

UNC DSC Contract Management Committee Minutes

Wednesday 20 May 2020

Via Teleconference

Attendees

Bob Fletcher (Chair)	(BF)	Joint Office	Non-Voting
Helen Cuin (Secretary)	(HCu)	Joint Office	Non-Voting

Shipper User Representatives (Voting)

Stephanie Clements	(SC)	Scottish Power	Class A Voting
Clare Cattle-Jones	(CCJ)	SSE	Class A Voting
Lorna Lewin (<i>joined at 10am</i>)	(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 (<i>and alternate for R Loukes</i>)	(TT)	National Grid	NTS Voting
Brandon Rodrigues (<i>and alternate for Rebecca</i>)	(BR)	IGT Representative	IGT Voting

CDSP Contract Management Representatives (Non-Voting)

Jayne M ^o Glone	(JMc)	Xoserve
Michele Downes	(MD)	Xoserve

Observers/Presenters (Non-Voting)

Angela Clarke	(AC)	Xoserve
Angharad Williams	(AW)	National Grid
Andy Szabo	(AS)	Xoserve
Charlie Haley	(CH)	Xoserve
David Addison	(DA)	Xoserve
Denis Regan	(DR)	Xoserve
Ellie Rogers	(ER)	Xoserve
Fiona Cottam	(FC)	Xoserve
Guv Dosanjh	(GD)	Cadent
Leteria Beccano	(LB)	Wales & West Utilities
Linda Whitcroft	(LW)	Xoserve
Mark Pollard	(MPo)	Xoserve
Nick Stace	(NS)	Xoserve
Oorlagh Chapman	(OC)	British Gas
Shanna Barr	(SB)	Northern Gas Networks

Copies of all papers are available at: <https://www.gasgovernance.co.uk/dsc-contract/200520>

1. Introduction

Bob Fletcher (BF) welcomed all to the meeting, confirming the meeting to be quorate.

1.1. Apologies for absence

Richard Loukes, NTS Representative
Rebecca Cailes, IGT Representative

1.2. Alternates

Teresa Thompson for Richard Loukes
Brandon Rodrigues for Rebecca Cailes

1.3. Confirm Voting rights

Representative	Classification	Vote Count
Shipper		
Stephanie Clements	Shipper Class A	1 vote
Clare Cantle-Jones	Shipper Class A	1 vote
Lorna Lewin (present from 10)	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 Rebecca Cailes)	IGT	2 votes

1.4. Approval of Minutes (15 April 2020)

The minutes of the previous meeting were approved.

1.5. Approval of Late Papers

Any late papers deemed accepted.

1.6. Review of Outstanding Actions

0401: Xoserve (FC) to provide a paper on options how the industry can best use machine learning in NDM allocation at the July meeting.

Update: BF confirmed this action is due to be presented at the July meeting. **Carried Forward.**

0402: REC Update - Mastering data in UNC - Xoserve (DA) to summarise / explain the cross-checking process and make this available for review by the Committee before onward communication to Ofgem.

Update: See item 4.0. **Closed.**

0403: Xoserve (DA/JMc) to provide an assessment of the consequential and or ancillary impacts on Xoserve due to delays to the Faster Switching programme.

Update: See item 4.0. **Closed.**

0404: Xoserve (DA/JMc) to feedback to Ofgem the concerns raised by the Committee on the Gas Enquiry Service data release before considering escalation to the Retail Energy Code (REC) board.

Update: See item 4.0. **Closed.**

0405: Xoserve (JMc) to provide an update on the provisional Key Performance Measures to additional forums and ensure all stakeholders have the opportunity to provide feedback.

Update: See item 6.0. **Closed.**

2. Covid-19 Update

2.1. Customer Update

Andy Szabo (AS) provided an update on the approach for supporting the industry, reporting that Xoserve are continuing to run business continuity processes, operating remotely with their workforce where possible and with few instances of absence relating to Covid-19. AS confirmed two monthly invoicing cycles have run without problems and the main focus will be on Covid-19 impacts such as Unidentified Gas (UIG) and AQs.

3. Approvals

3.1. DRR-review of Telephone Services Permissions

David Addison (DA) summarised the changes to the Telephone Services Permissions in the Disclosure Request Report (DRR), confirming that the change seeks to amend the Data Permissions Matrix (DPM) following a review of the data items available to Registered Shippers and appointed MAMs. It is not intended to add any new User types to the Telephone Services. DA confirmed he had reviewed existing permissions and summarised the updates within the DRR.

