Customer Issue Management Dashboard CoMC

18th November 2020

Version 1.0
9th November 2020

Summary Dashboard October 2020 Period

Open Customer Issues*

Sep	Oct
6	6

Amendment Invoice Open Defects*

Sep	Oct
15	12

Open Defects* (all)

Sep	Oct
55	56

AQ Related Open Defects*

Sep	Oct
15	10

Customer Impacting P1's

Sep	Oct
0	0

UKLink Availability Incidents Raised

Sep	Oct
0	0

Customer Impacting P2's

Sep	Oct
5	2

Gemini Related Incidents Raised

Sep	Oct
5	2

* Volume as at 9th November 2020

Customer Issue Summary (as at 9th November 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	1. Reconciliation charges excluded from the invoice where MPRNs are impacted by a defect 2. Potential incorrect reconciliation charges for un-detected defects 3. Cash flow for Distribution Networks	Shippers & DNs	Jul-17	Monitoring to continue until stable	High	High	High	Amber	Continue to track as Amber due to the number of exceptions and defects that remain unresolved. Project team continuie to work through defect & Exception backlog to ensure SLA is met See slides under agenda item 8.3.2
Incorrect AQ values due to system defects	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	Feb-20	High	High	High	Amber	Number of defects has reduced and tracking to plan to resolve. Process Improvement activities also tracking to plan. Adjustment methodology & principles on target to deliver invoices as per customers agreement. Remining pots of defects will be processed and customers notified by end of November. See slides under agenda item 8.3.3
System availability & performance	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	Monitoring to continue until stable	High	High	High	Amber	Two P2 incidents raised in October relating to Gemini, these were resolved within SLA. Contnue to track as Amber until the volume of P2s impacting customers remains static and. See slides under agenda item 8.2
Response to customer queries (not via CMS)	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	Monitoring to continue until standards are continually applied & met	Medium	High	Medium	Green	The new query process has been delivered which sees enhancements with the process. The volume of outstanding queries has drastically reduced. We are constantly enhancing and updating the process based on customer feedback so it is important you leave feedback for us to learn and improve (feedback is requested 7 days after ticket closure). We are now turning our attention to the technical ticket route to understand how we can improve this for our customers.
COVID-19 impacts	1. Impacts to AQ during lock-down 2. Potential impact to over/under allocations and UIG 3. Impacts to capacity rates where AQs rise above 732,000 kWh for Class 1 & 2 sites 4. Impacts following 'back to normal' consumption on AQ and associated processes	All Customers	Mar-20	End of COVID-19 Lockdown	Medium	Medium	High	Green	See agenda item 3. Plans in place within Xoserve to manage requests for approved Mods and monitoring of live COVID-19 Mods.

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.