

UNC DSC Contract Management Committee Minutes
Wednesday 18 November 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	(SC)	Scottish Power	Class A Voting
Oorlagh Chapman	(OC)	Centrica	Class A Voting
Andrew Green	(AG)	Total Gas & Power	Class B Voting
Steve Mulinganie (9:30-12:30)	(SM)	Gazprom Energy	Class C Voting

Transporter Representatives (Voting)

Helen Chandler	(HCh)	Northern Gas Networks	DNO Voting
Sally Hardman	(SH)	SGN	DNO Voting
Richard Loukes	(RL)	National Grid	NTS Voting
Angharad Williams (Alternate Teresa Thompson)	(AW)	National Grid	NTS Voting
Kundai Matiringe (Alternate for Brandon Rodrigues and Rebecca Cailles)	(KM)	IGT Representative	IGT Voting

CDSP Contract Management Representatives (Non-Voting)

Jayne M ^c Glone	(JM ^c)	Xoserve
Michele Downes	(MD)	Xoserve

Observers/Presenters (Non-Voting)

Alison Jennings	(AJ)	Xoserve
Angela Clarke	(AC)	Xoserve
Andrew Green	(AG)	Xoserve
Andrew Szabo	(AS)	Xoserve
Dan Donovan	(DD)	Xoserve
David Addison	(DA)	Xoserve
David Newman	(DN)	Xoserve
David Stowe	(DS)	Xoserve
David Turpin	(DT)	Xoserve
Emma Lyndon	(EL)	Xoserve
Ellie Rogers	(ER)	Xoserve
Fiona Cottam	(FC)	Xoserve
Guv Dosanjh	(GD)	Cadent
Hannah Hassanjee	(HH)	Xoserve
Ian Leitch	(IL)	Xoserve
Jane Goodes	(JG)	Xoserve
James Rigby	(JR)	Xoserve
Joanne Williams	(JW)	Xoserve
Kathryn Adeseye	(KA)	Xoserve
Leteria Beccano	(LB)	Wales & West Utilities

Lian Tooley	(LT)	Xoserve
Lorna Lewin	(LL)	Orsted
Kirsty Dudley	(KD)	E.ON
Linda Whitcroft	(LW)	Xoserve
Nick Stace	(NS)	Xoserve
Owen Mason	(OM)	Bulb Energy Ltd
Peta Haworth	(PH)	Xoserve
Rebecca Roden	(RR)	Xoserve
Simon Harris	(SH)	Xoserve
Tristian Unwin	(TU)	Xoserve

Copies of all papers are available at: www.gasgovernance.co.uk/dsc-contract/181120

1. Introduction

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

1.1. Apologies for absence

Rebecca Cailes, IGT Representative
 Brandon Rodrigues, Representative
 Teresa Thompson, National Grid

1.2. Alternates

Kundai Matiringe for Rebecca Cailes and Brandon Rodrigues
 Angharad Williams for Teresa Thompson

1.3. Confirm Voting rights

Representative	Classification	Vote Count
Shipper		
Stephanie Clements	Shipper Class A	1 vote
Oorlagh Chapman	Shipper Class A	1 vote
Andrew Green	Shipper Class B	2 votes
Steve Mulinganie	Shipper Class C	2 votes
Transporter		
Helen Chandler	DNO	1 vote
Sally Hardman	DNO	1 vote
Angharad Williams (Alternate Teresa Thompson)	NTS	1 vote
Richard Loukes	NTS	1 vote
Kundai Matiringe (Alternate for Brandon Rodrigues and Rebecca Cailes)	IGT	2 votes

1.4. Approval of Minutes (14 & 21 October 2020)

The minutes from previous meetings were approved.

1.5. Approval of Late Papers

AR advised of the late papers and these were accepted.

1.6. Review of Outstanding Actions

1001: Policy paper on Revenue and Customs Brief 12 (2020): CDSP (JMc) to regularly seek a view from VAT experts Group regarding the Policy paper on Revenue and Customs Brief 12 (2020): VAT early termination fees and compensation payments.

Update: Jayne McGlone (JMc) confirmed that analysis is being undertaken internally for review by the Xoserve VAT managers, any required changes will be brought back to DSC Contract Management Committee, (CoMC), for an update. Steve Mulinganie (SM) asked for the update to include a definitive answer on the tax and legal implications, to ensure these are understood. **Carried Forward.**

1002: CDSP (JMc/SH) to arrange extra meeting to discuss the data item changes to the Data Permission Matrix (DPM) in relation to the Price Comparison Websites (PCW/Third party Intermediaries) Disclosure Request Report (DRR).

