

UNC DSC Contract Management Committee Minutes
Wednesday 15 January 2020
at Lansdowne Gate, 65 New Road, Solihull B91 3DL

Attendees

| | | | |
|---------------------------|------|--------------|------------|
| Bob Fletcher (Chair) | (BF) | Joint Office | Non-Voting |
| Helen Bennett (Secretary) | (HB) | Joint Office | Non-Voting |

Shipper User Representatives (Voting)

| | | | |
|---------------------|-------|----------------|----------------|
| Clare Cattle-Jones* | (CCJ) | SSE | Class A Voting |
| Stephanie Clements* | (SC) | ScottishPower | Class A Voting |
| Lorna Lewin* | (LL) | Orsted | Class B Voting |
| Steve Mulinganie | (SM) | Gazprom Energy | Class C Voting |

Transporter Representatives (Voting)

| | | | |
|--|-------|-----------------------|------------|
| Helen Chandler | (HCh) | Northern Gas Networks | DNO Voting |
| Sally Hardman | (SHa) | Scotia Gas Networks | DNO Voting |
| Teresa Thompson +Alternate for Richard Loukes | (RL) | National Grid | NTS Voting |
| Brandon Rodrigues * | (BR) | IGT Representative | IGT Voting |
| John Cooper* | (JC) | IGT Representative | IGT Voting |

CDSP Contract Management Representatives (Non-Voting)

| | | |
|----------------------------|-------|---------|
| Jayne M ^c Glone | (JMc) | Xoserve |
| Michele Downes | (MD) | Xoserve |

Observers/Presenters (Non-Voting)

| | | |
|-------------------|-------|------------------------|
| Angela Clarke | (AC) | Xoserve |
| David Addison | (DA) | Xoserve |
| David Turpin | (DT) | Xoserve |
| Dennis Regan | (DR) | Xoserve |
| Dionne Thompson | (DTh) | Xoserve |
| Ellie Rogers | (ER) | Xoserve |
| Fiona Cottam | (FC) | Xoserve |
| Guv Dosanjh | (GD) | Cadent |
| Jane Goodes | (JG) | Xoserve |
| Leteria Beccano | (LB) | Wales & West Utilities |
| Mark Pearce | (MP) | Electralink |
| Mark Pollard | (MPo) | Xoserve |
| Megan Laki | (ML) | Xoserve |
| Michael Orsler | (MO) | Xoserve |
| Oorlagh Chapman * | (OC) | Centrica |
| Ranjit Patel | (RP) | Xoserve |
| Shiv Singh | (SS) | Cadent |
| Sian Jones | (SJ) | Xoserve |

**Via teleconference*

Copies of all papers are available at: <http://www.gasgovernance.co.uk/dsc-contract/150120>

1. Introduction

Bob Fletcher (BF) welcomed all to the meeting and confirmed the meeting quorate.

1.1. Apologies for absence

Richard Loukes, NTS Representative

1.2. Alternates

Teresa Thompson for Richard Loukes and

1.3. Confirm Voting rights

| Representative | Classification | Vote Count |
|--|-----------------|------------|
| Shipper | | |
| Clare Cattle-Jones | Shipper Class A | 1 vote |
| Stephanie Clements | Shipper Class A | 1 vote |
| Lorna Lewin | Shipper Class B | 2 votes |
| Steve Mulinganie | Shipper Class C | 2 votes |
| Transporter | | |
| Sally Hardman | DNO | 1 vote |
| Helen Chandler | DNO | 1 vote |
| Teresa Thompson (+ Alternate for Richard Loukes) | NTS | 2 votes |
| Brandon Rodrigues (+ Alternate for John Cooper) | IGT | 2 votes |

1.4. Approval of Minutes (18 December 2019)

Following consideration of the following comments, the Minutes were approved.

SHa felt there was a missing action regarding AQ updates and JMc confirmed this would be covered in the update provided for Action 1201.

LB mentioned HC name was duplicated in attendees listing and on Page 10, 11.2, “prior to the” duplicated in the paragraph text.

The change marked minutes for 18 December 2019 have been republished.

1.5. Approval of Late Papers

BF asked the Committee advised that the seven late papers are marked as such on the meeting page on the Joint Office website. Two of the items are the Key Committee updates and the KVI which were previously agreed as late papers.

