



Contract Management Committee

4. Contract Management Report 20th
September 2023

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KPM Reporting (August reporting period)

Agenda item 4.1

KPMs Overall Summary:- August 2023

| Performance Area | (Reportable) Achieved | (Reportable) Failed | Not applicable to the reporting month |
|------------------|-----------------------|---------------------|---------------------------------------|
| KPMs (20 total) | 18 | 2 | 0 |

KPMs Failure Summary:- August 2023

| KPM Ref | Measure Detail | Journey / Process | Measure Type | Target | Performance | Failure / Remedial Action | Impacted Constituent/s (GT / iGT / NG / Shipper) |
|---------|---|-------------------------------|--------------|---------|-------------|---|--|
| KPM.07 | Percentage of requests processed within the Completion Time Service Level in DSC. | Meter Read / Asset Processing | Cycle Time | 100.00% | 99.99% | 137,253,771 reads and 338,997 asset updates were received. 565 reads and 442 asset updates were not processed due to Exception processes. | GT / iGT / Shipper |
| KPM.13 | % of exceptions resolved within 2 invoice cycles of creation date. | Invoicing DSC Customers | Cycle Time | 100.00% | 99.97% | 772,513 received 772,273 closed. A small volume of exceptions linked to Primes and Subs failed the 2-month SLA. Analysis of these Primes and Subs issues to be completed and the necessary system changes will be made via CRs. | GT / iGT / Shipper |

PIs Overall Summary:- August 2023

| Performance Area | (Reportable) Achieved | (Reportable) Failed | Not applicable to the reporting month |
|------------------|-----------------------|---------------------|---------------------------------------|
| PIs (26 total) | 20 | 1 | 5 |

PIs Failure Summary:- August 2023

| PI Ref | Measure Detail | Journey / Process | Measure Type | Target | Performance | Failure / Remedial Action | Impacted Constituent/s (GT / iGT / NG / Shipper) |
|--------|------------------------------------|----------------------------------|------------------|--------|---|--|--|
| PI.12 | KPM relationship management survey | Customer Relationship Management | Right First Time | 95.00% | 83.06% (Quarterly survey, score carried over from previous quarter until next survey takes place). | <p>July update:- We have seen a decrease in customer satisfaction for Q1 2023/24, with the overall score at 83.06%. The overall driver of the decrease in performance is IGT satisfaction at 35.71%. The key sentiment themes highlighted by IGTs is lack of support or movement on outstanding pain points, not being understood and the need for more transparency on relationship and contractual arrangements between third parties. An action and delivery plan is being developed which will be discussed with all IGTs for review. The action and delivery plan provides ownership for actions to support IGTs with resolution of their pain points.</p> <p>DNs scored 100%, Shippers 98.13%, and Transmission 75%. All information and feedback received will be used to help us define definitive action points to address feedback and opportunities for improvement.</p> | Survey sent to all constituents |

DSC Credit and Risk Performance Indicators

| Energy Performance Indicators | | |
|--|--------|--------|
| Measure Detail (Right First Time) | Target | August |
| Energy Balancing Credit Rules adhered to, to ensure adequate security in place | 100% | 100% |
| Measure Detail (Cycle Time) | Target | August |
| % of revenue collected by due date | 98% | 99.31% |
| % of revenue collected by due date (+2 days) | 100% | 100% |
| CDSP Performance Indicators (Cycle Time) | | |
| Measure Detail (Cycle Time) | Target | August |
| % of revenue collected by due date | 98% | 99.55% |
| % of revenue collected by due date (+3 days) | 98% | 99.89% |



Monthly Contract Management reports and updates

Agenda Item 4.3

Communications Highlights – August 2023

Looking back

Delivering Decarb

- [Decarb Discussion Podcast – From Food Waste to Clean Energy, the role of anaerobic digestion](#)
- [Decarbonisation knowledge centre on Xoserve.com](#)
- [Blog: How will anaerobic digestion help us reach net zero](#)

Looking ahead

- PAFA Scope of Services Workshop 11 September
- CMS Re-build Customer Focus Group 15 September
- [National Gas' Gemini Sustain Plus Focus Groups](#) 25 September
- SND/Shipper Engagement Day 26 September

