Joint Office of Gas Transporters

UNC DSC Contract Management Committee Minutes
Wednesday 16 September 2020
via Teleconference

Attendees

Alan Raper (Chair)	(AR)	Joint Office	Non-Voting
Helen Cuin (Secretary)	(HCu)	Joint Office	Non-Voting

Shipper User Representatives (Voting)

Stephanie Clements (+ Alternate for Clare Cantle-Jones)	(SC)	Scottish Power	Class A Voting
Lorna Lewin	(LL)	Orsted	Class B Voting
Steve Mulinganie	(SM)	Gazprom Energy	Class C Voting

Transporter Representatives (Voting)

Joanna Ferguson (Alternate for Helen Chandler)	(JF)	Northern Gas Networks	DNO Voting
Sally Hardman	(SH)	Scotia Gas Networks	DNO Voting
Teresa Thompson (+ Alternate for Richard Loukes)	(TT)	National Grid	NTS Voting
Kundai Matiringe (Alternate for Rebecca Cailes)	(KM)	IGT Representative	IGT Voting
Brandon Rodrigues	(BR)	IGT Representative	IGT Voting

CDSP Contract Management Representatives (Non-Voting)

Jayne McGlone	(JMc)	Xoserve
Michele Downes	(MD)	Xoserve

Observers/Presenters (Non-Voting)

Adrian Pemberton	(AP)	Xoserve	
Alex Stuart	(ASt)	Xoserve	
Andrew Szabo	(ASz)	Xoserve	
Andy Simpson	(ASi)	Xoserve	
Angela Clarke	(AC)	Xoserve	
Angharad Williams	(AW)	National Grid	
David Addison	(DA)	Xoserve	
David Turpin	(DTu)	Xoserve	
David Turvey	(DT)	Xoserve	
Dee Deu	(DD)	Xoserve	
Denis Regan	(DR)	Xoserve	
Ellie Rogers	(ER)	Xoserve	
Fiona Cottam	(FC)	Xoserve	
Guv Dosanjh	(GD)	Cadent	
Helen Bennett	(HB)	Joint Office	Present until 14:30
Ian Leitch	(IL)	Xoserve	
James Kelly	(JK)	Xoserve	
Jane Goodes	(JG)	Xoserve	
Jason McLeod	(JM)	Xoserve	
Kathryn Adeseye	(KA)	Xoserve	
Lee Foster	(LF)	Xoserve	

Leteria Beccano	(LB)	WWU	
Kirsty Dudley	(KD)	E.ON	Present until 14:30
Leteria Beccano	(LB)	Wales & West Utilities	
Linda Whitcroft	(LW)	Xoserve	
Oorlagh Chapman	(OC)	Centrica	
Rachel Whitfield	(RW)	Xoserve	
Richard Johnson	(RJ)	Xoserve	
Sat Kalsi	(SK)	Xoserve	
Steve Deery	(SD)	Xoserve	
Tristan Unwin	(TU)	Xoserve	
Vicki Mustard	(VM)	Xoserve	

Copies of all papers are available at: www.gasgovernance.co.uk/dsc-contract/160920

1. Introduction

Alan Raper (AR) welcomed all to the meeting, confirming the meeting to be quorate.

1.1. Apologies for absence

Clare Cantle-Jones, SSE
Richard Loukes, NTS Representative

1.2. Alternates

Stephanie Clements for Clare Cantle-Jones
Kundai Matiringe for Rebecca Cailes
Teresa Thompson for Richard Loukes

1.3. Confirm Voting rights

Representative	Classification	Vote Count
Shipper		
Stephanie Clements (+ Alternate for Clare Cantle-Jones)	Shipper Class A	2 votes
Lorna Lewin	Shipper Class B	2 votes
Steve Mulinganie	Shipper Class C	2 votes
Transporter		
Joanna Ferguson	DNO	1 vote
Sally Hardman	DNO	1 vote
Teresa Thompson (+ Alternate for Richard Loukes)	NTS	2 votes
Kundai Matiringe (Alternate for Rebecca Cailes)	IGT	1 vote
Brandon Rodrigues	IGT	1 vote

1.4. Approval of Minutes (19 August 2020 and 09 September 2020)

The minutes from the previous meetings were approved.