When asked, all meeting participants confirmed they have received the Joint Office communication regarding late papers.

BF asked for confirmation that members approved acceptance of the late papers provided and the Committee agreed this was acceptable for this meeting.

1.6. Review of Outstanding Actions

1201: Committee members to contact Xoserve if the AQ Defect communication from the Issue Resolution Team has not been received by 19 December 2019. (Comm Ref: XCE1868 – For Information Aggregate Materiality of Outstanding AQ Defect).

Update: Jayne McGlone (JMc) advised that the communication was issued in tranches and only to impacted Shippers. This will be the method of communication going forward, whereby Xoserve will only email impacted customers. Steve Mulinganie (SM) requested that the email is marked or titled to indicate it is only being sent to impacted customers. **Closed**

1202: Xoserve (DT/AJ) to discuss the requirements of the Customer Relationship Management (CRM) Tool with customers for any feedback. This has been built into the project plan and dates for engagement will be shared once they are known.

Update: This will be covered as part of agenda item 12.5 discussions. **Closed**

1203: Xoserve (JMc) to circulate a summary from the DSC Change Management Committee

Update: This has been completed. **Closed**

1204: Xoserve (JMc) to review the Operating Guidelines in relation to Modification 0702S.

Update: This will be covered as part of agenda item 12.2 discussions. **Closed**

2. Approvals

2.1. DRR – Provision of additional data via the DDP for shippers – Drop 3

Jayne Goodes (JG) confirmed the intent of the Disclosure Request Report (DRR) and explained that this will be adding extra levels of data to allow Shippers to drill down into information regarding their own portfolio.

Committee Representatives were asked to vote on the DRR. Approval was provided as follows:

| Voting Outcome: | Provision of additional data via the DDP for shippers – Drop 3 | |
|--|---|--------------------|
| Shipper | Voting Count | For/Against |
| Clare Cattle-Jones | 1 | For |
| Stephanie Clements | 1 | For |
| Lorna Lewin | 2 | For |
| Steve Mulinganie | 2 | For |
| Total | 6 | For |
| Transporter Representatives | Voting Count | For/Against |
| Sally Hardman | 1 | For |
| Helen Chandler | 1 | For |
| Teresa Thompson (+ Alternate for Richard Loukes) | 2 | For |
| Brandon Rodrigues | 1 | For |
| John Cooper | 1 | For |
| Total | 6 | For |

3. Electralink Update

Mark Pearce (MP) presented an overview of the Single Data Catalogue and the Flow builder tool developed by Electralink and took questions from the Committee and other meeting participants as the presentation progressed. He explained that this online tool developed with some support from Xoserve and included the UKLink catalogue and change structure.

Flow Builder can quickly create and share structured data to:

- Facilitate industry changes to reduce the need for long change processes
- leverage new opportunities
- Validate designs with minimal impact
- Facilitate greater levels of innovations

Why has Flow Builder been created?

- Unprecedented pace and volume of change within utilities;
- Previously multiple repositories, formats, and locations for industry catalogues;
- Flow Builder provides a single destination to review and query industry catalogues.

JMc confirmed the slides will be shared post this meeting.

MP advised of the various catalogue formats that are available and confirmed that online web pages are the most common and more often used than the other formats.

- Online web pages;
- PDF downloads;
- API;
- CSV.

Ranjit Patel (RP) clarified that Xoserve supported in principle but had not supported the development of the tool or provided data.

DA clarified that, in terms of a User needing to check the source of the correct information, then this would have to be the UKLink manual directly as Xoserve were not currently confirming the data published on the tool was correct. He asked Electralink, if someone goes to the tool and takes it as fact, and then goes to the UKLink manual and finds the information on the tool to be incorrect, how will Electralink manage the situation. MP advised that change control is very closely monitored and has a thorough process of updating based on monitoring of inflight changes.

SJ advised that she would be reluctant to setup a change control process when it is likely that REC will develop a similar tool for industry use and it would be inefficient to support two similar tools.

SM said that a central library is very helpful but not if it is not supported, would this bring about liability and reliability issues as there should not be multiple versions of the truth. SJ added that, if the Committee want this to be the tool that is supported by Xoserve they will help make it work.

MP then gave a demonstration of how the tool looks and works.

