

**UNC DSC Contract Management Committee Minutes**  
**Wednesday 17 March 2021**  
**via Teleconference**

<b>Attendees</b>			
Bob Fletcher (Chair)	(BF)	Joint Office	Non-Voting
Helen Bennett (Secretary)	(HB)	Joint Office	Non-Voting
<b>Shipper User Representatives (Voting)</b>			
Claire Louise Roberts (Alternate for Stephanie Clements)	(CLR)	Scottish Power	Class A Voting
Oorlagh Chapman	(OC)	Centrica	Class A Voting
Steve Mulinganie (and Alternate for Andrew Green)	(SM)	Gazprom Energy	Class B & Class C Voting
<b>Transporter Representatives (Voting)</b>			
Helen Chandler	(HC)	Northern Gas Networks	DNO Voting
Sally Hardman	(SHa)	SGN	DNO Voting
Angharad Williams (Alternate for Richard Loukes & Teresa Thompson)	(AW)	National Grid	NTS Voting
Kundai Matiringe (Alternate for Rebecca Cailles)	(RC)	IGT Representative	IGT Voting
Brandon Rodrigues	(BR)	IGT Representative	IGT Voting
<b>CDSP Contract Management Representatives (Non-Voting)</b>			
Jayne McGlone	(JMc)	Xoserve	
Dave Addison	(DA)	Xoserve	
<b>Observers/Presenters (Non-Voting)</b>			
Alison Jennings	(AJ)	Correla	
Andrew Szabo	(ASz)	Correla	
Alex Stuart	(ASt)	Correla	
Angela Clarke	(AC)	Xoserve	
David Turpin	(DT)	Xoserve	
Fiona Cottam	(FC)	Correla	
Guv Dosanjh	(GD)	Cadent	
Jo Williams	(JW)	Correla	
Kirsty Dudley	(KD)	EON	
Letaria Beccano	(LB)	Wales & West Utilities	
Linda Whitcroft	(LW)	Correla	
Lorna Lewin	(LL)	Orsted	
Michele Downes	(MD)	Correla	
Neil Laird	(NL)	Correla	
Owen Mason	(OM)	Bulb	
Ross Easton	(RE)	Total Gas & Power	
Satpal Kalsi	(SK)	Correla	
Simon Harris	(SH)	Xoserve	

Stephanie Ward	(SW)	Xoserve
Tristan Unwin	(TU)	Correla
Copies of all papers are available at: <a href="http://www.gasgovernance.co.uk/dsc-contract/170321">http://www.gasgovernance.co.uk/dsc-contract/170321</a>		

**1. Introduction**

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

**1.1. Apologies for absence**

Rebecca Cailles, Transporter Representative  
 Andrew Green, Shipper Representative  
 Richard Loukes, National Grid Representative  
 Stephanie Clements, Shipper Representative  
 Teresa Thompson, National Grid Representative

**1.2. Alternates**

Claire Louise Roberts for Stephanie Clements  
 Steve Mulinganie for Andrew Green  
 Angharad Williams for Richard Loukes & Teresa Thompson

**1.3. Confirm Voting rights**

Representative	Classification	Vote Count
<b>Shipper</b>		
Claire Louise Roberts (Alternate for Stephanie Clements)	Shipper Class A	1 vote
Oorlagh Chapman	Shipper Class A	1 vote
Steve Mulinganie (Alternate for Andrew Green)	Shipper Class B & Shipper Class C	4 votes
<b>Transporter</b>		
Helen Chandler	DNO	1 vote
Sally Hardman	DNO	1 vote
Angharad Williams (Alternate for Teresa Thompson & Richard Loukes)	NTS	2 votes
Kundai Matiringe (Alternate for Rebecca Cailles)	IGT	1 vote
Brandon Rodrigues	IGT	1 vote

**1.4. Approval of Minutes (17 February 2021)**

The minutes from the previous meeting was approved.

**1.5. Approval of Late Papers**

The late papers were approved.

BF asked the Committee if they would like a representative from Xoserve to discuss agenda items:

9.2 Contract Metrics

10.0 Central Switching Service (CSS) Update

SM advised there has been an issue raised around transition in that Centrica are proposing some changes around the transition window.