1.5. Approval of Late Papers

AR noted the majority of papers had been submitted on time. He asked if the Committee were willing to accept the late papers which had been submitted. This was accepted.

1.6. Review of Outstanding Actions

0601: Xoserve/CDSP (JMc/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.
Update: Jayne McGlone (JMc) requested a deferral until October **Carried Forward.**

0703: *DSC Change Management Committee update:* Xoserve (AC) to discuss with James Rigby for an update relating to the DSC Change Management Committee finances and a question that was raised with regards to CDSP potentially having their own ring fenced set of funds for business change*.*
Update: See item 13.1. **Closed.**

0801: Xoserve (FC) to liaise with National Grid (TT) on compiling the statistics for Modification 0726 Relief Claims.
Update: See item 2.0 and the Post Meeting note in the August minutes. The final numbers will be available late September. **Carried Forward.**

0802: Xoserve (DT/JMc) to summarise the KPM Process Journey changes discussed and include any suggestions from the Committee into the amended documents that will be circulated to Committee.
Update: Amendments undertaken. **Closed.**

0803: Joint Office (MBJ) to organise an Extraordinary Contract Management Committee meeting on Wednesday 9th September 2020 between 9:00 - 10:00 am
Update: Meeting has taken place. **Closed.**

0804: Xoserve (JMc) to review its EU based service providers and consider how Brexit will impact these arrangements.
Update: See item 14.2. JMc confirmed Xoserve are assessing the impacts. As this is now a standing agenda item it was agreed to close this action. **Closed.**

2.   COVID-19 Update

Andy Szabo (ASz) gave a brief update, confirming that the Busines Continuity Team continue to meet and Xoserve continue to consider the potential for further restrictions, the triggers for Unidentified Gas (UIG) and further urgent Modifications. Staff continue to work remotely, and with the potential for a serious 2nd wave, Xoserve are considering the potential disruption to operational resources, and continue to review priorities and how best to support people.

Fiona Cottam (FC) went on to provide a brief overview of the Covid-19 Modifications, confirming there is very little to report for Modification 0722 - *Allow Users to submit Estimated Meter Reading during COVID-19* and Modification 0723 - *Use of the Isolation Flag to identify sites with abnormal load reduction during COVID-19 period*, both Modifications remain in place and available to Shippers.

Modification 0726 - *COVID-19 Liquidity Relief Scheme for Shippers,* FC reported that relatively few customers have taken advantage of the scheme and the final figures will be available at the end of September when National Grid NTS undertake the billing cycle. It is anticipated on the level of take up that the relief given will be below the maximum allowance agreed.

Modification 0730 - COVID-19 Capacity Retention Process. In Workgroup assessment.

Steve Mulinganie (SM) enquired about UIG reaching 25% due to an error. FC confirmed this was related to an LDZ Measurement Error in the North Thanes LDZ, which was corrected in D+5.

3.   Approvals

3.1.   Amendments to CDSP Service Documents following KPM Review

JMc confirmed that the Change Pack was circulated for consultation to confirm the amendments to various CDSP service documents. One response had been received supporting the change with no additional comments.

Further minor changes to the documents proposed at the August Contract Management Committee (CoMC) were circulated on 19 August.

All Committee Members were asked to approve the changes to take effect from 01 October 2020. Unanimous approval was provided as follows:

Voting Outcome:		
Shipper	**Voting Count**	**For/Against**
Stephanie Clements + Alternate for Clare Cantle-Jones	2	For
Lorna Lewin	2	For
Steve Mulinganie	2	For
Total	**6**	**For**
Transporter Representatives	**Voting Count**	**For/Against**
Joanna Ferguson	1	For
Sally Hardman	1	For
Teresa Thompson + Alternate for Richard Loukes	2	For
Kundai Matiringe (Alternate for Rebecca Cailes)	1	For
Brandon Rodrigues	1	For
Total	**6**	**For**

3.2. DPM Conditionality Document

Ellie Rogers (ER) confirmed that the DPM Conditionality Document related to Modification 0697S - Alignment of the UNC TPD Section V5 and the Data Permissions Matrix, and outlines the conditions of use for each user listed in the Data Permissions Matrix (DPM). ER explained that last month the Committee considered the definitions for Portfolio and Community view and that these have been clarified in the version for approval. ER confirmed the DPM Conditionality Document will take effect in line with the Mod once approved.