The Committee questioned the change process and how updates would be made/managed. MP clarified that there is an Admin role within the catalogue which has a level of control. He recommended that there is tight version control and that the administration role is very tightly controlled.

When asked, MP confirmed that using an agreed version of UKLink, until a specific date when an update goes live, (to be implemented at a later date) can be incorporated with version control being a critical process.

MP then went on to demonstrate how changes can be made at data item level within the tool.

When asked, MP confirmed that, other than a log in screen which will require a password, there are other checks that can be put in place to avoid anybody being able to take a copy of the data or gain unauthorised access.

SJ agreed that a change impact assessment needs to be completed as soon as possible. Once this has been completed it will increase the level of confidence Xoserve have in the tool.

There followed a brief discussion as to how the new tool would be funded. MP advised the Committee that the tool is provided as part of the DTS service, therefore, anyone with access to DTS will automatically have access to the Single Data Catalogue.

This concluded the Electralink presentation.

There followed a closed Committee discussion regarding the Single Data Catalogue, BF summarised the Committee discussions and confirmed the agreement is for Xoserve to investigate the development and ongoing support for the tool further and to report back to the Committee.

New Action 0101: Xoserve (DA) to capture risks and report back to Committee with options to Assess the viability and options for development of the tool and to provide an impact assessment.

4. BP20 Update

Dave Turpin (DT) began this agenda item by asking the attendees if they had had opportunity to read the objection letter submitted by an Xoserve customer.

DT summarised the timeline:

- An Objection has been raised by Centrica (this allows the objector to appeal if the budget is finalised the same as in its current draft format);
- Once the budget is published, it is possible for a party to raise an appeal within 20 business days of the approval date if they have previously objected to the approval;
- The CDSP need to respond to the appeal within 10 business days of the appeal being raised and this includes meeting with the DSC Contract Committee to consider the appeal;
- Any Xoserve customer can write to Ofgem to advise if they support or oppose the appeal.

DT clarified that the Budget, as set, stands and that charging statements will be issued as normal unless an instruction comes from Ofgem to uphold the appeal. In terms of the operation, Xoserve are still able to work to the Budget and any decisions made as a result of the appeal being upheld will be reconciled back.

Steve Mulinganie (SM) asked if Xoserve will be refuting any inaccuracies in the objection in a response back to the objecting customer. DT said that Xoserve are considering responding to the objection to refute any inaccuracies and he would expect any parties to respond to any comments that are not factually correct.

Guv Dosanjh (GD) asked that should a formal appeal be received, what the output of the adhoc Committee meeting would be. DT advised it would be to summarise the discussion of the Committee in order to provide Ofgem with the Committees view as to the level of support for the appeal.

When asked, DT confirmed there is no requirement in the contract for Committee members to vote at such a meeting, but the vote would make it easier for Xoserve to annotate the feelings of the Committee to Ofgem.

Committee members agreed that Xoserve should submit the questions in advance of the meeting in order that members can liaise with their constituencies and be able to provide an informed view at a any meeting called to discuss the appeal.

DT felt it might be possible to offer a choice of options for each of the points being made within the Appeal to help coordinate views from the Committee.

GD made the point, which was agreed by Committee members that the Business plan has, to date, had three consultations. He added that Industry have had the opportunity to respond to the Business Plan over a number of months.

CCJ said that it will be a good opportunity to demonstrate to Ofgem how well the Committee operates.

When asked, Oorlagh Chapman (OC) confirmed the content of the Appeal may not be similar to the objection as the Appeal would need to be based on the rules set out in the CDSP Budget procedures.

SM suggested the appeal needs to be more concise in order to make it easier for the Committee to address each point, OC said that Centrica is following the points set out in the Budget procedures.

DT then went on to advise that the draft Budget is to be submitted for approval at the Xoserve Board meeting planned for 23 January 2020, and if approved the Final Budget will be published before the end of the month which will take the appeal window close to the end of February 2020.

DT said that the timeline flexes based on when notifications are issued and the Appeal submitted, but he confirmed that Xoserve will email out to advise Committee members of the actual timeline based on when the Appeal is received.

RP asked if the Xoserve response to the objection will be sent out to Committee members. OC confirmed that agreement had been given for Xoserve to circulate the Centrica objection letter out to all DSC parties.