Update: Meeting held, paper revised and resubmitted. See Agenda Item 4.2. **Closed.**

1003: DD to provide a draft quarterly invoice dashboard for the Committee to review ahead of the November meeting.

Update: Dan Donovan (DD) confirmed an initial draft is now available and would be circulated. DD asked parties to provide feedback to Xoserve. **Carried Forward.**

1004: Committee members to consider what information would be required on a quarterly invoice dashboard and feedback to the November 2020 Committee.

Update: See above action 1003 update. **Carried Forward.**

2. Project Mercury

Andy Szabo (AS) provided a verbal strategy update on Project Mercury. Due to the confidential nature of this project, AS confirmed that a separate briefing note would be provided to DSC Contract Managers along with a Q&A document following the meeting.

Before commencing the brief, Steve Mulinganie (SM) enquired about the restriction of information to DSC Contract Management Committee members and DSC Contract Managers and questioned if Xoserve had any concerns with parties observing today's meeting.

From the list of attendees, it was noted that one party, Bulb Energy Ltd, would need to sign a non-disclosure agreement. During the update Kirsty Dudley (KD) from E.ON and Lorna Lewin (LL) from Orsted also joined the meeting.

Some concern was expressed about how any areas of underperformance, service quality and system faults would be addressed under the new operating model. Some Committee Members stated that they would like to see the proposed contractual terms and arrangements to have confidence that proposed arrangements contain assurances covering service performance. AR enquired about any potential changes to the UNC or Xoserve obligations and was advised that none would be required.

AS noted all the points raised. A further update will be provided next month.

3. Covid-19 Update

AS explained that operationally Xoserve no longer consider themselves to be operating under Business Continuity Management (BCM) and have adopted the new ways of working and operating remotely as an enduring arrangement. AS reported that Xoserve have not encountered any significant issues, while recognising some areas operationally need improvement, but generally resources are in good health from a Covid-19 perspective.

Fiona Cottam (FC) provided a brief verbal update confirming that:

Modification 0730: "Covid-19 Capacity Retention Process" - the Final Modification Report was being presented to the UNC Modification Panel on 19 November 2020.

Modification 0723 (Urgent): “Use of the Isolation Flag to identify sites with abnormal load reduction during Covid-19 period” - Xoserve are continuing to gather information from Shippers on supply points in their portfolio which remain isolated. FC wished to note that the Performance Assurance Committee (PAC) also have an interest in monitoring Shipper activity for this Modification.

SM enquired about the impact of national/regional lockdowns and tiered arrangements. David Addison (DA) explained that ongoing contact with Shippers will continue.

FC reminded the Committee there is a consultation currently be underway on the Non-Daily Metered (NDM) Algorithm, which is drawing to a close on Friday 20 November. FC welcomed feedback from all parties and requested responses to help gauge the appetite for change.

4. Approvals

4.1. DRR Provision of additional data in DES for November release changes

Simon Harris (SH) provided an overview of the Disclosure Request Report (DRR), highlighting the 3 changes involved. These related to HyDeploy; Changes to the Ratchet Regime; and availability of additional data items.

Unanimous approval was provided for the DDR as follows:

Voting Outcome:		
Shipper	Voting Count	For/Against
Stephanie Clements	1	For
Oorlagh Chapman	1	For
Andrew Green	2	For
Steve Mulinganie	2	For
Total	6	For
Transporter Representatives		
Voting Count	For/Against	
Helen Chandler	1	For
Sally Hardman	1	For
Angharad Williams	1	For
Richard Loukes	1	For
Kundai Matiringe	2	For
Total	6	For

4.2. DRR Price Comparison Websites (PCW / Third Party Intermediaries)

SH provided a brief overview of the DRR, which is looking at enhancing the data items currently provided to Price Comparison Websites (PCWs) and Third-Party Intermediaries (TPIs).

SH confirmed that, following discussion at last month’s DSC CoMC, the DRR had been updated with more detail on the data items specified last month.