The Committee Members were asked to approve the changes made to the document. Unanimous approval was provided as follows:

Voting Outcome:		
Shipper	**Voting Count**	**For/Against**
Stephanie Clements + Alternate for Clare Cantle-Jones	2	For
Lorna Lewin	2	For
Steve Mulinganie	2	For
Total	**6**	**For**
Transporter Representatives	**Voting Count**	**For/Against**
Joanna Ferguson	1	For
Sally Hardman	1	For
Teresa Thompson + Alternate for Richard Loukes	2	For
Kundai Matiringe (Alternate for Rebecca Cailes)	1	For
Brandon Rodrigues	1	For
Total	**6**	**For**

3.3. DDR Approval for the addition of MAP ID via API

Richard Johnson (RJ) confirmed the approval for this change will enable the permission for the addition of the MAP Identifier (MAP Id) data items to be added to the Supply Point Enquiry API output.

The Committee Members were asked to approve the changes. Unanimous approval was provided as follows:

Voting Outcome:		
Shipper	**Voting Count**	**For/Against**
Stephanie Clements + Alternate for Clare Cantle-Jones	2	For
Lorna Lewin	2	For
Steve Mulinganie	2	For
Total	**6**	**For**
Transporter Representatives	**Voting Count**	**For/Against**
Joanna Ferguson	1	For
Sally Hardman	1	For
Teresa Thompson + Alternate for Richard Loukes	2	For
Kundai Matiringe (Alternate for Rebecca Cailes)	1	For
Brandon Rodrigues	1	For
Total	**6**	**For**

3.4. DDR Provision of Monthly AMR information by supplier

Dave Turvey (DT) confirmed this in relation to the provision of AMR data, for aggregate AMR information to be provided to the DCC. DT confirmed that this had previously been discussed in November 2019. DT advised that this was request was in relation to the outcomes from the Department for Business, Energy and Industrial Strategy (BEIS) and that the CDSP is mandated under UNC to provide this information. This links to Modification 0697S as Modification 0697S should remove the obligation from UNC and into the DPM.

The Committee Members were asked to approve the changes. Unanimous approval was provided as follows:

Voting Outcome:		
Shipper	**Voting Count**	**For/Against**
Stephanie Clements + Alternate for Clare Cantle-Jones	2	For
Lorna Lewin	2	For
Steve Mulinganie	2	For
Total	**6**	**For**
Transporter Representatives	**Voting Count**	**For/Against**
Joanna Ferguson	1	For
Sally Hardman	1	For
Teresa Thompson + Alternate for Richard Loukes	2	For
Kundai Matiringe (Alternate for Rebecca Cailes)	1	For
Brandon Rodrigues	1	For
Total	**6**	**For**

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4. **Unidentified Gas (UIG) Taskforce**

    4.1. **UIG Taskforce Machine Learning Options**

    FC provided the background on the UIG taskforce and streams including the Advanced Analytics Stream and use of machine learning, to look at patterns and relationships in data.

    FC explained the role of the NDM Algorithm, where the data comes from and the models used. FC confirmed a number of different approaches were examined for End User Categories (EUC).

    FC confirmed that during the first phases the analysis was focused on EUC Category 01, sites with an Annual Quantity of 73,200 kWh or less. This category accounts for over 70% of the NDM market and has far more available historic site level usage data. Some of the analysis indicated that for EUC01 could give a UIG reduction of 70% on average (across a year) and a 20% reduction in UIG volatility. The key learning point, from the analysis was if the industry wanted to build model to predict UIG, this wouldn't work ahead of the day and could result in a disconnect with the Nominations and Allocations process.

