



Customer Issue Management Dashboard CoMC

19th February 2020

Version 2.0 18th February 2020

Summary Dashboard (Data as at 18th February 2020)



Open Customer Issues

(Dec: 7) 10



Amendment Invoice Open Defects

(Dec: 12) 9



Open Defects (all)

(Dec: 49) 39



AQ Related Open Defects

(Dec: 11) 11



Customer Impacting P1's

(Dec: 0) 0

During Jan 2020)



UKLink Availability Incidents Raised

(Dec: 2) 3

During Jan 2020)



Customer Impacting P2's

(Dec: 3) 5

During Jan 2020)



Gemini Related Incidents Raised

(Dec: 0) 2




During Jan 2020)

Customer Issue Summary (as at 18th February 2020)

Issue	Customer Impact	Impacted Customers	Date Detected	Expected Resolution Date	Complexity	Impact to Customers Processes	Materiality Impact to Customers	Status for Resolution	Resolution Plan
Amendment Invoice	<ol style="list-style-type: none"> 1. Reconciliation charges excluded from the invoice where MPRNs are impacted by a defect 2. Potential incorrect reconciliation charges for un-detected defects 3. Customers unable to validate the invoice due to mismatches on the supporting information files. 4. Offline correction files required in order for customers to validate their invoices 5. Cash flow for Distribution Networks 	Shippers & DNs	Jul-17	Feb-20	High	High	High	Amber	<p>Amber due to the number of exceptions that remain unresolved.</p> <p>See slides under agenda item 4.3.2</p>
Unpredictable & volatile UIG values	<ol style="list-style-type: none"> 1. Unpredictable UIG gas nominations & gas allocations. 2. Levels & volatility with UIG between D-5 of the gas day to GFD+5 and beyond D+5 close-out in extended reconciliation periods which create the need for Shippers to account for UIG until eventually reconciled 	Shippers	Jun-17	Mar-20	High	High	High	Green	See slides under agenda item 4.3.4
Incorrect AQ values due to system defects	<ol style="list-style-type: none"> 1. AQ's calculated incorrectly due to various data issues relating to specific scenarios. 2. Where FYAQ is affected this will impact transportation rates applied 3. For Class 3 and 4 meter points the gas allocations will be incorrect which also affects UIG for the industry 	Shippers & DNs	Sep-18	Jun-20	High	High	High	Amber	<p>Amber due to unresolved defects. Five defects resolved effective 1st March affecting 7,200 MPRNs, 18 open issues remain.</p> <p>See slides under agenda item 4.3.5</p>
Risk to Xoserve systems and industry processes as a result of the increase in the number of supply meter points switching to 'Class 3'	<ol style="list-style-type: none"> 1. Risk to Class 3 site migration 2. Risk to IX network 3. Risk to Meter read processing 4. Risk to Amendment invoice calculation and production 	All Customers	Jul-19	Mar-20	High	Medium	Medium	Green	See slides under agenda item 4.3.3
System availability & performance	<ol style="list-style-type: none"> 1. Resource within customer organisations are unable to complete tasks/activities 2. Risk to energy balancing processes (Gemini) 3. Risk to system security (Gemini) 4. Customer reputational risk 5. Financial impacts 	All Customers	Dec-19	TBC	High	High	High	Amber	<p>Amber due to P2 issues raised in January relating to performance & system availability issues.</p> <p>See slides under agenda item 4.3.3</p>
Response to customer queries (not via CMS)	<ol style="list-style-type: none"> 1. Unresolved queries 2. Incomplete, incorrect or no response to queries raised 3. Having to chase or escalate to get a response 	All Customers	Dec-19	TBC	High	High	High	High	<p>Red due to the number of complaints from customers, resolution plan in progress.</p> <p>See slides under agenda item 4.3.6</p>

Customer Issue Register

- The Customer Issue Register is published on Xoserve.com website and updated weekly, link below;
<https://www.xoserve.com/services/issue-management/>
- AQ Issue Register published on Xoserve.com
<https://www.xoserve.com/services/issue-management/annual-quantity-aq/>
- Unexpected outages, Gemini allocation, UIG issues or any system performance issues will be published on Xoserve.com, under the below link;
<https://www.xoserve.com/notifications/>

Resolution Status Key:	
	No approved resolution plan or the approved resolution plan is not on track and no mitigations in place..
	Plan to resolve is not on track but mitigations in place or the full scale of the issue is not clear.
	Issue identified, analysis complete, plan in place and on target for completion.