BF confirmed that until an Appeal has been received it would not be prudent to plan an additional Committee meeting due to the time allowed for Xoserve to make a response, as any additional meeting is likely to be held at short notice and that this item should now be closed.

SJ and SM requested that the agenda item be reopened so that further views (informal views) could be taken to help inform the Xoserve board of the Committees views on the objection.

SJ asked Committee if they would mind taking a vote, in order that Xoserve could advise their board and provide an informed view in any letter they might provide in response to the objection.

Stephanie Clements (SC) was concerned with the proposal as this item is listed for discussion only and not set out in the agenda in advance of the meeting as an item for approval and prevented members seeking views from their constituencies.

SM suggested that an informal vote was taken which represented the views of members only and not their constituencies as a way of moving forward and providing a view to Xoserves board.

However, other Members stated they would rather have time to speak to their constituencies and that the vote question should be clearly defined in advance of the meeting. SJ noted the concerns raised and advised that Xoserve will reach out to DSC Contract Management Committee members to request feedback on the draft Business Plan and objection.

GD mentioned that he supports an informal letter going to Ofgem and suggested that the lack of any further objections should identify that Xoserve customers generally support the current draft Business Plan.

SJ noted the concerns and comments raised and felt that the objection has been noted by the Committee and the process should continue as set out in the rules and if an Appeal is submitted Xoserve will communicate with the Committee and customers.

5. Monthly Contract Management Report (KPIs)

5.1. Contract Metrics including Invoicing

Michele Downes (MD) provided the Contract Metrics update and highlighted the “You said, We did” and the Testing approach Xoserve website links.

MD confirmed, from the KPI tracker tab that all KPIs are currently reporting on track.

5.2. Xoserve Incident Summary

Dennis Regan (DR) presented the Xoserve Incident Summary and provided an overview of P1/2 incidents, the high level impacts and causes and the resolution Xoserve undertook (or is undertaking).

Talking through the high-level summary of the P1/2 incidents, DR highlighted, in particular, the following incidents:

1067763 – Demand Attribution and UIG data for 9th December could not be published. He explained that this was resolved on the same day that it was identified (09 December) and the Xoserve teams worked with the Suppliers teams to receive and process the correct file.

1069863 - CMS users experienced system slowness and were eventually unable to access the service. Xoserve teams worked with their 3rd party suppliers to agree a resolution and restarted the Data Base services.

1072122 - The Xoserve Services Portal was unreachable for both internal and external customers. Xoserve teams worked with their 3rd party suppliers and communications provider to isolate the fault and apply a workaround. The original fault has now been fixed and the workaround removed.

DR went on to advise that, overall, Xoserve are seeing a downward trend in terms of volume of incidents.

5.3. Issue Management Updates

5.3.1. Issue Management Dashboard

Michele Downes (MD) provided a brief overview of the Customer Issue Management Dashboard briefing the Committee on the key issues. In summary she confirmed:

- Open customer issues decreased from 8 to 7
- Open defects had increased from 44 to 49
- No P1s and no change to P2s
- Amendment invoice related defects increased to 12
- AQ related defects decreased to 11.
- No UK Link or Gemini availability incidents.

MD provided further information on the AQ Related defects and explained there were 44 defects as of August 2019 of which 20 remain open. Of the 20 that remain open, 10 still require a system fix and 16 require AQ calculations.

As part of the reconciliation process, this can override what the consumption adjustment as processed if the consumption adjustment has been completed at the wrong time. This has resulted in roughly 50,000 corrections being completed erroneously. Xoserve have written out to those parties affected.

MD went on to confirm that all outstanding AQs will be corrected by 01 April 2020.

SJ added that she is very interested in how this happens and that she expects that data fixes reduce or be better targeted as the Data Correction tool that comes out of the UIG Taskforce improves the quality of the data.

Adding that that she is conscious that discussions have been ongoing about defects for the last 12 months and advised that 30% of the system code implemented for Nexus has undergone extensive work on an extremely large scale which involved massive redesign and rebuild.

5.3.2. Amendment Invoice Taskforce Update

MD provided an update from the Amendment Invoice taskforce and explained the merged ASP & AML files have been issued to customers for the first time which is for the November Billing Period. A rare Sub-deduct metering arrangement scenario was not captured as part of the ASP file merge activity and this resulted in an ASP mismatch for 12 MPRNs affecting six customers. All six customers affected had an ASP mismatch file issued 3 business days prior to the invoice Payment Due Date.