Events

- 1 August onwards – Daily 'Drop In' calls for CSS P1 Incident hosted by Xoserve
- 3 August DN Constituent Meeting
- 3 August Transmission Workgroup
- 9 August Change Management Committee
- 10 August IGT UNC Modification Workstream
- 11 August IGT Constituent Change Meeting
- 14 August Quarterly Shipper Constituent Meeting
- 15 August Performance Assurance Committee
- 16 August Contract Management Committee
- 17 August UNCC
- 18 August CMS Rebuild Customer Focus Workgroup
- 21 August DSC Delivery Sub-Group
- 22 August IGT Constituent Operational Meeting
- 23 August DSC Credit Committee
- 23 August EBCC
- 24 August Distribution Workgroup

Performance monitoring (August 2023)

- Third Party and Additional Services Reporting

| Reporting Area | August | Year to date |
|----------------------|------------|--------------|
| Additional Services | £11,462.00 | £36,481.00 |
| Third Party Services | £24,040.17 | £106,450.03 |

- Gemini Performance and UK Link Availability

| Gemini Service Performance | |
|----------------------------|--------|
| Target | Actual |
| 99% | 100% |

| UK Link Availability and Performance | | |
|--------------------------------------|--------|--------|
| | Target | Actual |
| Batch Transfer | 99% | 100% |
| Service Desk Availability | 99% | 100% |

All Transportation Invoice Charging obligations were achieved

Meter Count Report (August 2023)

| Class | MPRN Count | Smart Count | Total | Smart % |
|-------|------------|-------------|----------|---------|
| 1 | 623 | 0 | 623 | 0.00% |
| 2 | 651 | 0 | 651 | 0.00% |
| 3 | 175229 | 4290345 | 4465574 | 96.08% |
| 4 | 11180089 | 9475813 | 20655903 | 45.87% |

Overall 54% of the entire Meter Portfolio is Smart



Xoserve Incident Summary

Agenda Item 4.4

Summary

| System Affected | Priority | Impact | Remedial Actions | KPM Breach | Resolved | Customer Segment Impacted |
|-----------------|----------|--|--|------------|----------|---------------------------|
| ServiceNow | P2 | <p>Customers submitting queries via Xoserve.com would have received an error message.</p> <p>The query would not have been captured in ServiceNow and no reference number provided to the Customers. Queries affected by the change remained captured in Xoserve.com and resubmitted manually</p> | <p>A change to the portal was confirmed as the cause of the issue, this was then rolled back to restore service.</p> <p>Any queries affected by the change were resubmitted manually and did not breach any SLA's.</p> | No | Yes | All |
| ServiceNow | P2 | <p>Customers submitting query requests via Xoserve.com would have received an error message.</p> <p>The query would not have been captured in ServiceNow and no query reference number provided to our Customers. The data impacted was reviewed and amended to ensure it was accurately captured.</p> | <p>Failed attempts were rectified in real time, whilst the ServiceNow team imported the missing data into the associated tables from backup. All queries were captured and progressed within SLA</p> | No | Yes | All |
| UK-Link | P2 | <p>During the planned UK Link Disaster Recovery Test, Customers could not access CMS for 60 minutes</p> | <p>A decision was granted to failback the SAP PO application and database.</p> | No | Yes | CMS Customers |