**New Action 0301:** *Central Switching Service (CSS) Update* EL to provide a more formal update to the issue raised that some parties are suggesting changes to the transition window.

11.0 Information Security Update

15.1 DSC Change Management Committee Update

## 1.6. Review of Outstanding Actions (deferred until end)

**0201:** PO to produce an options paper for the Retrospective and Proof of Concept project to be reviewed at the March DSC Change Management and Contract Management Committees.

**Update:** Angela Clarke provided an update and advised the options paper is currently being worked on and will be presented to the April 2021 meeting. Steve Mulinganie (SM) asked for the paper to be distributed to the DSC Contract Managers more than the usual 5 Days ahead of the meeting to allow time for review of the content. **Carried Forward**

**0202:** Joint Office (MBJ) to confirm and arrange whether an Extraordinary Contract Management Committee meeting could be held on 05 March 2021.

**Update:** This meeting was not required. **Closed**

**0203:** JMc to produce an options paper for amending Third Party and Additional Services Policy including risks and mitigations.

**Update:** The updated for this action is included in the REC update. **Closed**

**0204:** Re: CDSP provision of Class 1 read service, ER to review how service charge information can be included in the Annual Charging Statement.

**Update:** This has been noted and fulfilled as part of XRN5218. Dave Addison (DA) advised there has been a very clear wish to see the information at a DNO/LDZ level, he will work up the prices and will bring back to the April 2021 meeting. DA added that he will endeavour to keep the prices as close to current charging statements. **Carried Forward**

**0205:** Re: CDSP provision of Class 1 read service, DA to review and update the Committee Terms of Reference to add reviewing the liabilities charges to the Committee's remit.

**Update:** DA advised it is not anticipated the DSC Contract Terms of Reference (TOR) being updated, instead, a guidance document will be produced and include in one of the reporting packs as with some of the other performance packs. DA was asked if the current TOR has been checked to see if it allows the addition of the review of liabilities, DA advised he will check the TOR and confirm at the next meeting in April 2021. **Closed**

## 2. Meet and Greet

Andy Szabo (ASz) introduced Steph Ward (SW), the new CEO of Xoserve.

ASz provided a brief background of the completion of the separation of Xoserve and Correla, explaining that Correla would provide technical expertise and services to Xoserve through a commercial contract, whilst Xoserve would continue in its role as the Central Data Service Provider (CDSP) and deliver the Data Services Contract (DSC), with SW in the leadership role.

SW introduced herself and provided an overview of her career and background. SW noted she was new to the energy industry and looked forward to working closely with the industry. The Committee welcomed SW to her new role.

SM said that he is interested in views on how the relationship evolves going forward with the business separation and partnership approach.

He asked if the DSC Change Management Committee and DSC Contract Management Committee structure work effectively or does SW think they should be doing something differently.

In response, SW said that she has looked at the committees and clarified that Correla, as the partner to Xoserve in terms of delivery of the services and will be represented alongside Xoserve at the DSC meetings. SW went on to clarify that she does not see Project Mercury changing the structure of the meetings on its own, the DSC Committees will see the same people attending from Correla and she does not want to add any additional layers into the governance confirming that Xoserve and Correla will be attending meetings as partners, together. Customers will see the look and feel no different to what they are used to, Xoserve is still accountable in terms of the services. Stakeholders should not experience any differences at all.

SW added, from an Industry perspective, Stakeholder Management is very complex and she will be looking across the industry with fresh eyes to see if she can bring any improvements to the process.

When KD raised the question of Correla being present at the DSC Contract Management Committee meetings, and what would the process be if it was suggested that Correla should not be at the meetings, SW said that in circumstances where there might be an issue with Correla she would favour having Correla in that conversation from the offset, there is no substitute, as a supplier of services, than to get feedback from customers and unless there is a conflict of interest it is better for Correla to understand the challenges being faced.

In terms of escalation routes, DT clarified that JMc is the DSC Compliance Manger for Xoserve and reports into Dave Turpin's Customer, Industry and Regulatory Affairs team. If any issues need escalating, depending on what it is, it is suggested the customer addresses the issue directly with Correla. However, ultimately, all operational related processes in DSC go through JMc, the likelihood is that Correla will be the ones to correct the issue and Xoserve will be in the loop to understand the issue.