Unanimous approval was provided for extending the updated data items to PCWs and TPIs as follows:

Voting Outcome:		
Shipper	Voting Count	For/Against
Stephanie Clements	1	For
Oorlagh Chapman	1	For
Andrew Green	2	For

Steve Mulinganie	2	For
Total	6	For
Transporter Representatives	Voting Count	For/Against
Helen Chandler	1	For
Sally Hardman	1	For
Angharad Williams	1	For
Richard Loukes	1	For
Kundai Matiringe	2	For
Total	6	For

4.3. Research Body Request (Coventry City Council)

David Newman (DN) provided an update in relation to this Research Body Request on behalf of Coventry City Council, (CCC), and confirmed the background and activities undertaken in support of the request. DN clarified that the Council, along with the Regional Energy System Operator (RESO), are undertaking a project to look at innovations designed to reduce customer bills and better understand climate change, wanting to track how effective Government policy, such as loft installation, is in effecting Net Zero.

SM enquired if this is purely domestic research and why it appears that the request will provide Shipper/Supplier information. SM challenged the relevance of the Shipper/Supplier in the research, questioning the intent and why some of the data is proposed.

DN explained that the request is for the whole geographical area under Coventry City Council and would include domestic and industrial sites. DN clarified that some items listed are “back end” items to help ensure Xoserve the data is complete to ensure a holistic view is provided when undertaking the data extract but not all data would be provided to the Council, such as the Shipper.

DN confirmed that for the purposes of the research the items that will be seen, are addresses, and historical energy consumption. Kirsty Dudley (KD) asked for the proposal to be updated to make it clear which data items would be provided to the Council. KD expressed concerns relating to personal information, GDPR and having a clear record of the release of information.

JMc reassured the Committee that GDPR compliance has been considered and as the Council already have a record of all address within the Council boundary, the Council are equally responsible for the control of address data as a data controller and would also have to have ensure appropriate GDPR controls exist.

SM wanted Xoserve to provide a clear outline of what data would need to be extracted and what data would be shared with the Council. DN assured the data items which are specific to the Shipper/Supplier contractual elements would not be shared but would need to be used by Xoserve to extract the requested data set.

SM anticipated that there would be an interaction with the Council providing the post codes for interrogation and Xoserve then providing the consumption data for the postcodes requested.

DA asked if the Committee could review and identify the data items that they considered need to be withheld from data set to be provided to CCC to allow the request to be redrafted and resubmitted for approval.

There was a consensus to defer approving the request to allow time for Xoserve/CDSP to provide an updated request document next month.

DA clarified his understanding that in principle the Committee was comfortable with releasing consumption information but required additional scrutiny on the details to be provided to the Council.

4.4. Research Body Request (ONS) – update request

Rebecca Roden (RR) explained that a request was approved last month for the Office for National Statistics, (ONS), in support of completing a Census with a data retention period of 3 years. Following this approval, due to impacts from Covid-19, ONS have advised the Census will now take 4 Years to complete and have therefore requested a minor revision to the Retention Period from 3 to 4 Years, outlined in the document. All remaining details remain as per the original request.

Unanimous approval was provided for the ONS Research Body Request, Retention Period to be extended to 4 years as follows:

Voting Outcome:		
Shipper	Voting Count	For/Against
Stephanie Clements	1	For
Oorlagh Chapman	1	For
Andrew Green	2	For
Steve Mulinganie	2	For
Total	6	For
Transporter Representatives	Voting Count	For/Against
Helen Chandler	1	For
Sally Hardman	1	For
Angharad Williams	1	For
Richard Loukes	1	For
Kundai Matiringe	2	For
Total	6	For

Meeting Update: As the last item of business for the day, Angela Clarke (AC) advised that an error had been reported within the published document. The suggested data retention by the ONS was 4 Years, and the amended request should have stated 23 March 2021 to 23 March 2025, (as opposed to 23 March 2024.) It was agreed that the identified typo did not impact the earlier approval as it was clear to the Committee the retention period was 4 years, and the approved document would be amended accordingly.

4.5. XRN5273 Changes to Service Description Table

Angela Clarke (AC) provided an overview of the changes to the Service Description Table, to update the table with new service lines as part of the June release.

There was 8 new lines, 2 in support of XRN4932 and 6 to support XRN 4850.