Customer Issue Dashboard

Agenda item 4.5

Open Issues Impacting Customers

| Issue Area | Issue Summary | Further Information and Action Being Undertaken | Customers Impacted |
|--|--|--|-------------------------|
| Missing Secured Active Messages (SAMs) | <ul style="list-style-type: none"> - Circa. 82,000 missing SAM's relating to switching activities | <ul style="list-style-type: none"> - Following a CSS PI major Incident identified on 6 July 2023, there were circa. 82k gas registrations that did not become effective on the expected date. - All registrations processed in UKLink (between 2 and 7 August and final 55 on 7 September 2023) - Meter reading for the CSS registration date submitted to Shippers between 21 – 24 August - Modification 0855 raised and in progress to process financial adjustments to impacted MPRNs | Shippers DNs IGTs |
| Winter Annual Ratio Calculation | <ul style="list-style-type: none"> - The Winter Consumption (WC) calculation overstated | <ul style="list-style-type: none"> - The Winter Consumption (WC) calculation for 2,149 MPRNs across the industry is overstated. These values are issued in the May AQ WC Notification files - Communication issued to Shippers on 3 July 2023 providing impacted MPRNs & actions that will be undertaken & required by Shippers and a further communication issued on 8 August 2023 providing re-calculated values for Shippers to review. - Shippers can submit updates to WC upto 11 September 2023 | Shippers DNs IGTs |
| AQ Defects | <ul style="list-style-type: none"> - 3 AQ impacting defects (defects impacting AQ calculation) | <ul style="list-style-type: none"> - Profiling carried out to identify impacted MPRNs - Aqs are corrected to limit impact on the customer. - All profiled sites for outstanding AQ calculation impacting defects have been corrected along with the new Formula Year | Shippers DNs IGTs |
| Consumer Contact Data | <ul style="list-style-type: none"> - Consumer contact data is not complete when sent in the portfolio files to IGTs & DNs | <ul style="list-style-type: none"> - Defect raised and is being progressed. Fix applied to the 'special characters' contained within contact data & DCC flag. - An ad-hoc report of the quarterly portfolio file extracted & further checks carried out. This identified further issues which are being assessed & fixed. - Checks performed have confirmed IDL report is correct and complete | IGTs DNs |

Issue Summary – Distribution Networks

- Missing Secured Active Messages (SAMs)
 - Following identification of circa. 27,000 missing messages on 6 July 2023, Xoserve raised an incident with CSS. As a result, a PI Major Incident was raised by CSS.
 - Circa. 82k gas registrations that did not become effective on the expected date.
 - All registrations processed in UKLink (between 2 and 7 August and final 55 on 7 September 2023)
 - Data sets issued to DN's for impacted MPRNs within their portfolio.
 - Modification 0855 raised and in progress to process financial adjustments to impacted MPRNs
 - Potential Impacts:
 - Transportation charges issued to the incorrect Shipper
 - Portfolio reports showing incorrect Shipper/Supplier
- Winter Annual Ratio Calculation
 - The Winter Consumption (WC) calculation for 2,149 MPRNs across the industry is overstated. These values are issued in the May AQ WC Notification (.NRL & NNL files).
 - Communication issued to Shippers on 3 July 2023 providing impacted MPRNs & actions that will be undertaken & required by Shippers and a further communication issued on 8 August 2023 providing re-calculated values for Shippers to review.
 - Potential Impacts:
 - Incorrect Winter Annual Ratio assigned to the MPRN
- AQ Defects:
 - There are 3 open defects impacting the AQ calculation .
 - AQs are corrected where required to limit impact on customer
 - All profiled sites for outstanding AQ calculation impacting defects have been corrected along with the Formula Year AQ.
 - Potential Impacts:
 - Incorrect transportation rates applied to charges
- Portfolio Files
 - Defect raised and is being progressed. Analysis identified the issue is due to the 'special characters' & DCC flag. Fix has been applied.
 - An ad-hoc report of the quarterly portfolio file extracted to carry out further checks. Issues identified which are being assessed & a fix will be applied.

Issue Summary - Shippers

- Missing Secured Active Messages (SAMs)
 - Following identification of circa. 27,000 missing messages on 6 July 2023, Xoserve raised an incident with CSS. As a result, a PI Major Incident was raised by CSS.
 - Circa. 82k gas registrations that did not become effective on the expected date.
 - All registrations processed in UKLink (between 2 and 7 August and final 55 on 7 September 2023)
 - Meter reading for the CSS registration date submitted to Shippers between 21 – 24 August
 - Modification 0855 raised and in progress to process financial adjustments to impacted MPRNs
 - Potential Impacts:
 - Transportation charges issued to the incorrect Shipper
 - Portfolio reports showing incorrect Shipper/Supplier
- Winter Annual Ratio Calculation
 - The Winter Consumption (WC) calculation for 2,149 MPRNs across the industry is overstated. These values are issued in the May AQ WC Notification (.NRL & NNL files).
 - Communication issued to Shippers on 3 July 2023 providing impacted MPRNs & actions that will be undertaken & required by Shippers and a further communication issued on 8 August 2023 providing re-calculated values for Shippers to review.
 - Shippers can submit updates to WC upto 11 September 2023
 - Potential Impacts:
 - Incorrect Winter Annual Ratio assigned to the MPRN
- AQ Defects
 - There are 3 open defects impacting the AQ calculation .
 - AQs are corrected where required to limit impact on customer
 - All profiled sites for outstanding AQ calculation impacting defects have been corrected along with the Formula Year AQ.