    FC summarised the 4 options for using Machine Learning in the NDM Algorithm. These were:

    1. No Change – retain the current arrangements to produce the annual deliverables for the NDM Algorithm (the Annual Load Profiles and Daily Adjustment Factors – the "ALPs and DAFs")
    2. Machine Learnt Annual Profiles – use Machine Learning to develop the same annual deliverables as under the current arrangements (the ALPs and DAFs)
    3. Machine Learnt Annual Direct Outputs – use Machine Learning to predict daily gas usage before and after the day, based on an annual training process, but without producing any ALPs and DAFs
    4. Continual Machine Learning with Direct Outputs – use Machine Learning to predict daily gas usage before and after the day, but re-train the models more frequently, e.g. monthly, again without producing any ALPs and DAFs

    SM enquired which of the 4 options would deliver the 70% / 20% benefit. FC confirmed this would be options 3 or 4, explaining that the greater the intervention the better results.

    FC went on to provide a comparison of the options for using Machine Learning in the NDM Algorithm. The paper presented provided details of the work undertaken, the analysis, the cost verses benefit of the options, and an appendix on how the options would have coped with the Covid-19 effects.

    The proposed next steps were for the Demand Estimation Sub-Committee (DESC) to plan its workload for the coming Autumn/Winter period in October 2020 and include the possible use of Machine Learning when reviewing the suitability of the current NDM Algorithm.

    FC explained that the NDM Algorithm is critical to industry processes, such as daily gas allocation, AQ calculation and Peak Load calculations. Xoserve therefore recommend that the wider industry is engaged in the review of the NDM Algorithm and the possible use of Machine Learning, either through an initial consultation phase, to understand the appetite for change or through a UNC Review, to allow wider engagement.

    FC wished to note that DESC is an open forum, despite its work often being seen as complex or specialist for non-members, the Committee needs to ensure wide engagement.

    The Committee considered how best to engage the industry and whether DESC was the most appropriate forum to engage a wider audience. AR suggested a Request / Review Group may be an alternative option.

    FC confirmed the DESC meeting is due on 05 October.

    Kirsty Dudley (KD) enquired which group will be responsible for making decisions, FC suggested the DSC Contract Management Committee would be kept informed for awareness, but this should be managed by standard industry governance via DESC and potentially a UNC Modification.

SM suggested that some of options to be considered needed to be tested against industry appetite and that a Review Group maybe a more suitable consideration to allow for a strategic assessment and to consider the potential scale of change.

KD wished to understand what will be reported to DSC Contract from this point forward and what the expectations are from the Contract Management Committee. SM suggested the strategic reform needs to be considered by the industry. FC confirmed that the DSC Contract Managers formally closed the UIG Taskforce in the Change Complete Report (CCR), this was the last piece of jigsaw for looking at processes to move forward.

KD requested clarification that if the industry were crafting a new approach, the this would be outside of the remit of the Contract Management Committee. It was agreed DESC was the right place for the number crunching. AR suggested Xoserve liaise with the Joint Office to assist with providing a view on how to take this forward. ASz believed Xoserve should be taking a lead role on this piece of work. It was agreed that FC and AR would discuss the next steps and provide a view on how best to engage with the industry.

New Action 0901: Xoserve (FC/ASz) to provide a view on the possible use of Machine Learning for the NDM Algorithm and the next steps of engagement

5. Business Plan Updates

5.1. BP20 Centrica Appeal

JMc confirmed there was little to update at the moment, as Xoserve/CDSP are waiting for a response from Ofgem on the appeal. JMc confirmed that Xoserve have provided Ofgem with information to help the decision-making process and that a 'minded to' decision is anticipated by the end of this month.

5.2. BP21 Deep Dives Introductions

Dave Turpin (DTu) provided a brief overview of this section of the meeting, explaining the intention. He hoped parties were aware that the first draft of the Business Plan (BP) had been published on Friday 11 September 2020.

DTu explained that the BP continues to build in the same vein and in the same format as last year and that the document runs through the overall CEO summaries, the overall picture of MTB costs and further detailed information in relation to Investment. DTu clarified that the BP includes more information than in previous years and detailed business cases are available to support the key investment areas. In addition to this the BP sets out a visual comparison of what the figures mean in terms of the revised Budget and Charging Methodology approved at August CoMC. DTu acknowledged that there is a lot of information to digest and invited any comments and or feedback to be made via the contact details in the document, or directly to himself; Jayne McGlone; Peta Haworth or through the Customer Advocates.

