Tuesday 06 December 2022 | Microsoft Teams | Standard Agenda |

**Action Table (as of 17 August 2022)**

| Action Ref | Meeting Date | Minute Ref | Action | Owner | Target Date | Status Update |
|---|---|---|---|---|---|---|
| 0302 | 16/03/22 | 2.1 | *Shipper Short Code Requests MAP Reallocation of Short Code Request -* Xoserve (MO) to consider any updates that may be required to the existing process. | Xoserve (JMc) | August 2022 | **Closed** |
| 0401 | 20/04/22 | 4.1 | *Reference Development of a Memorandum of Understanding for DPM purposes* – Xoserve (JMc) and Wales & West Utilities (RP) and Gazprom Energy (SM) to develop an initial draft Memorandum of Understanding (plain English) for consideration at the May 2022 meeting. | Xoserve (JMc) & Wales & West Utilities (RP) & Gazprom Energy (SM) | Sept 2022 | **Carried Forward** |
| 0403 | 20/04/22 | 6.3 | *Reference Contract Metrics Reporting Enhancements* – Xoserve (AC) to consider enhancing the reports to provide a high-level summary. | Xoserve (AC) | August 2022 | **Closed** |
| 0502 | 18/05/22 | 3.1 | Xoserve (DT) to review the Revised Charging Statement to ensure consistent terminology is used and that it is published once any amendments have been made. (*A cross referencing exercise to be undertaken against the Budget and Charging Methodology prior to publication) | Xoserve (DT) | September 2022 | **Carried Forward** |
| 0503 | 18/05/22 | 6.2 | Xoserve (AC) to plan Customer Engagement Session to discuss and agree future reporting requirements with a view to creating more meaningful reporting dashboards with input from each of the constituent groups. | Xoserve (AC) | August 2022 | **Closed** |
| 0504 | 18/05/22 | 12.5 | Xoserve (DA) to provide an update on the implementation of Modification 0651. | Xoserve (DA) | Sept 2022 | **Carried Forward** |
| 0701 | 20/07/22 | 3.1 | Xoserve (DT/ES) to investigate short/long term costs to include PAFA expenditure and the implications of Modifications 0647 and 0674. | Xoserve (DT/ES) | August 2022 | **Closed** |

**Action Table (as of 17 August 2022)**

| Action Ref | Meeting Date | Minute Ref | Action | Owner | Target Date | Status Update |
|---|---|---|---|---|---|---|
| 0702 | 20/07/22 | 4.3 | Xoserve (EL) to investigate extending the communications to a wider audience during the hyper care PIS window for the next 3 months. | Xoserve (EL) | August 2022 | **Closed** |
| 0703 | 20/07/22 | 4.3 | Xoserve (EL) to provide a detailed 'check list' regarding the logging process and Q&A's to potential issues that maybe encountered. | Xoserve (EL) | August 2022 | **Closed** |
| 0704 | 20/07/22 | 6.6 | Xoserve (DD) to investigate a different format with which to present the Quarterly Invoicing Update. | Xoserve (DD) | October 2022 | **Carried forward** |
| 0801 | 17/08/22 | 1.6 | Xoserve (EL) to discuss with the Resolution Team regarding extending the distribution list for industry communications to additional customer representatives in addition to Contract Managers during the hyper care PIS window for the next 3 months. | Xoserve (EL) | September 2022 | **Pending** |
| 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 | **Pending** |