Issue Summary – IGTs

- Missing Secured Active Messages (SAMs)
 - Following identification of circa. 27,000 missing messages on 6 July 2023, Xoserve raised an incident with CSS. As a result, a PI Major Incident was raised by CSS.
 - Circa. 82k gas registrations that did not become effective on the expected date.
 - All registrations processed in UKLink (between 2 and 7 August and final 55 on 7 September 2023)
 - Meter reading for the CSS registration date submitted to Shippers between 21 – 24 August
 - Modification 0855 raised and in progress for financial adjustments to impacted MPRNs
 - Potential impacts:
 - Shipper / Supplier not recorded on UKLink or Gemini
 - Outgoing Shipper continues to receive transportation charges
- AQ Defects:
 - There are 3 open defects impacting the AQ calculation.
 - AQs are corrected where required to limit impact on customer
 - All profiled sites for outstanding AQ calculation impacting defects have been corrected along with the Formula Year AQ.
- Consumer Contact Data not complete in the Quarterly Portfolio Files (IQL):
 - Defect raised and is being progressed. Analysis identified the issue is due to the 'special characters' & DCC flag. Fix has been applied.
 - An ad-hoc report of the quarterly portfolio file extracted to carry out further checks. Issues identified which are being assessed & a fix will be applied.
 - Checks have confirmed that the daily portfolio file (IDL) is complete and correct



GRDA Performance

Agenda Item 4.6

GRDA Performance – August 2023

target actual



| Service Provider | Service Definition | Service Definition Section | Section number | Metric Description | Performance Level | Metric Type | Value |
|------------------|--------------------|----------------------------|----------------|---|-------------------|-------------|--------|
| Xoserve | GRDS | Service Availability | 5.2 | Percentage Service Availability for the receipt and acknowledgement of Market Messages from the CSS Provider (excluding scheduled maintenance) | 0.9975 | DECIMAL | 0.9997 |
| Xoserve | GRDS | Service Availability | 5.3 | Number of instances where scheduled maintenance occurred between 16:00 and 01:00 hours | 0 | INT | 0 |
| Xoserve | GRDS | Service Availability | 5.4 | In the event of an unplanned outage how many instances had the system not resumed operation within one hour | 0 | INT | 0 |
| Xoserve | GRDS | Service Levels | 7.1.1 | Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below an average daily volume what percentage of days was the mean response time from GRDS 20 minutes or less | 1 | INT | 1 |
| Xoserve | GRDS | Service Levels | 7.1.2 | Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below an average daily volume what percentage of days was the 90th Percentile response time from GRDS 25 minutes or less | 1 | INT | 1 |
| Xoserve | GRDS | Service Levels | 7.1.3 | Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below peak daily volume what percentage of days was the mean response time from GRDS 35 minutes or less | 1 | INT | 0.7826 |
