

## Agenda

### DSC Contract Management Committee

**09:30 Wednesday 20 May 2020**

**via Teams: 0203 443 9666, Conference ID 907 300 947#**

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*Short notice items are in italics*

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

Item	Topic	Lead	Category
<b>1. Introduction</b>			
1.1.	Apologies for absence	Chair	Information
1.2.	Alternates		
1.3.	Confirm Voting rights		
1.4.	Approval of Minutes (15 April 2020)		
1.5.	Approval of Late Papers		
1.6.	Review of Outstanding Actions		
<b>2.</b>	<b>Covid-19 Update</b>	CDSP (AS)	Information
<b>3. Approvals</b>			
3.1.	DRR-review of Telephone Services Permissions	CDSP (DA/JM)	Approval
3.2.	Data Permissions Matrix – Conditionality Document	CDSP (ER)	Approval
3.3.	PAFA access to the DDP Platform	CDSP(JR/CH)	Approval
3.4.	DRR Consistency of data items across API and DDP	CDSP(DA)	Approval
<b>4.</b>	<b>Retail Energy Code Update</b>	CDSP (DA/JM)	Information
<b>5.</b>	<b>BP20 Appeal update</b>	CDSP (JM)	Discussion
<b>6.</b>	<b>Key Performance Measures review</b>	CDSP (JM/LW)	Discussion
<b>7. Monthly Contract Management Report (KPIs)</b>			
7.1.	Contract Metrics including Invoicing	CDSP (MD)	Information
7.2.	Xoserve Incident Summary	CDSP (DR)	Information
7.3.	Issue Management Updates		
7.3.1.	Issue Management Dashboard	CDSP (MD)	Information
7.3.2.	Amendment Invoice Taskforce Update	CDSP (DDo)	Information
7.3.3.	Enabling large scale utilisation of Class 3	CDSP (DA)	Information
7.3.4.	AQ Taskforce Update	CDSP (DR)	Information
7.4.	KVI Summary	CDSP (MD)	Information
7.4.1.	April KVI Summary	CDSP (MD)	Information
7.4.2.	April KVI Scorecard	CDSP (MD)	Information
7.4.3.	April KVI Customer Service	CDSP (MD)	Information

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Papers available at: [www.gasgovernance.co.uk/DSC-Contract](http://www.gasgovernance.co.uk/DSC-Contract)

7.4.4. KVI Communication	CDSP(CHal)	
<b>8. CSS Update</b>	CDSP (EL)	Information
<b>9. Information Security Update</b>	CDSP (DD)	Due July
<b>10. Business Continuity Plan</b>	CDSP	Information
<b>11. Contract Assurance Audit</b>	CDSP	Information
<b>12. Financial Information</b>	CDSP (NS)	Due July
<b>13. Key Committee Updates</b>		
13.1. DSC Change Management Committee *	CDSP (JR)	Information
<b>14. Any Other Business</b>		
14.1. Xoserve IX Refresh Update	CDSP (MP)	Information
14.2. DSC Debt Options*	CDSP (BG)	Guidance
14.3. Covid-19 PAC Reporting Requirements	Gazprom (SM)	Discussion
14.4. Gemini Code Contingency exercise deferral	CDSP(DD)	Information
14.5. User Representatives Appointment Process	Chair	Information
<b>15. Diary Planning</b>	Chair	Information

**Action Table (as at 15 April 2020)**

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0401	15/04/20	1.6	Xoserve (FC) to provide a presentation on how the industry can best use machine learning at the July meeting.	Xoserve (FC)	<b>Pending</b>
0402	15/04/20	4.0	REC Update - Mastering data in UNC - Xoserve (DA) to summarise / explain the cross-checking process and make this available for review by the Committee before onward communication to Ofgem.	Xoserve (DA)	<b>Pending</b>
0403	15/04/20	4.0	Xoserve (DA/JMc) to provide an assessment of the consequential and / or ancillary impacts on Xoserve due to delays to the Faster Switching programme.	Xoserve (DA/JMc)	<b>Pending</b>
0404	15/04/20	4.0	Xoserve (DA) to feedback to Ofgem the concerns raised by the Committee on the Gas Enquiry Service data release before considering escalation to the Retail Energy Code (REC) board.	Xoserve (DA)	<b>Pending</b>
0405	15/04/20	13.2	Xoserve (JMc) to provide an update on the provisional Key Performance Measures to additional forums and ensure all stakeholders have the opportunity to provide feedback.	Xoserve (JMc)	<b>Pending</b>