KD asked what would happen if there is a large turnover of experienced knowledgeable staff within Correla. ASz agreed there are a lot of key personnel with specialist knowledge, however, that risk exists today. As the service provider, Correla have contractual commitments to keep key experts in post to ensure the correct levels of knowledge and experience are maintained.

HCh asked, with reference to stakeholder management being integral and complex, is there a role in Xoserve to concentrate just on Stakeholder Management. DT confirmed that is what his team do, Customer, Industry and Regulatory Affairs, whose sole focus is on stakeholders within the gas industry.

HCh highlighted that if an issue is passed on to a Correla advocate and there is no resolution it only then gets raised with Xoserve, she suggested there needs to be someone from Xoserve involved in the process at a lower level.

When SW wanted to know what the value in that would be, an Xoserve person going to Correla, HCh responded and advised that the DSC Contract is with Xoserve, adding that Xoserve deliver the DSC services, the Stakeholders did not ask for another company to deliver those services, the Stakeholder contact needs to remain with Xoserve.

SW advised that if there is a service issue and the customer advocate does not solve it, if this is escalated in Corella there is a set of people that can take the action to correct the issue. Effectively, Correla is accountable to provide the service.

SM commented that the structure has changed which the stakeholders did not ask for. As stakeholders the DSC Contract Managers have history of knowing the relationship with Xoserve as it was, they are nervous customers and Xoserve is their key route and custodian of critical industry data which they are very nervous about. Although the relationship has improved over time, they do need that extra bit of comfort. He added that maybe earlier intervention from Xoserve would be beneficial and would create comfort and assurance in the stakeholder relationship with Xoserve.

ASz advised from a Correla perspective this is an interesting debate and he appreciates the industry challenge. He suggested that lots of ongoing reinforcement of the nature of the accountability allowing DSC Contract Managers to reflect on the relationship on an ongoing basis. There is continuous reinforcement of Xoserve.com as the gateway, the routes into Xoserve do not change, Stakeholders will still be talking to the same people who now are incentivised to make sure the customer experience programme continues.

SW concluded and confirmed that Xoserve is here for you to escalate as and when you feel you need to, all types of circumstances differ, the concerns raised today have been noted. It was confirmed that although the complaints procedure has been re-written, there could be more added around the guidance. SW confirmed that if there is an issue that needs to be escalated, to reach out to the member of her management team that are familiar to the Stakeholders and DSC Contract managers, such as Dave Turpin/Jayne McGlone.

DT advised he will liaise with his leadership team to make sure further information is easy to understand. It was suggested this should be included in the agenda for next few months to discuss any issues/concerns. He also confirmed there are multiple touch points on a daily basis between the two organisations where information flows between themselves.

It was confirmed that sharing of the service credit payments on the KPM Metrics would be useful at the DSC Contract Management Committee Meeting.

SM had some points to note and asked if Xoserve have sight of escalations within Correlia, DT said that yes, Xoserve do have full visibility of escalations. Also, SM asked if the complaints process can be communicated as he has not been informed of the updates that have been made to the process. ASz clarified that within the customer handoff material, it has been included how to raise a complaint.

Alex Stuart (ASt) added there have been numerous website improvements making it easier for customers to raise a complaint and that any such complaints are routed to a central team overseen by Alison Jennings.

In conclusion, SW said this is a fantastic forum to get feedback and asked DT to pursue investigations to understand how the service is being experienced and thanked the Committee for the debate and the opportunity to have the conversations.

### 3. Project Mercury

This agenda item was covered as part of the Meet and Greet, agenda item 2.

### 4. Covid-19 Update

ASz provided a brief update on Xoserve's operational capability noting that the organisation is robust in terms of absences which are very low.

It anticipated that staff will start to return to the office sometime in May or June, as long as the current government guidelines and approach remains the same.

Fiona Cottam (FC) provided a brief update as follows:

- UIG levels have been steady.
- Information has been added to the COVID-19 page on Xoserve's website to address questions regarding the management of long term vacant properties.
- Reminder: As the country starts to exit lockdown, please review any sites that are indicated as being isolated under Modification 0723 (Urgent) - Use of the Isolation Flag to identify sites with abnormal load reduction during COVID-19 period.
- Reminder: Please review any estimated meter readings that have been submitted under Modification 0726 (Urgent) - COVID-19 Liquidity Relief Scheme for Shippers.