| Xoserve | GRDS | Service Levels | 7.1.4 | Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below peak daily volume what percentage of days was the 90th percentile response time from GRDS 40 minutes or less | 1 | INT | 1 |
| Xoserve | GRDS | Service Levels | 7.1.5 | Number of days in the reporting month where market messages from the CSS Provider (relating to secured switches at gate closure) were at or below the average daily volume | N/A | INT | 8 |
| Xoserve | GRDS | Service Levels | 7.1.6 | Number of days in the reporting month where market messages from the CSS Provider (relating to secured switches at gate closure) were at or below the peak daily volume | N/A | INT | 23 |
| Xoserve | GRDS | Service Levels | 7.1.6 | Number of days in the reporting month where market messages from the CSS Provider (relating to secured switches at gate closure) were above the peak daily volume | N/A | INT | 0 |
| Xoserve | GRDS | Service Levels | 7.2.1 | Where market messages from the CSS Provider (other than at gate closure) are at or below an average hourly volume what percentage of hours was the mean response time from GRDS 6 seconds or less | 1 | DECIMAL | 1 |
| Xoserve | GRDS | Service Levels | 7.2.2 | Where market messages from the CSS Provider (other than at gate closure) are at or below an average hourly volume what percentage of hours was the 90th percentile response time from GRDS 10 seconds or less | 1 | DECIMAL | 1 |
| Xoserve | GRDS | Service Levels | 7.2.3 | Where market messages from the CSS Provider (other than at gate closure) are at or below peak hourly volume what percentage of hours was the mean response time from GRDS 10 seconds or less | 1 | DECIMAL | 1 |
| Xoserve | GRDS | Service Levels | 7.2.4 | Where market messages from the CSS Provider (other than at gate closure) are at or below peak hourly volume what percentage of hours was the 90th percentile response time from GRDS 15 seconds or less | 1 | DECIMAL | 1 |
| Xoserve | GRDS | Service Levels | 7.2.5 | Number of hours in the reporting month where market messages from the CSS Provider (other than at gate closure) were at or below the average hourly volume | N/A | INT | 564 |
| Xoserve | GRDS | Service Levels | 7.2.6 | Number of hours in the reporting month where market messages from the CSS Provider (other than at gate closure) were at or below the peak hourly volume | N/A | INT | 124 |
| Xoserve | GRDS | Service Levels | 7.2.7 | Number of hours in the reporting month where market messages from the CSS Provider (other than at gate closure) were above the peak hourly volume | N/A | INT | 56 |
| Xoserve | GRDS | Service Levels | 7.5 | Where a BCDR event is invoked what number of instances was the maximum recovery time objective for the GRDS greater than 8 hours | 0 | INT | 0 |
| Xoserve | GRDS | General | N/A | Re 7.1.3 - Performance failure caused by missing SAMs from DCC. We responded to all received SAMs in milliseconds and the metric would score 100% if messages were received in the stated windows. | N/A | FREE TEXT | |