Cataloguing of Exception resolution process steps is significantly behind schedule. The original plan was for this to be completed by the end of December 2019; this has now been revised to the end of February 2020.

Exceptions

MD explained that, as of 31 December 2019, there are 124,155 MPRNs currently that have unresolved exceptions within the Xoserve systems.

Exclusions

MD confirmed that there are 247 MPRNs for the October billing period that currently have bill blocks placed up on them. When asked she agreed to report on the average length of time for the bill blocks at the next meeting.

Defects

MD explained that there were 9 Amendment Invoices impacting defects open as of 02 January 2020, three of which did not meet the December 2019 SLA.

MI/Reporting

Talking through the slide provided for this topic, MD explained that MI Reports are provided to all customers on a monthly basis.

5.3.3. Enabling large scale utilisation of Class 3

JMc confirmed that the Product Class 3 migration is progressing smoothly with no restrictions being applied. The current forecast is 4 million Supply Meter Points by the end of January 2020.

SM advised that the AUG have published the Draft AUG Statement, the consultation for which concludes on 22 January 2020 and that it is envisaged there will be no significant change from draft to the final statement.

JMC confirmed Xoserve are considering the impacts of the latest AUG findings on the migration of Supply Meter Points from Product Class 4 to 3.

5.3.4. UIG Update

Fiona Cottam (FC) provided a progress update on the Unidentified Gas (UIG) Taskforce for information purposes and confirmed this was the same update as the one provided to the previous DSC Change Management Committee.

FC confirmed the dashboard status was Green, with one exception for the development of the online automated UIG reporting tool which had suffered some technical issues getting data reflected on the website, this will be addressed in the New Year.

When asked FC confirmed there is no firm date for this to become live but there is an Action Plan in place and it is identified there is more feasibility testing required. She hopes to provide a clearer update on this topic next month.

FC provided a Machine Learning update and advised that there is a review session planned for the end of January; once this has been completed visibility of the findings will be given to DSC Contract Management Committee.

She went on to advise that the UIG Summary is currently being updated but she wants to include the outputs from the Machine Learning before the summary is shared.

SM asked for a budgetary update on where the money was spent to be provided at the next meeting.

The UIG Taskforce is due to close down by the end of March 2020.

FC explained that the UIG Workgroup is a UNC forum and therefore could continue to exist and be used as an overflow from Distribution Workgroup, or, UNC Panel could decide to close the UIG Workgroup and move any remaining activities to other UNC Workgroups. FC advised she would like to close down all the UIG recommendations and any that are left over to take to Distribution Workgroup. It was further clarified that the Modifications that are currently included in the UIG Workgroup are now coming to a conclusion.

FC clarified that she would summarise the full and final position as part of the Taskforce close down.

5.4. KVI Summary

5.4.1. Change Management KVI

Jane Goodes (JG) provided an update on the KVIs relating to Change Management.

5.4.2. Customer Relationship KVI

Dione Thompson (DTh) provided an overview of the Customer KVI relationship results. DTh highlighted that the overall trust score has dropped to 70.5%.

Looking at the KVI relationship Results shown on slide 3, DTh pointed out that the overall trust percentage has seen a 15% drop from the results taken in September 2019 and explained that her team have spent time looking at the drivers and reasons for the performance reported in the customer satisfaction results.

This latest set of results have seen the highest response rate over the last 12 months and, together with some generic themes, such as, customer change; overall governance; process of AQ defects and how they are managed; and incoming contact seem to be the topics of customer feedback.

DTh advised that, from Monday, War room sessions are going to be held with Operational Managers and their teams to be better able to understand the challenges they are facing.

DTh advised of some of the steps that are being taken to mitigate the results which are as follows:

- A set of Golden Rules are in development and will be shared at the next meeting.
- Improvements to Operational MI with a better view of all incoming contact
- Against each of the negatives there is a strategy being developed to turn it around in to a positive and the Customer Advocates will engage directly with their customer contacts to share these plans

SM was concerned that there was a significant drop in performance even when compared to earlier periods of time with similar response levels. SJ commented that this appears to be a particular frustration score rather than something more significant that Xoserve haven't yet picked up and added there is a need to do better at helping Xoserve's customers to understand and there is a need for more MI, and that the customer experience needs much more focus.