DTu wished to utilise today's meeting to undertake a deep dive to inform the Committee of the plan, the investments and associated benefits. DTu explained that the slides that were about to be presented were intentionally not available in advance of the meeting as we felt there was more benefit in viewing the slides with a verbal update for context. DTu confirmed the slides will be circulated following the meeting.

5.2.1. Exceptional Customer Experience

Alex Stuart (ASt) and Linda Whitcroft (LW) provided a presentation on the Customer Experience Roadmap explaining Xoserve would continue to build their strategic transformation to the Customer Experience. To deliver this strategy Xoserve would continue to invest on the Digital, CRM and process automation platform to simplify the customer experience.

AS provided an overview of customer feedback and an overview of their 3-year Customer Experience Transformation programme.

AS explained that ultimately Xoserve's success will be judged against a goal to achieve year-on-year improvements to their overall ICS UK Customer Satisfaction Index (UKCSI) score. The focus will be to get the right measures and tracking in place.

The Committee discussed the 'Right First Time' target for Year 1, and the opportunity to bring to life the Right First Time measure and suggested that where the target is being exceeded it should be pushed further for improved performance. SM suggested there should be a push to move performance up and suggested having a 'living', reviewable target, if they are achieved early.

Alex went on to discuss the aspiration to create a self-serve environment for customers that would be underpinned by our website. The focus area for year 2 is a CMS platform replacement. Discussions continued on what a good CRM system should look like and that customers views should be considered before Xoserve proceeds with developing a system that doesn't work with what customers have.

The Committee discussed synergies, buying in customer support and developing engagement.

Xoserve agreed to consider how to achieve the right routes for engaging with Shippers and agreed to take an action and provide an update at the next Contract Meeting.

> **New Action 0902:** Xoserve (LW) to consider the routes for engaging with Shippers and provide an update at the next Contract Meeting for achieving Exceptional Customer Experience (See Action 0601).

5.2.2. Opening up our data

Jason McCleod (JM) provided a presentation on the 2021 Business Planning as the needs of Xoserve's customers need for data grows and having a flexible, more open data framework.

JM acknowledged that Xoserve recognises that it needs to improve the way in which it provisions data to customers.

SM fed back at this point that DDP is seen as very positive in the business and asked if it could be integrated with the future CMS product. It was agreed that this could be explored further.

JM confirmed two solutions have been identified to address the problems being faced, the first being able to provide governed data and the second is the timely & accurate provision of other data.

JM provided an outline of the costs associated with this investment. There were 2 options open to consultation. Option 1 would be to continue to allocate run costs to investment lines for future years, Option 2 would allocate run costs to investment lines for BP21 before moving these into MTB for BP22. For both options, the overall increase in run costs will be offset by cost savings delivered through BP21 investment.

Xoserve's recommendation was to proceed with Option 2 on the basis that run costs are committed spend and therefore did not reflect true investment in the platform. This is subject to consultation and will be updated in the next version of the Business Plan.

JM confirmed Xoserve are undertaking further analysis and will incorporate updates in the second consultation period of the BP.

5.2.3. UK Link

Ian Leitch (IL) provided a presentation on the UK Link Roadmap explaining that the primary objective is to ensure the data processing platform is optimised and sustained to ensure continued service. IL acknowledged the existing constraints and risks associated with the current platform, as well as the increasing demands being placed on the sector, and sought to create a roadmap that would address these challenges and meets the performance, quality and cost needs of Xoserve's customers.

IL assured the Committee that Xoserve will sustain the platform by ensuring that the existing technology components are updated and maintained to optimise platform performance, increasing stability, reducing defects and improving quality in change delivery.

SM asked about Azure and the basis that this was the right solution and the rational for this choice, seeking reassurance there would not be an increased cost to Shipper businesses. IL explained Xoserve had looked at various cloud options and Microsoft Azure came out on top based on the architectural requirements and was also the cheapest option. IL confirmed he would add this context to the slides.

IL assured the Committee that Xoserve would ensure they have specific tracking in-place to monitor the year-on-year progress for the changes making to improve service to customers. IL explained the targets.

KD enquired about the procurement exercise and if there would be customer involvement in the process.