Key points to note August 2023

- Figures quoted based on draft RPA report due to CoMC paper deadline – indicates:
- Any failures due to missing messages from CSS:
- 5 of 23 days at average volume with at least 1 missing message – most of which are associated with the P1 Incident
- All other targets were met

P1 DCC issue update

- All Secured Active messages received from DCC were effective in UKL within 1 calendar day (3rd-9th August) , 55 SAMs not generated by CSS – GRDA acted on UNCC instruction and initiated UKL Registration (7th September)
- Estimated reads for the CSS switch date sent to Shippers
- Instances of Resubmitted Registrations (Proactive self serve by Suppliers) issued to Shippers to 'warrant' inclusion under 0855
- Assessment of the Meter Point Enquiry API and Supply point Enquiry API underway to see what changes are needed, if any.
- Reconciliation activity now complete.
- Feedback submitted in preparation for the project wide Lesson Learned session
- ROM for MOD 855 completed and submitted
- Workgroup Report for 0855 completed for Panel in September
- ChMC asked whether they wish to initiate the delivery of XRN5675 – in advance of 855 approval



Appendix 1 - KPM slides

Appendix 2 - Xoserve Incident Summary (item 4.4)

Appendix 3 -Customer Issue Dashboard(item 4.5)

APPENDIXES



Appendix1

KPM SLIDES

DSC KPM Performance:- August 2023

| DSC Unique Identifier | Measure Detail | Journey / Process | Owner (CMT / SLT) | Measure Type | DSC Target | Volume | Aug-23 |
|-----------------------|---|-------------------------------|------------------------------|------------------|------------|-------------|---------|
| KPM.01 | Percentage of shipper transfers processed | Manage Shipper Transfers | Andy Szabo / Neil Laird | Right First Time | 100.00% | 960,458 | 100.00% |
| KPM.02 | Percentage of meter reads successfully processed | Meter Read / Asset Processing | Andy Szabo / Neil Laird | Right First Time | 99.50% | 137,420,950 | 99.98% |
| KPM.03 | % of asset updates successfully processed | Meter Read / Asset Processing | Andy Szabo / Neil Laird | Right First Time | 99.50% | 359,451 | 100.00% |
| KPM.04 | % of AQs processed successfully | Monthly AQ Processes | Andy Szabo / Neil Laird | Right First Time | 100.00% | 13,953,612 | 100.00% |
| KPM.05 | Percentage of total LDZ AQ energy at risk of being impacted | Monthly AQ Processes | Andy Szabo / Neil Laird | Right First Time | 0.75% | 3,824 | 0.20% |
| KPM.06 | Percentage processed within the Completion Time Service Level in DSC | Manage Shipper Transfers | Andy Szabo / Neil Laird | Cycle Time | 100.00% | 960,458 | 100.00% |
| KPM.07 | Percentage of requests processed within the Completion Time Service Level in DSC | Meter Read / Asset Processing | Andy Szabo / Neil Laird | Cycle Time | 100.00% | 137,252,870 | 99.99% |
| KPM.08 | % Notifications sent by due date | Monthly AQ Processes | Andy Szabo / Neil Laird | Cycle Time | 100.00% | 14,742,970 | 100.00% |
| KPM.09 | % of invoices not requiring adjustment post original invoice dispatch | Invoicing DSC Customers | Andy Szabo / Neil Laird | Right First Time | 98.00% | 2,110 | 100.00% |
| KPM.10 | % of DSC customers that have been invoiced without issues/ exceptions (exc. AMS) | Invoicing DSC Customers | Andy Szabo / Neil Laird | Right First Time | 100.00% | 227 | 100.00% |
| KPM.11 | % of DSC customers with less than 1% of MPRNs which have an AMS Invoice exception | Invoicing DSC Customers | Andy Szabo / Neil Laird | Right First Time | 97.00% | 65 | 100.00% |
| KPM.12 | % of invoices sent on due date | Invoicing DSC Customers | Andy Szabo / Neil Laird | Cycle Time | 100.00% | 2,110 | 100.00% |
| KPM.13 | % of exceptions resolved within 2 invoice cycles of creation date | Invoicing DSC Customers | Andy Szabo / Neil Laird | Cycle Time | 100.00% | 772,273 | 99.97% |
| KPM.14 | Number of valid P1 and P2 defects raised within the PIS period relating to relevant change (excluding programmes) | Managing Change | Andy Szabo / Linda Whitcroft | Right First Time | 0 | 0 | 0 |
| KPM.15 | Number of valid P3 defects raised within PIS period relating to relevant change (excluding programmes) | Managing Change | Andy Szabo / Linda Whitcroft | Right First Time | 4 | 0 | 0 |
| KPM.16 | Number of valid P4 defects raised within PIS period relating to relevant change (excluding programmes) | Managing Change | Andy Szabo / Linda Whitcroft | Right First Time | 5 | 0 | 0 |
| KPM.17 | % of tickets not re-opened within period | Customer Contacts (technical) | Andy Szabo / Trefor Price | Right First Time | 95.00% | 482 | 99.67% |
| KPM.18 | % of customer tickets (Incidents & Requests) responded to within SLA | Customer Contacts (technical) | Andy Szabo / Trefor Price | Cycle Time | 90.00% | 1,803 | 99.17% |
| KPM.19 | UK Link Core Service Availability | UKLink | Andy Szabo / Trefor Price | Cycle Time | 99.00% | N/A | 99.93% |
| KPM.20 | Gemini Core Service Availability | Gemini | Andy Szabo / Trefor Price | Cycle Time | 99.00% | N/A | 100.00% |