SM provided an update to Modification 0730V - COVID-19 Capacity Retention Process, Ofgem have advised their decision is imminent.

### 5. Approvals

#### 5.1. MAP Portfolio Reporting

Simon Harris (SH) reminded the Committee that following discussion at the last Committee meeting around the distinction within the Supplier License pertaining to obligations related to Domestic / Non-Domestic Supply Meter Points, it was proposed that the MAP Portfolio Reporting be split into two distinct services.

The data items outlined within the overview section will remain for both services, and that just the contents for specific data items redacted where appropriate:

- *Domestic – Proposed to provide actual Start/End Dates for Supplier/MAM entities spanning MAP ownership, where these start/end dates preceded or succeeded the recorded MAP Effective Dates within the UK Link system*

- *Non-Domestic – Proposed to redact actual Start/End Dates for Supplier/MAM entities spanning MAP ownership, where these start/end dates preceded or succeeded the recorded MAP Effective Dates within the UK Link system*
- *The determination of a Domestic & Non-Domestic SMP will be carried out using the SMP's 'Market Sector Code' as recorded on UK Link (D = Domestic, I = Non-Domestic)*
- *The 'Market Sector Code' is maintained by the Shippers via standard SPA processes and is mandated within these flows.*

SM asked for an understanding of the justification for the Meter Asset Providers (MAP) asking for this information for non-domestic sites when there is no licence requirement to be fulfilled. It was confirmed that there is an obligation for Domestic Suppliers to appoint a MAP as part of licence conditions, but this is not applicable to non-Domestic Suppliers.

If for the non-Domestic market there is no licence obligation, why would MAP have access to information that relates to non-Domestic sites. DA clarified discussions held at the last meeting has led to the reference to non-domestic being redacted.

DA clarified that in order for the MAP to have access to the database, Xoserve would verify the MAP is legitimate and they would have to state their order of business, Xoserve would then make sure they are fulfilling that function.

SH confirmed the next steps:

- *If approved the Data Permissions Matrix Conditionality Document is to be updated to reflect the Domestic/Non-Domestic rules (to be drafted and brought for approval at a future CoMC)*
- *MAP Portfolio Services to continue development with DSC Third Party customers*

SH confirmed there is no XRN for this as recipient will be the MAPs themselves, it becomes a 3<sup>rd</sup> party service.

It was agreed that the Data Permissions Matrix - Conditionality Document would be amended to ensure it refers only to the Domestic sector and the Non-Domestic sector is excluded as and where necessary.

The Committee unanimously approved the changes as proposed in the framework document as follows:

The Committee members were asked to conditionally approve the provision of the domestic service and approve the split for domestic and non-domestic on the basis that upon review of the updated document there are no questions.

At the end of the meeting the Committee reviewed the changes made to the Data Permissions Matrix - Conditionality Document which confirmed the unanimous approval of the changes.

<b>Voting Outcome:</b>		
<b>Shipper Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Claire Louise Roberts (Alternate for Stephanie Clements)	1	For
Oorlagh Chapman	1	For
Steve Mulinganie (+ Alternate for Andrew Green)	4	For
<b>Total</b>	<b>6</b>	<b>For</b>
<b>Transporter Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Helen Chandler	1	For
Sally Hardman	1	For
Angharad Williams (Alternate for Richard Loukes and Teresa Thompson)	2	For



Kundai Matiringe (Alternate for Rebecca Cailles)	1	For
Brandon Rodrigues	1	For
<b>Total</b>	<b>6</b>	<b>For</b>

## 5.2. XRN5329 Changes to Service Description Table v16

AC confirmed there are three potential amendments proposed to the Service Description Table:

Proposed New Service Lines:

Service line ref	Description
SS SA22 87	To grant Customers access to the Data Discovery Platform that will enable access to real time data and key metrics to provide insight pertaining to their portfolio
DS-CS SA6 - 22	Maintenance of a Shipper Affiliate relationship table for the purpose of validating AQ corrections using reason code 3 <b>Associated XRN 5237 in support of Mod 736</b>