5.2.4. Gemini

Andy Simpson (ASi) provided a presentation on the overall aim of the Gemini Roadmap to optimise the capability of the Gemini platform, enhance reliability and usability of the platform, improve the flexibility of change, and reduce the time and costs. This investment will provide a more modern, usable and supported platform for the next 5 years. To deliver this strategy, ASi explained that Xoserve would enhance the Customer Experience, simplify the current technology landscape and deliver process and test automation, to deliver benefits to all participants.

KD asked about the decision-making process and if this will remain with NTS or likely to include Shippers. ASi confirmed Xoserve are looking at the approach and changing systems only where there is of benefit and where this achieves maximum value.

KD further enquired about Shipper input and drivers where Shipper's identify enhancements. SM enquired if there is an option for Shipper only enhancements to be funded by Shippers and not limiting enhancements based on the 100% National Grid funding. Teresa Thomson (TT) and DTu agreed to consider this further.

ASi provided the Financial Year (FY21) Focus Areas and what Xoserve are aiming for and outlined the proposed solution and customer benefits.

ASi provided an overview of the Gemini associated costs and how success will be measured.

SM asked about the spend and if Xoserve have assessed other options available in the market. ASi explained based on the analysis of alternative options and their capability, for example using PRISMA, there was not an exact fit and not one solution provided more than 75% of what was needed, some customisation would still be required.

5.2.5. Cyber Security

Dee Deu (DD) provided a presentation on the Information Security & Privacy Roadmap, explaining that over the next three years Xoserve would continue to build on the strategic transformation to protect Customer, Consumer, Industry Data and Systems. Xoserve will demonstrate the value of this transformation through a significant reduction in Information Cyber Security and Privacy Risk (ROI), increase in Cyber Security maturity and resilience, continued ISO27001 certification.

To deliver this strategy, Xoserve will continue to invest in Information Cyber Security and Privacy capabilities and Xoserve's process automation platforms, to simplify the customer experience, from a secure and compliance perspective.

DD explained that success would be judged against Xoserve's goal to achieve a year-on-year reduction of their Information Cyber Security and Privacy risk score and the number of High and Medium Security Incidents and Data Breaches reported, to increase Cyber Security Resilience CMMI maturity in-line with industry standards and best practice.

Xoserve wanted to ensure specific tracking was in-place to monitor year-on-year progress.

As a reminder customers have been asked to provide details of their organisation's CISO so that Xoserve can arrange a separate 'closed' session to further discuss this sensitive area.

Next Steps:

DTu asked for feedback from the Committee on whether the information presented had been useful and if this needed to be shared to the wider Shipper community, as he was keen to ensure this level of information is shared.

KD encouraged the sharing of this information. SM suggested the salient points should be shared as wide as possible including trade associations (for example ICOSS).

DTu welcomed feedback on disseminating the information through as many channels as possible. It was clarified that the presentations will be updated and Xoserve will circulate these to all DSC Contract Managers.

> **Post meeting update:** Slide decks have now been shared with all DSC Contract Managers. The Cyber Security slides have not been shared. These will form part of the 'closed' session with nominated CISO that Xoserve will arrange.

DTu repeated the request for feedback, confirming the level of detail provided at CoMC today is earlier than in previous years to ensure feedback is solicited from customers as early on in the BP process as possible.

6.   Retail Energy Code (REC) Update

JMc provided a brief update. A request was made at the August Contract Meeting for support from CoMC in a discussion with Dentons and Ofgem on the subject of Protected Information under the UNC and how this may be treated once the REC takes effect. JMc thanked those who had offered support and advised that Xoserve has asked Ofgem to define the questions that they are expecting the meeting to answer. JMc will advise further once a date is agreed.

7.   Monthly Contract Management Report

This month focused on the Xoserve Incident Summary and Customer survey.

7.1.   August KPM Update

Paper published for information. No discussions held

7.2.   Contract Metrics including Invoicing

Paper published for information. No discussions held

7.3.   Xoserve Incident Summary

Denis Regan (DR) provided an update, on the incident summary for August 2020, providing a short summary of IX related issued on 25 and 29 August resulting in IX equipment having access problems with Gemini. DR confirmed that Xoserve are working with the communications adviser to establish why there were no early warning signals.