SM would like to see the results by market sector.

5.4.3. KPI and KVI Review Update

KPI Progress Review

Angela Clarke (AC) provided an update on the DSC Service Line and KPI Review and confirmed 100% of the DSC Service lines have now been reviewed. A number of service lines will require updates, some are cosmetic changes, with added clarity on references to pinpoint service lines. Others are likely to require additional work.

There will be a first review of the draft DSC Service Lines at the February 2020 Contract Management meeting and a review of the draft KPIs at the March 2020 Contract Management meeting.

KVI Review Update

MD provided an update on the Workshop held the previous week and advised a useful discussion was had relating to changing the existing KVIs which have a heavy reliance back to surveys sent out to Committee members and Contract managers.

JMc went through the Strawman KVI on System Availability and Performance. SJ shared her views as the discussions progressed and updated the Committee on the work that is ongoing and advised she is keen to make sure that the same things are measured across the business.

SJ suggested there is a log created of the Top 5 Issues from Contract Management Committee and that these are fed in to SJ.

In light of the internal discussions that are ongoing, and the suggestion of a Top 5 Issues Log, it was agreed to defer this agenda item.

5.4.4. KVI Summary

MD briefly provided an overview of customer service, service delivery, data security and customer issue resolution.

5.4.5. Customer Service KVI

MD provided an update on the KVI Issue Resolution and advised that at the KVI Workshop held the previous week, there was a lot of discussion regarding the referencing of distribution lists so that recipients of emails know who within their respective organisations have included in their distribution list for that particular communication. It was acknowledged this would help to avoid communications using the BCC field which is an ongoing issue that DSC Contract Management Committee have raised.

MD then provided an update using the presentation provided for the meeting.

6. CSS Adaptor Update

JMc confirmed that there was no further update to that provided last month. No questions were raised.

7. Information Security Update

This was a closed Committee update and no minutes were taken for this agenda item.

8. Business Continuity Plan

Update deferred until February 2020.

9. Contract Assurance Audit

Update deferred until February 2020.

10. Financial Information – Q3 Forecast Update

DT advised that Xoserve will circulate the Q3 Forecast by the end of January .

11. Key Committee Updates - DSC Change Management Committee*

JMc advised it was agreed at the previous month's meeting that the links would be provide to relevant Committee to be accessed by Members at their leisure.

- PACs key messages from 10 December available at: <http://www.gasgovernance.co.uk/pac/summarykeymessages>
- DSC Credit Committee minutes from 25 November at: <http://www.gasgovernance.co.uk/dsc-credit/251119>

12. Any Other Business

12.1. Xoserve IX refresh update

Mark Pollard (MPo) provided an update on the GAMMA IX Service Replacement and advised that the aim was to migrate everyone to the new service by the end of February 2020. There has been slippage in the plan which means complete migration by the end of February 2020 IX Customers is no longer feasible. Xoserve have extended the support provided with Vodafone to ensure service is maintained during the transition period.

MPo clarified that Gamma have ramped up their resources and put a new project team in place. When asked he advised that one of the reasons for slippage is the refresh is more complex than first envisaged, where customer access and authority for access is more difficult than anticipated.

SM asked if this would result in additional costs? MO clarified that the contract has been extended with Vodafone and Xoserve are in discussions with Gamma to ensure the project is administered correctly, there is no indication of any additional funding at this stage.

SM would like to have sight of what the predicted costs for the project and current spending. What is the potential additional cost if there is an extension to the project.

New Action 0102: Xoserve IX Refresh Update: MPo to provide Project Costs relating to IX refresh and provide costs information with regard to the extension of the project.

12.2. Modification 0702S - Introducing 'Research Body' as a new User type to the Data Permissions Matrix and UNC TPD Section V5

Ellie Rogers (ER) provided an update relating to the progress being made at Distribution Workgroup relating to Modification 0702S - Introducing 'Research Body' as a new User type to the Data Permissions Matrix and UNC TPD Section V5 and explained she intended to explain how the approach would go and what the process would be.

Background

ER explained the proposed definition of a Research Body and advised that, whereas it is not a legal requirement but it is desirable if the applicant has Companies House registration.