DSC PI Performance:- August 2023

| DSC Unique Identifier | Measure Detail | Journey / Process | Owner (CMT / SLT) | Measure Type | DSC Target | Volume | Aug-23 |
|-----------------------|---|--|------------------------------|------------------|------------|--------|---------|
| PI.01 | % CMS Contacts processed within SLA (95% in D+10) | Manage Updates To Customer Portfolio | Andy Szabo / Neil Laird | Cycle Time | 95.00% | 17,366 | 99.01% |
| PI.02 | % CMS Contacts processed within SLA (80% in D+4) | Manage Updates To Customer Portfolio | Andy Szabo / Neil Laird | Cycle Time | 80.00% | 17,050 | 97.21% |
| PI.03 | % CMS Contacts processed within SLA (98% in D+20) | Manage Updates To Customer Portfolio | Andy Szabo / Neil Laird | Cycle Time | 98.00% | 17,463 | 99.57% |
| PI.04 | % (P5) customer queries responded to within SLA/OLA | Customer Contacts | Andy Szabo / Neil Laird | Cycle Time | 90.00% | 1,092 | 98.53% |
| PI.05 | Percentage of queries resolved RFT | Customer Contacts | Andy Szabo / Neil Laird | Right First Time | 95.00% | 1,092 | 99.63% |
| PI.06 | % of reports dispatched on due date against total reports expected | Customer Reporting (all forms) | Andy Szabo / Neil Laird | Cycle Time | 100.00% | 1,022 | 100.00% |
| PI.07 | % of RFT against all reports dispatched | Customer Reporting (all forms) | Andy Szabo / Neil Laird | Right First Time | 99.00% | 1,022 | 100.00% |
| PI.08 | % of valid CMS challenges received (PSCs) | Manage Updates To Customer Portfolio | Andy Szabo / Neil Laird | Right First Time | 1.00% | 8 | 0.05% |
| PI.09 | % of Telephone Enquiry Service calls answered within SLA | Customer Contacts | Andy Szabo / Neil Laird | Cycle Time | 90.00% | 5,111 | 94.45% |
| PI.10 | Confidence in DE Team to deliver DESC obligations (via Survey of DESC Members) | Demand Estimation Obligations | Andy Szabo / Neil Laird | Right First Time | 75.00% | N/A | N/A |
| PI.11 | DESC / CDSP DE obligations delivered on time | Demand Estimation Obligations | Andy Szabo / Neil Laird | Cycle Time | 100.00% | 9 | 100.00% |
| PI.12 | KPM relationship management survey | Customer Relationship Management | Andy Szabo / Neil Laird | Right First Time | 95.00% | N/A | 83.06% |
| PI.13 | Plan accepted by customers & upheld (Key Milestones Met as agreed by customers) | Management Of Customer Issues | Andy Szabo / Neil Laird | Cycle Time | 90.00% | 0 | 100.00% |
| PI.14 | Provision of relevant issue updates to customers accepted at CoMC and no negativity on how the issue is managed. | Management Of Customer Issues | Andy Szabo / Neil Laird | Right First Time | 100.00% | 0 | 100.00% |
| PI.15 | Survey results delivered to CoMC in Month +1 | Customer Relationship Management | Andy Szabo / Neil Laird | Cycle Time | 100.00% | N/A | 100.00% |
| PI.16 | % closure/termination notices issued in line with Service Lines (leave) Shipper | Customer Joiners/Leavers (UK Gas Market) | Andy Szabo / Neil Laird | Cycle Time | 100.00% | N/A | N/A |
| PI.17 | % key milestones met on readiness plan (join) Non Shipper | Customer Joiners/Leavers (UK Gas Market) | Andy Szabo / Neil Laird | Cycle Time | 100.00% | 2 | 100.00% |
| PI.18 | % key milestones met on readiness plan (join) Shipper | Customer Joiners/Leavers (UK Gas Market) | Andy Szabo / Neil Laird | Cycle Time | 100.00% | N/A | N/A |
| PI.19 | % of closure notices issued within 1 business day following last exit obligation being met (leave) Non Shipper | Customer Joiners/Leavers (UK Gas Market) | Andy Szabo / Neil Laird | Cycle Time | 100.00% | 5 | 100.00% |
| PI.20 | % of exit criteria approved and account deactivated within D+1 of cessation notice being issued (leave) Shippers | Customer Joiners/Leavers (UK Gas Market) | Andy Szabo / Neil Laird | Right First Time | 100.00% | N/A | N/A |
| PI.21 | % of exit criteria approved and account deactivated within D+1 of cessation notice being issued. (leave) Non-Shippers | Customer Joiners/Leavers (UK Gas Market) | Andy Szabo / Neil Laird | Right First Time | 100.00% | 5 | 100.00% |
| PI.22 | % of readiness criteria approved by customer (join) Non Shippers | Customer Joiners/Leavers (UK Gas Market) | Andy Szabo / Neil Laird | Right First Time | 100.00% | 2 | 100.00% |
| PI.23 | % of readiness criteria approved by customer (join) Shippers | Customer Joiners/Leavers (UK Gas Market) | Andy Szabo / Neil Laird | Right First Time | 100.00% | N/A | N/A |
| PI.27 | % level 1 milestones met | Managing Change | Andy Szabo / Linda Whitcroft | Cycle Time | 95.00% | 2 | 100.00% |
| PI.28 | DDP Core Service Availability (0900-1700 normal business hours) | DDP | Andy Szabo / Neil Laird | Cycle Time | 99.00% | N/A | 100.00% |
| PI.29 | Number of valid DDP defects raised per release (Post PIS) | Managing Change | Andy Szabo / Neil Laird | Right First Time | 3 | 0 | 0 |