SM asked if the Gemini event has recurred or now been resolved with a permanent solution

Outlining the various issues from the P1/P2 incident summary, DR confirmed that the unusually high volume of P2s related to Gemini. He reassured the Committee that the two August issues were not related to the data migration, these are still being worked on and an update will be provided next month.

DR went on to explain that following continued analysis and assessment of the enhanced operational reporting, as well as the focused root cause output delivered by the AQ Taskforce, Xoserve have seen an increase in the number of defects. The number of open defects now stands at 28. On a positive note the operational rigor that is now being enforced to the process is now driving these defects out.

DR reported that Xoserve continue to focus on determining the scale of historic financial adjustments following defect fixes. DR noted the tools required to undertake the analysis of the historic financial adjustments. These were:

- **AQ Decision Tree tool,** using an adjustment methodology to identify the impacted MPRNs and the affected consumption period
- **AQ Simulation tool,** using the MPRNs from the Decision Tree tool, the AQ simulation tool will identify all relevant data needed to support the financial adjustment
- **Billing tool,** this tool will significantly reduce the manual efforts that would otherwise be required for these adjustments and will align with the Adjustment Principles

DR confirmed once these tools are implemented and that Xoserve will start to engage with customers on what impact this has had on them and determine any necessary adjustments. MD confirmed that Xoserve would be communicating to all customers before they are invoiced, and that they would have sight of the impact, legacy and future dependent on portfolio changes.

SM asked if Xoserve had a view on the materiality of the additional 17 open defects and if this has been communicated. DR explained that Xoserve are still in the early stages of a fix, profiling the defects to understand the number of MPRNs affected, fixes will be accelerated where they can. As soon as this information is available Xoserve will be engaging with customers. MD noted that the volumes are low.

7.4. Issue Management Updates

7.4.1. Issue Management Dashboard

Paper published for information. No discussions held.

7.4.2. Amendment Invoice Taskforce Update

Paper published for information. No discussions held.

7.4.3. AQ Taskforce Update

See item 7.3, DR provided an update on the number of AQ defects and confirmed Xoserve are working on driving operational reporting and more analysis on operational processes, driving out several defects.

7.5. KVI Summary

7.5.1. August KVI Summary

Paper published for information. No discussions held.

7.5.2. August Interim KVI Scorecard

Paper published for information. No discussions held.

7.5.3. August KVI Customer Service

Paper published for information. No discussions held

7.5.4. KVI Change Management Survey Feedback

Jane Goodes (JG) provided a presentation on the KVI Change Management Survey Feedback, confirming that the response was good.

- 10 responses received by customers.
- July 2020, achieved a KVI of 97.1% against the 90% target.
- April 2020, achieved a KVI of 97.1% against the 90% target.

Work is ongoing with customers to get a real understanding of customer experience and lesson learnt.

8. Central Switching Service (CSS) Update

Emma Lyndon (EL) provided an update to the Committee on the CSS Consequential Change project, providing the main highlights, confirming the programme is tracking at amber on the RAG scale, referring to the presentation provided.

EL advised that the switching programme is going through another replan, which is expected to be released by 18 September. EL confirmed 3 weeks would be provided to review the plan and feedback any concerns to the System Integrator.

EL reported that external testing and SIT functional testing continues, confirming that a number of defects had been seen from the SIT functional phase, however defects are being to be cleared. The data migration testing for all three cycles had been completed, there were a number of defects in cycle 1, reducing in number for cycles 2 and 3. EL confirmed having tested the data migration functionality, there is confidence in the data migration solution.

EL wished to note there are still concerns around costs, explaining that a number of CRs have significant costs associated with them. EL confirmed she had taken an action to call out all of the external CRs and values, these were provided on slide 15. EL reported that the costs to date was £466k and still within budget

9. Information Security Update

Due October. No discussions held.

10. Financial Information

Due November. No discussions held.

11. Business Continuity Plan

Due November. No discussions held.

12. Contract Assurance Audit

Due November. No discussions held.

13. Key Committee Updates

13.1. DSC Change Management Committee

Jane Goodes (JG) provided an overview from the DSC Change management Committee, confirming the Change Proposals (CPs) approved for inclusion and which changes had been approved for solution review.

