

Agenda

DSC Contract Management Committee

09:30 Wednesday 14 October 2020

via Teams: 0203 443 9666, Conference ID 507 056 837#

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Short notice items are in italics

** indicates where the material is expected to be provided late*

Item	Topic	Lead	Category
1. Introduction			
1.1.	Apologies for absence	Chair	Information
1.2.	Alternates		Information
1.3.	Confirm Voting rights		Information
1.4.	Approval of Minutes (16 September 2020)		Approval
1.5.	Approval of Late Papers		Approval
1.6.	Review of Outstanding Actions		Discussion
2.	Covid-19 Update	CDSP (AS/FC)	Information
3. Approvals			
3.1.	Research Body Request (ONS)	CDSP (KA)	Approval
3.2.	DRR Price Comparison Websites (PCW/Third party Intermediaries) non domestic)	CDSP (SH)	Approval
3.3.	DRR Price Comparison Websites (PCW/Third party Intermediaries)	CDSP (SH)	Approval
4. Business Plan Updates			
4.1.	BP20 Centrica Appeal	CDSP (JM)	Information
4.2.	BP21	CDSP (PH)	Information
5.	REC Update	CDSP (JM)	Information
6. Monthly Contract Management Report			
6.1.	Contract Metrics including Invoicing	CDSP (MD)	Information
6.2.	Xoserve Incident Summary	CDSP (DR)	Discussion
6.3.	Issue Management Updates	CDSP (MD)	Information
6.3.1.	Issue Management Dashboard	CDSP (MD)	Information
6.3.2.	Amendment Invoice Taskforce Update	CDSP (DDo)	Information
6.3.3.	Quarterly Invoicing update	CDSP (DDo)	Discussion
6.3.4.	AQ Taskforce update	CDSP (DR)	Discussion
6.4.	KVI/KPM Summary	CDSP (MD)	Information
6.4.1.	September KPM Summary*	CDSP (LW)	Information
6.4.2.	September KVI Summary	CDSP (MD)	Information

Contact Details: enquiries@gasgovernance.co.uk

Papers available at: www.gasgovernance.co.uk/DSC-Contract

6.4.3. September Interim KVI Scorecard	CDSP (MD)	Information
6.4.4. September KVI Customer Service	CDSP (MD)	Information
6.4.5. KVI Customer Survey Feedback	CDSP (DT)	Discussion
7. CSS Update	CDSP (EL)	Information
8. Information Security Update	CDSP (DD)	Information
9. Financial Information	CDSP	Due Nov
10. Business Continuity Plan	CDSP	Due Nov
11. Contract Assurance Audit	CDSP	Due Nov
12. Key Committee Updates		
12.1. DSC Change Management Committee *	CDSP (JR)	Information
13. Any Other Business		
13.1. CMS Replacement	CDSP (LW)	Discussion
13.2. Mod 0710 CDSP Provision of Class 1 read service	CDSP(DA)	Discussion
13.3. DRR Additional data items for suppliers via DES	CDSP (JG)	Discussion
13.4. Customer Effort Measure Development	CDSP (LW)	Discussion
13.5. IX Refresh update	CDSP (MP)	Information
13.6. Impact of Brexit	CDSP (JM)	Information
13.7. DTSA Data	KD	Discussion
13.8. VAT Changes to Compensation Benefits	CDSP (JM)	Information
14. Diary Planning	Chair	Information

Action Table (as of 16 September 2020)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0601	11/06/20	6.0	Xoserve/CDSP (JM/LW) to consider the best way to engage with customers to develop the Customer Effort measure and whether this should be conducted via a survey or Workshop.	Xoserve (JM/LW)	Carried Forward
0801	19/08/20	2.0	Xoserve (FC) to liaise with National Grid (TT) on compiling the statistics for Modification 0726 Relief Claims.	Xoserve (FC)	Carried Forward
0901	16/09/20	4.1	Xoserve (FC/ASz) to provide a view on the possible use of Machine Learning for the NDM Algorithm and the next steps of engagement	Xoserve (FC/ASz)	Pending
0902	16/09/20	5.2.1	Xoserve (LW) to consider the routes for engaging with Shippers and provide an update at the next Contract Meeting for achieving Exceptional Customer Experience.	Xoserve (LW)	Pending
0903	16/09/20	14.4	All Parties to review the Policy paper on Revenue and Customs Brief 12 (2020): VAT early termination fees and compensation payments and provide a view on what actions need to be taken.	All	Pending