Proposed Service Line amendment:

Existing Line :-

Service Line	Proposed amendment
DS-CS SA18 – 03	Publication of a report identifying those <b>users of the Data Permissions Matrix suppliers</b> which have a Third Party Services agreement in place with the CDSP for the disclosure of Supply Point Premises Data as contemplated by V- <del>5.18.3</del> 5.5.2(k)

SH asked AC to confirm whether the new service line for the DDP Platform had the correct reference number as the charging Statement for (21/22) already lists a line against SS SA22. AC explained that the Charging Statement for (20/21) correctly stated that there was 2 lines for SS SA22 86 however an error was made when the Charging Statement for 21/22 was issued and incorrectly updated one to 87. AC confirmed that the Service Line Ref no allocated of SS SA22 87 was correct and that the Finance Team were aware and would ensure that the error would be corrected when the next version of the Charging Statement was published.

JMc advised that the requirement to publish a report identifying users of the DPM who have a Third Party Services agreement in place with the CDSP for the disclose of Supply Point Premises Data will be satisfied by sharing with CoMC Reps only, as anticipated by each of these contracts. CoMC Reps to consider if there is a need to publish wider with information relating to individual third party organisations redacted from the report.

The Committee unanimously approved the changes as proposed in the framework document as follows:

Voting Outcome:		
Shipper Representatives	Voting Count	For/Against
Claire Louise Roberts (Alternate for Stephanie Clements)	1	For
Oorlagh Chapman	1	For
Steve Mulinganie (+ Alternate for Andrew Green)	4	For
<b>Total</b>	<b>6</b>	<b>For</b>

Transporter Representatives	Voting Count	For/Against
Helen Chandler	1	For
Sally Hardman	1	For
Angharad Williams (Alternate for Richard Loukes and Teresa Thompson)	2	For
Kundai Matiringe (Alternate for Rebecca Cailles)	1	For
Brandon Rodrigues	1	For
<b>Total</b>	<b>6</b>	For

## 6. Business Plan Updates

### 6.1. BP20 Centrica Appeal

JMc advised there was no further update from Ofgem regarding a decision on the BP20 Centrica Appeal. She has liaised with Ofgem and has advised them that Xoserve will be commencing work on BP22 during April/May 2021.

### 6.2. BP21 Update

JMc confirmed there has been no appeal made against BP21 and that this agenda item can now be removed from future meetings.

CLR asked if there has been any progress regarding the rebate. DT clarified this relates to the end of year splitting of Xoserve and Correla, the finer details are still being discussed.

## 7. Retail Energy Code (REC) Update

JMc provided an update on the latest developments under the REC, including the key milestones and upcoming consultations.

### **Ofgem Consultation**

- *REC V2 - REC Code Consolidation Schedules*
  - *(REC Transition; SPAA Transition; Data Access; Transfer of Consumer Data; Smart Meter Installation; Prepayment; Qualification and Maintenance; Secure Data Exchange; Market Exit; Meter Operations; Metering Governance)*
  - *Response submitted.*
- *REC V3 - Faster Switching Schedules*
  - *(Data Access Schedule; Interpretation; Data Management; Registration Service; Registrable Measurement Point Lifecycle; Address Management; Switching Service Management)*
  - *Data Access Schedule – comments due back 09/03/21*
  - *The Consultation starts on 31 March 2021 and responses are due by the end of June.*

DA provided the Committee with an update of SCR Impacts to the UNC and advised that Code Consolidation REC v2 is light in terms of UNC changes, however, it is expected there will be required as a result of the V2 consultation.

DA advised that new Modification 0762 - Adding the Retail Energy Code Performance Assurance Code Manager as a new User type to the Data Permissions Matrix, has been raised and will be presented to UNC Panel on 18 March 2021. This Modification adds the REC Code Manager to the DPM in advance of September 2021.



DA advised SCR –Code Consolidation REC V2 (Sept 2021) was given a successful walkthrough at the last Distribution Workgroup held on 25 February 2021 and that Dentons have been provided with the final version of the legal text which will be sent to Ofgem by the end of this week so that it can be included in the consultation.