A modified version of the Service Description table was provided

Unanimous approval was provided for the DSC Service Line Description amendment as follows:

Voting Outcome:		
Shipper	Voting Count	For/Against
Stephanie Clements	1	For
Oorlagh Chapman	1	For
Andrew Green	2	For
Steve Mulinganie	2	For
Total	6	For
Transporter Representatives	Voting Count	For/Against

Helen Chandler	1	For
Sally Hardman	1	For
Angharad Williams	1	For
Richard Loukes	1	For
Kundai Matiringe	2	For
Total	6	For

5. Business Plan Updates

5.1. BP20 Centrica Appeal

JMc informed the Committee that there is no further update in terms of an Ofgem decision concerning the appeal. SM enquired about the point of no return. Dave Turpin (DT) advised Xoserve are liaising with Ofgem about “spending at risk”.

5.2. BP21 Update

Peta Haworth (PH) thanked everyone for their engagement in the Business Planning process. Version 2 of the business plan was released on the 30 October. Due to the timing of the Ofgem re-baseline meant it was not possible to set out a complete CSSC budget at the point version 2 was released. PH advised that an addendum to BP21 draft version 2 would be published following the meeting, setting out the increase to CSSC costs and the impacts this has on the whole of the draft BP. PH confirmed an additional week will be provided for the consultation to allow consideration of the addendum. Consultation will close at midday on 27 November. There is no proposal to extend the interim period for draft version 3 of the BP, this is still planned for publication on 04 December.

No objections were expressed with extending the consultation until 27 November.

5.2.1. Exceptional Customer Experience Deep Dive

Alison Jennings (AJ) provided an update on the Customer Experience (CX) Roadmap for BP21.

AJ noted that the feedback from the first round of consultation had highlighted customer requirement to replace the Contact Management Service (CMS) platform rather than replatform. AJ explained that Xoserve’s customer experience approach focussed on four main areas; to minimise queries and complaints, grow customer self-service, automate time consuming operational process and provide a world class customer experience.

AJ provided a slide illustrating the journey of customer experience, what work had been completed to date and how previous investments had been used and what benefits had been delivered so far. AJ also provided an overview of the enhanced customer training, system/website improvements, what work is in progress (BP20) and planned work (BP21).

KD commented that the ‘right first-time approach’ was not as successful as had been hoped and asked how this strategy would make a difference. AJ reassured the Committee that Xoserve will report back on a monthly basis to report on CX progress and what benefits customers can expect to see as a result.

KD highlighted that Xoserve had painted a good picture from an Xoserve perspective but challenged this view-point for customers. KD expressed that “customers are not getting this rosy picture” and the internal feedback suggested that customers are not reaping the benefits. AJ explained that Xoserve will be increasing customer engagement around CX so that we can be clear where it is believed customer benefit will be delivered. AJ reiterated that as there is internal focus being applied in some of the CX deliverables, there may be some lag before customers would start to see the benefits when solutions are fully implemented into our ways of working. Additional engagement will increase transparency around this.

KD challenged how Xoserve would demonstrate improvements. AJ explained that there would be far more engagement with customers to understand requirements, validate CX thinking and priorities going forward. KD reiterated, as a customer, the desire for results.

SM asked about the delivery of initiatives and how these would be managed with future strategy changes. AJ explained that some of the detail and interactions are being worked on in relation to strategy changes.

AJ provided an overview of the CMS re-build, the current “pain-points”, proposed solutions and customer benefits and further details would follow.

AJ provided the revised BP21 costings, comprising; CRM, Customer Service Centre, Improvement in Customer Communications, Customer journey improvements, the CMS re-build and CMS IGT driven changes, which has a total budget of £600,000. AJ clarified that the IGT driven changes would be apportioned across DNs, IGTs and Shipper constituencies. More information of how this would be managed will be provided in due course.

SM enquired how the Committee would have certainty on the budget, expressing concerns about the delivery of solutions and more fundamental changes, while managing the cost risks.

HCh wished to bear in mind that the original build was millions of pounds and was still not fit for purpose, and therefore cost of the suggested tweaks may not be sufficient to remedy a system that’s not currently working. HCh expressed concern that Xoserve have known there is a need for system improvements for some time and a new platform is required not a rebuild. HCh continued that industry needed to be clear on the costs involved.

AJ explained that Xoserve do not know at present what the end solution will be as Xoserve and customers are currently working through requirements.

KD asked Xoserve to provide a view how they are going to deliver right first-time developments such as this based on the new operating model.

New Action 1101: Xoserve (AJ) to consider how projects would be managed and how deliverables would be measured under the new operating model.