Referring to Section 3 of the DRR in relation to the Data Privacy Impact Assessment (DPIA), DA confirmed that the DPIA will be fully reviewed internally. Sally Hardman (SH) asked if the DPIA would be released, Jayne McGlone (JMc) confirmed that this will be released.

No further comments were made from the Committee Representatives.

Committee Representatives were asked to approve the change conditional to the DPIA being circulated and no issues being identified by Members. DRR Approval was unanimously provided as follows:

Voting Outcome:		
Shipper	Voting Count	For/Against
Stephanie Clements	1	For
Clare Cattle-Jones	1	For
Steve Mulinganie	2	For
Total	4	For
Transporter Representatives	Voting Count	For/Against
Sally Hardman	1	For
Helen Chandler	1	For
Teresa Thompson	2	For
Brandon Rodrigues	2	For
Total	6	For

3.2. Data Permissions Matrix – Conditionality Document

Ellie Rogers (ER) summarised the changes to the DPM, this was in relation to Modification 0697S - Alignment of the UNC TPD Section V5 and the Data Permissions Matrix, and the intention to remove Users from the UNC and the data items they have access to, for this to be incorporated within the DPM to document the access.

ER clarified that the Committee was not being asked to approve the content, but to approve the structure and headings to be included.

ER explained the governance for the document and how this would be updated and approved through appropriate DRR changes on an ongoing basis.

Brandon Rodrigues (BR) enquired how this would be linked into the UNC, and if the UNC would refer to the DPM. ER confirmed the UNC will refer to the DPM, although governance is to be streamlined so that the DPM and UNC do not duplicate information.

No further comments were made from Committee Representatives.

Committee Representatives were asked to approve the structure of the document. Approval was unanimously provided as follows:

Voting Outcome:		
Shipper	Voting Count	For/Against
Stephanie Clements	1	For
Clare Cattle-Jones	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	2	For
Brandon Rodrigues	2	For
Total	6	For

3.3. PAFA access to the DDP Platform

Charlie Haley (CH) summarised the changes required in the DRR, confirming that following successful implementation the Data Discovery Platform (DDP), the Performance Assurance Committee have requested that PAFA have access to MPRN data, having their own access to DDP.

No comments were made from Committee Representatives.

Committee Representatives were asked to approve the request for PAFA to have access to the data items. Approval was unanimously provided as follows:

Voting Outcome:		
Shipper	Voting Count	For/Against
Stephanie Clements	1	For
Clare Cattle-Jones	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	2	For
Brandon Rodrigues	2	For
Total	6	For

3.4. DRR Consistency of data items across API and DDP

David Addison (DA) summarised the changes required in the DRR, confirming the request is to amend the (DPM) and permit additional data items to be exposed via API and extend data items available to Portfolio Shippers and the Distribution Network via DDP.

DA confirmed that the Committee were being asked to approve the data items for new users for the API service. He confirmed that the DPIA has been submitted and had been approved.

BR enquired about UNC Modification 0697 and its status, DA clarified that this change does not rely on the Modification. No further comments were made from Committee Representatives.

Committee Representatives were asked to approve the change. Approval was unanimously provided as follows:

Voting Outcome:		
Shipper	Voting Count	For/Against
Stephanie Clements	1	For
Clare Cattle-Jones	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	2	For
Brandon Rodrigues	2	For
Total	6	For

4. Retail Energy Code (REC) Update

JMc referred to Actions 0402, 0403 and 0404 and provided a confidential paper and presentation to the Committee with a combined update. JMc confirmed that the REC Code Consolidation is expected to be implemented in September 2021 (a five-month delay from April 2021) with CSS faster switching likely to be pushed back to June 2022. JMc confirmed that the Electricity Enquiry Service (EES) under the REC will commence at the same time as REC Code Consolidation.

JMc also confirmed that the requirement for a Data Enquiry Service (DES) is due to move into REC in April 2022 when the service will become the Gas Enquiry Service (GES). Transitional arrangements will be in place for the period between close out of SPAA and movement into REC.

JMc explained the consequential impacts on Xoserve and DSC Customers due to the delays to the Faster Switching programme, the next steps, and the key points being considered in relation to the RECCo GES/ESS Service Provider agreement.