DA clarified the items that have been descoped from this version:

- *Changes to DSC that can be covered via changes via this Committee.*
  - *E.g. Changes to the Change Management Procedure*
- *Considering arrangements required for transition from UNC to CSS.*
  - *This will be done by a UNC Modification as will be needed in advance of CSS Implementation.*
    - *Detail is still being worked on*
    - *NB: Principle of In Flight Switching proposed by the programme which is being worked through.*

JMc confirmed that amendments to the Service Description Table will be required following the Significant Code Review which may require agreement to freeze the Service Description Table whilst amendments are tracked.

JMc advised that consideration of consequential impacts to all CDSP Service Documents will be required, these can be managed through change consultation and approval at DSC Contract Management Committee.

Third Party & Additional Services Policy will require amendment to paragraph 2.3.1 (e) ahead of GES-P contract negotiations:

*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.*

JMc clarified that on reflection, she is minded to wait until there is a better understanding of what the charges under the GES Provider agreement between Xoserve and RECCo are going to be, before returning with options for the increase or removal of the cap on Third Party Services. This relates to outstanding action 0204.

JM went on to provide clarification of the scope to the Gas Enquiry Service an update on the Access to GES (Gas Enquiry Service):

- DES (Data Enquiry Service)
- 3 switching APIs
- Non-DSC Reporting
- FindMySupplier

Oorlagh Chapman (OC) requested there are adequate SLA's in place for the documents listed as there are none currently.

## **8. Modification 0710S - CDSP provision of Class 1 read service**

DA provided a brief update and advised CDSP are now starting to look at pricing and commercial conversations with regards to the contract novation's with current service providers.

Although it has challenging timescales it is progressing well.

## **9. Monthly Contract Management Report**

### **9.1. KPM Update**

Alex Stuart (AS) provided a summary of Right First Time failures and Cycle Time failures as follows:

#### **Right First Time failure:**

#### **% of AQs processed successfully**

Target is 100%

February 2021 = 99.97%

Performance is below 100% owing to small number of exceptions (3,801) created during this Feb'21 process, against 11.2m AQ rolling calculations for the month. These exceptions either pause the process or require manual rework, and as manual intervention is required to complete the transaction, we treat this as not 'Right First Time' (not a true representation of the actual quality of the end-state AQ calculation). All 3,801 exceptions were resolved, for which all impacted sites have had new rolling AQ's successfully calculated and updated in UK Link with an effective date of 1st March'21. All 3,801 exceptions were successfully resolved, rolling AQ's updated in UK Link, and reconciliations picked up on the March Amendment invoice run.

### **Cycle Time failures:**

#### **% of reports dispatched on due date against total reports expected**

Target is 100%

February 2021 = 99.80%

Of the 425 reports issued in February'21 by CDS 1 'E-mail' report, for 1 shipper, was delivered late. We deliver the 'Email Reporting' service to Shippers and unfortunately due to human error we failed to issue this report to one individual shipper within SLA. For context, delivery of this report should have been by 5pm on 24/02 but was issued at 09:30 on 25/02. Liaison with the impacted shipper was swift who confirmed no impact or dissatisfaction of the delay in receiving the report. The Control Schedule utilised to manage our reports has been enhanced with a formula which changes the font colour to red if still outstanding on the deadline day.

#### **% CMS Contacts processed within SLA**

Target is 98% in D+20

February 2021 = 96.35%

Three factors have caused this KPM to fall below target for Feb'21:

1. Increase in 2021 RFA Line In the Sand (LIS) requests – 59% increase in the total volume of Request For Adjustments (a non-MOD565 contact) open when compared to this time last year. Unlike previous years we are seeing a very late flurry and high volume of LIS RFA activity, particularly from two shipper organisations, that is placing unforeseen pressure on Invoicing Operational teams.
2. COVID/Lockdown restrictions – there continues to be a below-par performance of CMS contact types that require meter engineers, on behalf of DNOs, IGTs, MAMs, etc. to conduct site visits.
3. Non-MOD565 CMS contacts awaiting action from external parties – there are prolonged wait times for external parties for action/clarification/more information to resolve contacts such as TOGs and RFAs.