Ian Leitch (IL) provided an update on the CSSC BP21 Phase 2 Consultation.

Emma Lyndon (EL) provided the background on the original programme plan with a go-live date in July 2021, and the replan to March 2022 due to Covid-19, with an assumed estimate of costs running at approximately £1m per month. The “Go live” date had now moved to August 2022.

As part of the consultation, the replan assumptions by Xoserve are based the monthly run rate impact assessment of £14.9m covering, a 6-month deferral, additional phases and Post Implementation Support (PIS).

EL explained that extra funding would be required, and the estimate indicates an overall increase of £2.1m to the BP21 forecast. This includes a shortfall of £908k in the current Financial Year 2020/21 and the remaining £1.2m in the next year costs for Financial Year 2021/22.

EM provided a further breakdown of what has changed from the BP21 initial submission and outlined the underlying risks. IL provided an overview of the contingency position within the programme. IL also provided a table to outline the areas of risk.

IL confirmed that Xoserve have worked closely with Ofgem, DCC and SI to increase confidence in the re-baselined plan, in order to qualify the level of residual risk and understand the effect on budget increases. IL explained there will be a need to consider the options on funding the shortfall.

PH confirmed the need to reach a common consensus on how the shortfall would be funded and as such a specific question had been included in the plan addendum. KD stated a debate had been held in the November Change Management Committee (ChMC) on how a potential rebate could be treated. She was keen to ensure the process informing any rebate is clear and transparent, to avoid challenges and appeals. As the CSSC shortfall emerged after the ChMC meeting, PH explained that a consensus decision would still be required on how it should be treated.

Dave Turpin (DT) explained that Xoserve have not got all the answers yet, but essentially this is not a business plan issue, it's more of a charging question. DT recognised the need to consider how the funds are offset and to do this not in isolation, to mitigate any conflicts and minimise any risks to other change projects.

Further consideration is required on the charging arrangements and an update will be provide ahead of the next meeting.

6. Retail Energy Code (REC) Update

Jayne McGlone (JMc) provided an update on the latest developments, confirming that Ofgem are assessing the management of data under the REC including protected data items under the UNC.

JMc provided a summary of the discussions for protected information, noting some suggested changes to UNC as a consequence of CSS/REC.

KD asked why this presentation was not published ahead of the meeting. It was agreed to publish the presentation after the meeting.

7. Modification 0710S - CDSP provision of Class 1 read service

DA confirmed that Modification 0710S was approved October 2020. It is anticipated that the existing contracts will be novated. DA confirmed that Xoserve are working through the novation approach, carrying out due diligence and assessing the procurement regulations that will apply. The aim is for a novation date of June 2021. DA noted that the June 2021 would be a challenge, therefore Xoserve are looking at options, if June 2021 cannot be achieved. It is anticipated that a re-procurement activity would be undertaken to engage a new service provider for 01 March 2023. DA explained that for the procurement process Xoserve will need to understand what service needs to be procured, and what the process should be to ensure the service procured is what is needed. This would require further engagement with Shippers. KD noted the need for alignment with IGTs.

DA requested views and comments from Shippers regarding pressing issues and stated that he intended to report back next month.

8. Monthly Contract Management Report

This month focused on the Xoserve KPM Update (8.1), the AQ Taskforce Update (8.4.3), and the KVI Summary (8.5.1).

8.1. KPM Update

Tristian Unwin (TU) provided the October KPM update noting the 8 red items highlighted.

TU noted the lines relating to AQs at Risk and the AQ calculation, where associated with a known defect. TU confirmed that are Xoserve looking at the number of MPRNs, and their last and current AQ calculations. KD asked about the next steps.

TU explained that these are specific exceptions, in the early discovery stages of investigation and Xoserve will be looking to identify and fix the root cause.

8.2. Contract Metrics

Paper published for information. No discussions held

8.3. Xoserve Incident Summary

Paper published for information. No discussions held

Kirsty Dudley suggested Xoserve provide a post meeting update of any pertinent points.

8.4. Issue Management Updates

8.4.1. Issue Management Dashboard

Paper published for information. No discussions held

8.4.2. Amendment Invoice Taskforce Update

Paper published for information. No discussions held.

8.4.3. AQ Taskforce Update

Michele Downes (MD) provided an update from the AQ Taskforce.