SM suggested that Xoserve provide him with a list of questions and he will ensure these are raised through the RECCo board. This offer was welcomed by DA/JMc, to ensure matters are addressed simultaneously.

New Action 0501: Xoserve (DA/JMc) to provide Steve Mulinganie (SM) with a list of questions for the RECCo board to ensure any considerations are addressed efficiently.

JMc summarised the next steps, these were:

1. Xoserve to discuss the output from Action 0402 with Ofgem in parallel with Action 0404.
2. Xoserve to feedback comments from review of the Access Agreement and Data Access Schedule to Ofgem
3. Xoserve to review and negotiate RECCo agreement when it's available

DA provided a further presentation explaining the approach and an overview of the DMP groups.

SM believed it would be key to hold a workshop to consider the synergy of the markets, and the consequences of mastering the data items under the UNC, and any mitigating actions.

New Action 0502: Xoserve (DA) to arrange a Retail Energy Code (REC) Workshop for CDSP customers.

DA was keen to establish the workshop and ensure each constituency area was represented. DA referred to a process diagram, explaining the flow of information, and the proposed consultation.

5. **BP20 Appeal Update**

JMc confirmed there has been no further update from Ofgem on the submitted appeal.

6. **Key Performance Measures Review**

JMc provided a brief presentation including a table of the what the measures will look like moving forward.

JMc confirmed that material information will be provided before the next contract meeting for the measures outlined on page 7 and to share some more meaningful statistics.

Linda Whitcroft (LW) encouraged parties to look at the measures and provide feedback on their appropriateness.

Nick Stace (NS) provided an update on the cost allocation proposals and confirmed the intention to provide a further update at the June meeting.

7. **Monthly Contract Management Report (KPIs)**

7.1. **Contract Metrics including Invoicing**

Paper published for information.

Sally Hardman (SH) wished to understand the IX faults reported for UK Link (P3 and P4 incidents) as these appear to be increasing. Michele Downes (MD) explained some of these faults related to access requests, not the lack of UK Link availability/stability. MD offered to provide further clarity next month by proposing to categorise the statistics to ensure access request issues can be identified and excluded from UK Link stability faults. Angela Clarke (AC) confirmed Denis Regan (DR) will provide an update for the Committee to better understand the increase.

7.2. **Xoserve Incident Summary**

Paper published for information. No discussions held.

7.3. **Issue Management Updates**

7.3.1. **Issue Management Dashboard**

Paper published for information. No discussions held.

7.3.2. **Amendment Invoice Taskforce Update**

Paper published for information. No discussions held.

7.3.3. **Enabling large scale utilisation of Class 3**

No discussions held.

7.3.4. **AQ Taskforce Update**

Paper published for information. No discussions held.

7.4. KVI Summary

Paper published for information. No discussions held.

7.4.1. April KVI Summary

Paper published for information. No discussions held.

7.4.2. April KVI Scorecard

MD welcomed feedback on the Key Value Indicator (KVI) Scorecard. SM confirmed that the scorecard was useful presentation and would welcome its continued use.

7.4.3. April KVI Customer Service

Paper published for information. No discussions held.

7.4.4. April Communication

Paper published for information. No discussions held.

8. CSS Update

No specific questions raised.

9. Information Security Update

Due July. No discussions held.

10. Business Continuity Plan

No specific questions raised.

11. Contract Assurance Audit

No specific questions raised.

12. Financial Information

Due July. No discussions held.

13. Key Committee Updates

13.1. DSC Change Management Committee

Paper provided for information. No discussions held.

14. Any Other Business

14.1. Xoserve IX refresh update

Mark Pollard (MPo) explained there continues to be a significant impact on the project due to Covid-19 related issues. This is due to customer site access restrictions being in place for around 90% of customers. However, the project is continuing where possible with remaining customers where access allowed.

MPo confirmed that new dates have been provided from BT Open Reach in June, in readiness to progress.

14.2. DSC Debt Options

BF explained this item is being deferred until June.

JMc explained that the DSC Credit Committee have recently provided further comments and feedback for Xoserve/CDSP to consider and an update will be provided in June.

14.3. Covid-19 PAC Reporting Requirements

Fiona Cottam (FC) confirmed that 3 of the Covid-19 related Urgent Modifications had been approved:

Modification 0722 - Allow Users to submit Estimated Meter Reading during COVID-19: FC confirmed that Xoserve are keeping a close eye on reads that coming in and these are well within the system's capabilities.