ER advised that requests will be sent through the DSC Contract Management Committee to ascertain if the requester passes the definition criteria and advised that the request form template will evolve as more requests are processed.

SM expressed his concern that the Committee's ability to approve Research Body requests. The Committee then discussed that such requests could start off very stringent but as more confidence is gained over time then the criteria can be relaxed.

SM also relayed his concern of being associated with a vote of approval if the criteria did not prevent an erroneous selection. He suggested changing the voting to be the passing of the criteria going to DSC Contract management Committee so it becomes more of a box ticking exercise and reduces the need for members to use their individual judgment.

BF asked this to be a specific agenda item going forward to ensure sufficient time is allocated to the item as it is likely to be a lengthy exercise to develop the criteria.

When asked ER clarified that Ofgem will be the route of appeal.

SM suggested a set of rules are developed and submitted for review by a Legal team, if they pass, then the requester is given access to data.

It was confirmed that the Research Body would have to destroy the data once they have finished the task associated with the data request.

In conclusion, ER will consider the Framework and await confirmation as to whether this will come back to DSC Contract Management Committee as a separate session or if it will be an agenda item at the next DSC Contract Management Committee meeting.

12.3. MDD subcommittee Terms of Reference

Michael Orsler (MO) presented a change marked copy of the proposed Terms of Reference.

Sally Hardman (SH) raised a concern that, having read the document, she sees there is no mention of this process moving from SPAA to UNC. MO confirmed the move will take place 28 February 2020.

MO confirmed that the group of people that will feed into this process will be similar to DSG, people that are closer to the process.

New Action 0103: *MDD sub-committee Terms of Reference:* Xoserve (MO) to provide clarification and an updated document that refers correctly to points made by the Committee, specifically should there be a reference to SPAA.

Approval was deferred to the next meeting.

12.4. Contract Management Committee (CoMC) Terms of Reference

Update deferred until February 2020.

12.5. CRM Update

Update deferred until February 2020.

13. 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 |
|-------------------------------------|---|---|
| 10:30 Wednesday 19 February 2020 | Lansdowne Gate, 65 New Road, Solihull B91 3DL | Standard Agenda items, and any other matters arising. |
| 10:30 Wednesday 18 March 2020 | Lansdowne Gate, 65 New Road, Solihull B91 3DL | Standard Agenda items, and any other matters arising. |
| 10:30 Wednesday 15 April 2020 | Lansdowne Gate, 65 New Road, Solihull B91 3DL | Standard Agenda items, and any other matters arising. |

Action Table (as at 15 January 2020)

| Action Ref | Meeting Date | Minute Ref | Action | Owner | Status Update |
|------------|--------------|------------|---|-----------------|----------------|
| 1201 | 18/12/19 | 4.3.1 | Committee members to contact Xoserve if the AQ Defect communication from the Issue Resolution Team has not been received by 19 December 2019. (Comm Ref: XCE1868 – For Information Aggregate Materiality of Outstanding AQ Defect) | All | Closed |
| 1202 | 18/12/19 | 4.4.2 | Xoserve (DT/AJ) to discuss the requirements of the Customer Relationship Management (CRM) Tool with customers. | Xoserve (DT/AJ) | Closed |
| 1203 | 18/12/19 | 10 | Xoserve (JMc) to circulate a summary from the DSC Change Management Committee. | Xoserve (JMc) | Closed |
| 1204 | 18/12/19 | 11.5 | Xoserve to review the Operating Guidelines in relation to Modification 0702S. | Xoserve (JMc) | Closed |
| 0101 | 15/01/20 | 3.0 | <i>Electralink Update:</i> Xoserve (DA) to capture risks and come back to the Committee with options and assess the viability of the tool - how much work is involved/impact assessment | Xoserve (DA) | Pending |
| 0102 | 15/01/20 | 12.1 | <i>Xoserve IX Refresh Update: Xoserve IX Refresh Update:</i> MPo to provide Project Costs relating to IX and provide costs on resources in regard to the extension of the project. | Xoserve (DA) | Pending |
| 0103 | 15/01/20 | 12.3 | <i>MDD sub-committee Terms of Reference:</i> Xoserve (MO) to provide clarification and an updated document that refers correctly to points made by the Committee in that there is no mention of SPAA. Then an electronic approval will be sought via email | Xoserve (MO) | Pending |