MD confirmed that there were 80 defects impacting AQ since August 2019, with 12 open defects as of 06 November, details of the open defects were provided in an appendix.

A further update will be provided next month. KD wished to understand in the update next month when the defects are going to be drawn to a close.

8.5. KVI Summary

8.5.1. October KVI Summary

Jane Goodes (GD) provided an update on the KVI Change Management Survey, confirming the receipt of 8 customer responses in October, achieving a KVI of 100% against the 90% target.

JG provided a summary of the survey results and confirmed responses are being actively worked on.

8.5.2. October Interim KVI Scorecard

Paper published for information. No discussions held.

8.5.3. October KVI Customer Service

Paper published for information. No discussions held

9. Central Switching Service (CSS) Update

Paper published for information. No further discussions held in relation to the BP21 Update item 5.2.

10. Information Security Update

Due December. No discussions held.

11. Financial Information

Nick Stace (NS) provided a brief outline of the rebates and savings, explaining that the change budget had been overtaken by the recent CSSC update. A more detailed update will be provided next month.

12. Business Continuity Plan

David Stowe (DS) provided a confidential paper shared with members prior to the meeting for the November quarterly update. DS confirmed there are no open actions. An interim review has identified some areas of improvement, and Xoserve will continue to monitor and appropriately adapt operations and will look at the business impact analysis. The next update is due February.

13. Contract Assurance Audit

Hannah Hassanjee (HH) confirmed a confidential paper had been provided to members prior to the meeting and proceeded with an update. HH provided the internal audit plan, confirming that Covid-19 had affected the audit plan due to remote working, however the audits were still on track. A detailed audit update will be provided in the new year.

14. Key Committee Updates

14.1. DSC Change Management Committee

Paper published for information. No discussions held

15. Any Other Business

15.1. Updated DPM following the implantation of Mod0697

Ellie Rogers (ER) provided the updated Data Permission Matrix (DPM), post implementation of Modification 0697: "Alignment of the UNC TPD Section V5 and the Data Permissions Matrix", implemented 18 November 2020.

ER provided a full list of items and the corresponding parties who will have access.

ER confirmed this is provided on the Xoserve website within the resource library. Xoserve agreed to consider the location of the publication for ease of finding.

15.2. IX Refresh Update

Mark Pollard (MP) provided a migration update and a project roadmap, confirming Xoserve had not seen any impacts following the recent 2nd lockdown. The project was still projected to complete by February 2021.

MP confirmed that the project is targeting to complete all physical installations by 30 November and there are currently 8 sites (5%) that are at risk of missing this date. The project team have engaged with Vodafone to secure a minimum 3-month extension, if needed. An agreement is in place with Vodafone to extend support past February 2021.

MP emphasised the need for customer support to ensure all remaining sites are migrated by February.

SH enquired about the costs associated with extending the Vodafone contract. MP clarified that if Xoserve have to extend the contract, the blended cost price reduction with GAMMA would be delayed.

15.3. Change Managers Information Pack 20/21

Jane Goodes (JG) provided an overview of the Change Managers Information Pack, explaining the DSC change process, governance, engagement and the end to end key processes.

The Information Pack explained the roles and responsibilities, along with how the budget works, the key information shared, the lifecycle of the Committee, an outline for the Committee Representatives, and an outline of the Customer change team.

JG welcomed feedback on the information pack for any further improvements.

KD asked is Xoserve could consider providing a list of Shippers for each Shipper Class, suggesting a column could be added to the published list of Shippers Registered on UK Link. KD believed this would be useful for the Committee Representatives to keep a track of changes within their constituencies, to ensure they keep abreast of the parties they represent.

The Committee agreed that a consolidated list would be a useful publication.

New Action 1102: Xoserve (JG) to consider the availability of the DSC Shipper Class breakdown.

15.4. Contact Management System (CMS) Replacement

Jo Williams (JW) and Linda Whitcroft (LW) shared the approach for the Contact Management System (CMS) Replacement Project. JW confirmed a CMS questionnaire was issued on 20 October 2020, and Xoserve had received a good response from a mix of constituencies. Common themes have been identified from the 127 responses, 116 of which were frequent users of CMS.

JW provided an illustration of the most frequently used processes, and an assessment of process inefficiencies. JW provided a proposal for the workshops which will commence on 19 November with constituency groups.