Modification 0723 – Use of the Isolation Flag to identify sites with abnormal load reduction during COVID-19 period: FC confirmed Xoserve are monitoring the volume use of the Isolation Flag, this is currently lower than usual activity but Xoserve are poised for an increase.

Modification 0724 – Amendment to Ratchet charges during COVID-19 period: FC confirmed that the population is fewer than 1000 sites, and there are no current concerns, although this is likely to require manual processes. FC clarified that proactive contact is required to make a claim and this has to be related to charges during the Covid-19 period.

FC confirmed that comprehensive training material to support these Modifications is available on the Xoserve website at: <https://www.xoserve.com/covid-19>. FC encourage parties to contact Customer Account Managers if they needed additional support or have any questions related to this training material or implementation of these Modifications.

FC provided an update on the Performance Assurance Committee (PAC) reporting requirements, and that Xoserve are looking at detailed activity reporting and providing Dashboard style reports. FC explained that most of the focus will be after Covid-19 period has ended and putting things back to normal.

SM wanted reassurance that PAFA and PAC have enough information to ensure that the Modifications can operate effectively and the need for the industry to understand what actions have been taken during Covid-19, the limitations of this and what actions need to take place after.

SM enquired if there were any budgetary concerns with the associated reporting costs. FC understood that the Change Proposals related to the Urgent Modifications includes the reporting requirements. These additional requirements will be funded as part of the DSC general Change budget if costs exceed the PAC ringfenced change budget.

DA confirmed that Change Proposals have been raised for each of the Urgent Modifications with three facets covering the required process changes, the reporting elements for the counter Covid-19 actions and PAC reporting to be developed.

14.4. Gemini Code Contingency exercise deferral

JMc confirmed Xoserve along with National Grid were due to undertake a Gemini Code Contingency exercise in June, however with the current impacts on resourcing associated with Covid-19 it has been agreed with National Grid and Ofgem to defer this exercise for 12 months to June 2021.

14.5. User Representatives Appointment Process

BF reminded the Committee Representatives of the process for re-appointing DSC Contract Management Representatives. No questions were raised on the process.

14.6. Consequence of Covid-19 on UIG

SM enquired in relation to Covid-19 about the impact on the UIG position and volatility, asking if Xoserve could provide any details and how the industry are acting.

He was keen for the industry to pick this up and monitor and asked where the best forum would be to keep this in focus. SM asked for an agenda item to be added on the Distribution Workgroup in May.

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 17 June 2020	Microsoft Teams	Standard Agenda + BP21 Update
09:30 Wednesday 15 July 2020	Microsoft Teams	Standard Agenda
09:30 Wednesday 19 August 2020	Microsoft Teams	Standard Agenda
10:30 Wednesday 16 September 2020	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda

Action Table (as at 20 May 2020)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0401	15/04/20	1.6	Xoserve (FC) to provide a paper on options how the industry can best use machine learning in NDM Allocation at the July meeting.	Xoserve (FC)	Carried Forward
0402	15/04/20	4.0	REC Update - Mastering data in UNC - Xoserve (DA) to summarise / explain the cross-checking process and make this available for review by the Committee before onward communication to Ofgem.	Xoserve (DA)	Closed
0403	15/04/20	4.0	Xoserve (DA/JMc) to provide an assessment of the consequential and / or ancillary impacts on Xoserve due to delays to the Faster Switching programme.	Xoserve (DA/JMc)	Closed
0404	15/04/20	4.0	Xoserve (DA) to feedback to Ofgem the concerns raised by the Committee on the Gas Enquiry Service data release before considering escalation to the Retail Energy Code (REC) board.	Xoserve (DA/JMc)	Closed
0405	15/04/20	13.2	Xoserve (JMc) to provide an update on the provisional Key Performance Measures to additional forums and ensure all stakeholders have the opportunity to provide feedback.	Xoserve (JMc)	Closed
0501	20/05/20	4.0	Xoserve (DA/JMc) to provide Steve Mulinganie (SM) with a list of questions for the RECCo board to ensure any considerations are addressed efficiently.	Xoserve (DA/JMc)	Pending
0502	20/05/20	4.0	Xoserve (DA) to arrange a Retail Energy Code (REC) Workshop for CDSP customers.	Xoserve (DA)	Pending