#### **% requests processed within SLA**

Target is 100%

February 2021 = 99.98%

1111 reads from a monthly inbound total of 9,279,466 and 71 asset updates from a monthly inbound total of 429,303 were not processed within the 48-hour SLA due to such meter reads encountering an exception in our UK Link system. All such exceptions are being worked in-line with the 2-month invoicing cycle SLA, for which the majority of these 1182 have already been resolved in time for the March Amendment invoice run.

Tristan Unwin (TU) provided a general update advising the two inflight Change Requests 5266 and 5279 which will be merged, the automation will be deployed on 20 March and a tidy up of residual exceptions by 04 April 2021.

### **9.2. Contract Metrics**

Paper published for information. No discussions held.

### 9.3. Xoserve Incident Summary

Neil Laird (NL) provided a high-level overview of the P1 and P2 incidents and why certain problems had occurred within Gemini. For a full detailed update, please refer to the published slides on the meeting page.

### 9.4 Issue Management Updates

#### 9.4.1. Issue Management Dashboard

Michele Downes (MD) provided an overview of the Issue Management Dashboard standard dashboard:

#### Summary Dashboard February 2021 Period (Slide 2)

MD walked through the dashboard and summary slides:

#### AQ Issue Dashboard

MD advised the AQ Taskforce is in the progress of being handed over to the business during as BAU process. The proposal going forward is to present each month issue relating to AQ and key updates.

#### Amendment Invoice Dashboard (Slide 5)

KD asked for an explanation of the exception figure (25,690), MD and Dan Donovan (DD) advised this represents 25,690 unique MPRNs. This figure will be reported each month when the amendment invoice is issued and will include what their specific exceptions are. Going forward, DD advised he will include a graph to report the historic position.

When asked, Fiona Cottam provided the link to the Xoserve website where UIG information is published:

<https://www.xoserve.com/services/issue-management/unidentified-gas-uig/#useful-links>

#### 9.4.2. AQ Taskforce Update

MD provided a brief overview of the Background; Taskforce Objectives; Focus Areas and Next Steps.

#### Background

MD explained the AQ Taskforce was established to resolve the underlying issues which have led to AQ errors. The Taskforce immediate focus was to confirm the scope and breadth of the problem and develop a detailed plan of action. The Taskforce identified a historic AQ adjustment issue and sought to develop a methodology, tooling, and billing principles in which to undertake invoicing. All taskforce activity on this work has now ceased and will move to BAU.

#### Taskforce Objectives

- Continue resolution of known defects.
- Undertake detailed root cause analysis assessment of the AQ functionality and upstream processes.
- Review the AQ functionality and business process for both monthly and annual activities.
- Identify system and process solutions to resolve any issues.
- Use data / MI to drive greater insight.
- Continue to provide support, progress reporting & status to you on the taskforce activities.

#### Next Steps

MD provided commentary on the slides and advised that the AQ issue summary and progress will continue to be provided at industry and customer meetings, for DSC Contract Management Committee this will be under the 'Issue Management' agenda item.

Focus will continue on the resolution of AQ defects and maturing the newly created AQ operational team.

**10. Central Switching Service (CSS) Update**

SM advised there has been an issue raised around transition in that some parties are proposing changes around the transition window. Paper published for information.

**New Action 0301:** *Central Switching Service (CSS) Update* EL to provide a more formal update to the issue raised by parties for changes to the transition window.

**11. Information Security Update**

Confidential paper circulated for information. No discussion held.

**12. Financial Information – Due May**

This item is deferred and due to be updated in March.

**13. Business Continuity Plan – Due May**

This item is deferred and due to be updated in March.

**14. Contract Assurance Audit – Due May**

This item is deferred and due to be updated in March.

**15. Key Committee Updates**

**15.1. DSC Change Management Committee**

Updated Paper published for information. No discussions held.

**16. Any Other Business**

**16.1. Contact Management System (CMS) Replacement Update**

Jo Williams (JW) provided a summary of progress on the CMS project, explaining the summary of progress to date:

- All initial requirement workshops have now been completed and the ideal “To Be” Workshops are now underway, following feedback received from the first session the structure has been altered to continue to get the best value out of the sessions.
- The Project Team are seeing a big increase in the number of attendees for each workshop, which is a great sign and this has led to additional requirements being identified.
- All Workshop outputs have been published here:  
<https://www.xoserve.com/systems/contact-management-service/contact-management-service-cms-rebuild-project/>

Potential Suppliers are being engaged to understand high level requirements to obtain figures and timescales for High Level Solution Options.