JG explained discussions were held regarding the change budget, contingencies and the Xoserve change fund. JG confirmed better visibility will be provided with a parent XRN at the start of the year to track internal changes.

14. Any Other Business

14.1. IX Refresh Update

Rachel Whitfield (RW) confirmed good progress was being made against the plan, which is projected to end by February and is on track for a January completion. RW reported that all customers have been contacted and all IX customers are engaged.

RW provided a brief overview of the 4 key milestones regarding installations and final migration, emphasising that the key message for customers was to continue with their support to allow migration to the GAMMA network.

RW thanked all customers for their continued support and for the remaining customers continuing to engage, to ensure all customers migrate as soon as possible and reduce the annual cost of the IX.

RW wished to note the importance of completing this project on time as there may be an inability to extend the Vodafone contract beyond February, and there was a need for a final last push.

SM asked what migration is in place about the risk of not being able to extend the Vodafone contract. DTu explained that some contingency has been built in and Xoserve would seek to avoid customers losing access to the IX and reassured the Committee that Xoserve would not leave a customer without access.

14.2.   Impact of Brexit

JMc confirmed that a team is in place to understand the impacts of Brexit and identify any risks. At this time, it is unclear what the impacts will be, but all contracts are being reviewed, the risks are being assessed, and Xoserve will be seeking external legal advice to ensure everything is captured.

JMc confirmed changes are anticipated to the contract in relation to transferring data outside the European Economic Area (EEA).

14.3. Electricity change P398

David Addison (DA) gave the committee an update on the BSC P398, in terms of its relationship with Modification 0697S - Alignment of the UNC TPD Section V5 and the Data Permissions Matrix, whereby certain rules will be taken out of the UNC and placed under the remit of the Contract Management Committee. He clarified P398 will adopt the principles for open data established by the Energy Data Taskforce.

DA explained the potential for DSC Contract to see more data requests and that the associated DRRs will describe the party who wants access and why and need to record any reasons for refusing requests.

DA clarified that is not envisaged a further Modification is required assuming Modification 0697 is implemented.

14.4. Changes HMRC VAT Rules

Referring to a published Policy Paper entitled Revenue and Customs Brief 12 (2020): VAT early termination fees and compensation payments, published on 02 September at: https://www.gov.uk/government/publications/revenue-and-customs-brief-12-2020-vat-early-termination-fees, LB wished to highlight that the HMRC have revised their view on the relevance of VAT to compensation arrangements.

Joanna Ferguson (JF) suggested this would have been the type of issue discussed at the Billing Operations forum.

Members agreed to review the policy paper and provide views on what actions need to be taken.

New Action 0903: 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 ned to be taken.

15.   Diary Planning

Further details of planned meetings are available at: www.gasgovernance.co.uk/events-calendar/month

Meetings will take place as follows:

Time/Date	Venue	Programme
09:30 Wednesday 14 October 2020	Microsoft Teams	Standard Agenda
09:30 Wednesday 18 November 2020	Microsoft Teams	Standard Agenda
09:30 Wednesday 16 December 2020	Microsoft Teams	Standard Agenda

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 (JMc/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 (JMc/LW)	**Carried Forward**
0703	15/07/20	13.1	*DSC Change Management Committee update*: Xoserve (AC) to discuss with James Rigby for an update relating to the DSC Change Management Committee finances and a question that was raised with regards to CDSP potentially having their own ring fenced set of funds for business change.	Xoserve (AC)	**Closed**
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**
0802	19/08/20	6.0	Xoserve (DT/JMc) to summarise the KPM Process Journey changes discussed and include any suggestions from the Committee into the amended documents that will be circulated to Committee.	Xoserve (DT/JMc)	**Closed**
0803	19/08/20	14.4	Joint Office (MBJ) to organise an Extraordinary Contract Management Committee meeting on Wednesday 9th September 2020 between 9:00 - 10:00 am.	Joint Office (MBJ)	**Closed**
0804	19/08/20	14.5	Xoserve (JMc) to review its EU based service providers and consider how Brexit will impact these arrangements.	Xoserve (JMc)	**Closed**
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 (See Action 0601).	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 ned to be taken.	All		**Pending**