HCh asked about the topics for the upcoming workshops to ensure pertinent topics were not missed. KD asked Xoserve to provide a summary of the workshops and topics and asked if this could be published on the Xoserve website. KD was keen to ensure all parties are reached.

LW reassured the Committee that the Customer Advocate Managers are working with Shippers to ensure an awareness of the workshops. Xoserve agreed to publish a diary plan. HCh also asked Xoserve to consider how parties are invited and the use of automated calendar invites.

New Action 1103: Xoserve (LW) to publish a diary plan of the Contact Management System (CMS) Replacement Project Workshops.

15.5. Impact of Brexit

JMc advised there is limited information to report this month, however Xoserve continues to monitor the guidance provided by Information Commissioner's Office (ICO).

15.6. VAT early termination fees and compensation payments

No further discussions held further to the Action 1001 update.

15.7. Third Party Data Requests

JMc wished to highlight to the Committee that Xoserve are receiving various requests from different parties for access to data. Some requests are rejected for not meeting the criteria and JMc wished to provide greater awareness of this. For example restricting access to third parties not recognised as a PCW.

JMc also wished to note an issue concerning the uncontrolled sharing of the M-Number Data File. DA clarified once the M-Number Data File is provided, due to its format, it's difficult to prevent onward sharing. It has been suggested that this may be removed with at REC implementation however DA was aware of a number of organisations petitioning Ofgem against its removal and welcomed views on this.

SH enquired why the DVD format had not moved to an API service. DA asked if Xoserve should develop a service and transition. JMc asked for views how to take this forward.

The Committee considered the control of data and how to make services available and provide better regulated access to data. It was agreed to consider this further next month.

16. Diary Planning

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

JMc wished to discuss the 2021 meeting schedule and proposed meetings are moved to the 4th Wednesday in the month opposed to the current schedule 3rd Wednesday, to assist aligning report production with the data becoming available.

HCh asked for clarity that meetings would move to after the UNC Panel meetings. No issues were expressed by members. It was agreed to consider this further at December's meeting with a view to approving the full list of dates.

New Action 1104: Xoserve (JMc) to provide a list of proposed dates for the 2021 Contract Management Committee meetings.

Meetings will take place as follows:

Time/Date	Venue	Programme
09:30 Wednesday 16 December 2020	Microsoft Teams	Standard Agenda
09:30 Wednesday 20 January 2021 or 27 January 2021	Microsoft Teams	Standard Agenda
09:30 Wednesday 17 February 2021 or 24 February 2021	Microsoft Teams	Standard Agenda
09:30 Wednesday 17 March 2021 or 24 March 2021	Microsoft Teams	Standard Agenda

Action Table (as of 18 November 2020)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
1001	14/10/20	1.6	<i>Policy paper on Revenue and Customs Brief 12 (2020):</i> CDSP (JMc) to regularly seek a view from VAT experts Group regarding the Policy paper on Revenue and Customs Brief 12 (2020): VAT early termination fees and compensation payments	CDSP (JMc)	Carried Forward
1002	14/10/20	3.3	<i>DRR Price Comparison Websites (PCW/Third party Intermediaries):</i> CDSP (JMc/SH) to arrange extra meeting to discuss the data items changes to the DPM in relation to the Price Comparison Websites (PCW/Third party Intermediaries) DRR	CDSP (JMc/SH)	Closed
1003	14/10/20	6.3.3	<i>Quarterly Invoicing Update:</i> CDSP (DD) to provide a draft Quarterly Invoice dashboard for the Committee to review ahead of the November meeting	CDSP (DD)	Carried Forward
1004	14/10/20	6.3.3	<i>Quarterly Invoicing Update:</i> Committee members to consider what information would be required on a Quarterly Invoice dashboard and feedback to the November 2020 Committee	All	Carried Forward
1101	18/11/20	5.2.1	Xoserve (AJ) to consider how projects would be managed and how	Xoserve (AJ)	Pending

			deliverables would be measured under the new operating model.		
1102	18/11/20	15.3	Xoserve (JG) to consider the availability of the DSC Shipper Class breakdown.	Xoserve (JG)	Pending
1103	18/11/20	15.4	Xoserve (LW) to publish a diary plan of the Contact Management System (CMS) Replacement Project Workshops.	Xoserve (LW)	Pending
1104	18/11/20	16.0	Xoserve (JMc) to provide a list of proposed dates for the 2021 Contract Management Committee meetings.	Xoserve (Jmc)	Pending