**Next steps**

- Continue to refine the requirements as we develop the Ideal “To Be” Models
- Continue the Governance process to seek approval of design and solution at
  - Contract Management Committee (CoMC)
  - Change Management Committee (ChMC)
  - Delivery Subgroup (DSG)

- Consider potential delivery methods along with any dependencies on other systems, it maybe that there has to be a two-step delivery consisting of; front end for customers and then the UKLink integration post CSSC.
- Approval of processes to remain in scope of CMS.

JW advised the project is on track for the April target to provide the high level solution options.

SM asked for clarification on the governance route for approval, would this be this Committee or gaining views of stakeholders? He also asked how this flows through to completion, what are the check points and what are you needing from this Committee at those check points.

JW advised that all updates will be provided via an associated change pack.

LW clarified that only a high level view will be provided in April and it will be made very clear when approval is needed, she added there is no industry deadline set to meet. SM noted that timing is important as the faster switching SCR is taking all resources at the moment.

### 16.2. VAT early termination fees and compensation payments

JMc explained that there had been no guidance from the HMRC on how VAT early termination fees and compensation fees should apply. It was agreed that this item will remain on the agenda until such point that any impacts are understood and any required changes to the DSC are made.

### 16.3. Impact of Brexit

JMc explained there was no new information to report and that Xoserve continued to monitor and follow the guidance provided by the Information Commissioner’s Office (ICO) and adhere to previous regulations until they were advised otherwise.

### 16.4. Communication from Xoserve

SM advised that Xoserve recently sent out a list of all meter points that have a related Network Exit Agreements (NExA). When SM asked Xoserve if the communication related to Modifications 0701 or 0696, they advised this was not the case. SM advised it is not clear why the communication was sent out.

DA clarified the communication was nothing to do with Modification 0701 or Modification 0696, he explained that a search has recently been carried out on the Data Enquiry System (DES) where it was requested to show all NExA flags in the DES that have been there for a long time, the result showed, instead of the expected circa 100, it actually showed in excess of 20,000 NExA’s. Therefore, DA’s team ran an exercise to get the data from the Shippers and Networks where there is an actual NExA on site. It was a data cleansing exercise.

SM was concerned that this had created issues within Shipper organisations as they are not usually party to the NExAs and are unaware of the content that was needed.

DA confirmed he will check with his team how the communication was worded and will provide an update.

## 17. 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)

BF confirmed the next meeting date as highlighted that the next meeting falls a week later than normal due to the Easter break.

Time/Date	Venue	Programme
09:30 Wednesday 21 April 2021	Microsoft Teams	Standard Agenda

**Action Table (as of 17 March 2021)**

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0201	17/02/21	1.6	PO to produce an options paper for the Retrospective and Proof of Concept project to be reviewed at the March DSC Change Management and Contract Management Committees.  Update Post Meeting –an e-mail was sent to the CoMC on 19 <sup>th</sup> March to conform that the Options Paper would be circulated no later than the 4 <sup>th</sup> May and would be on the agenda at the CoMC in May	Xoserve (PO)	<b>Carried Forward</b>
0202	17/02/21	6.2	Joint Office (MBJ) to confirm and arrange whether an Extraordinary Contract Management Committee meeting could be held on 5 March 2021.	Joint Office (MBJ)	<b>Closed</b>
0203	17/02/21	7	JMc to produce an options paper for amending Third Party and Additional Services Policy including risks and mitigations.	Xoserve (JMc)	<b>Closed</b>
0204	17/02/21	8	ER to review how service charge information can be included in the Annual Charging Statement.	Xoserve (ER)	<b>Carried Forward</b>
0205	17/02/21	8	DA to review and update the Committee Terms of Reference to add reviewing the liabilities charges to the Committee's remit.	Xoserve (DA)	<b>Closed</b>
0301	17/03/21	1.5	<i>Central Switching Service (CSS) Update</i> EL to provide a more formal update to the issue raised that some parties are suggesting changes to the transition window	CDSP (EL)	<b>Pending</b>