Appendix 2

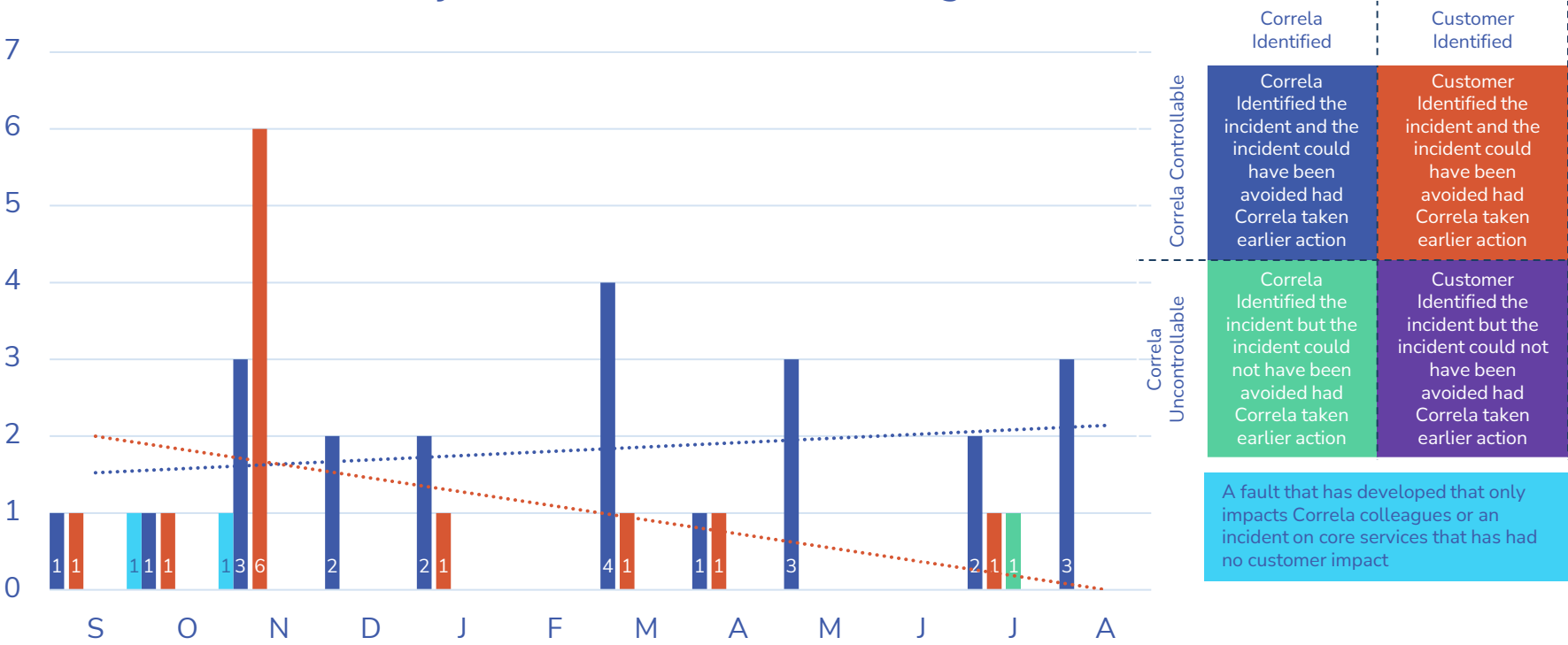
XOSERVE INCIDENT SUMMARY

High Level Summary of P1/P2 Incidents: Aug 2023

| Ref. | What happened? | Why did it happen? | What do we understand our customers experienced? | What did we do to resolve the issue? | Incident Date | Resolved Date |
|------------|--|---|--|---|----------------------|----------------------|
| INC0398363 | Some queries raised via the Xoserve portal were not submitted into ServiceNow | A change to the Xoserve.com portal impacted the integration and resulted in the queries not flowing through to ServiceNow | <p>Customers submitting relevant queries via Xoserve.com would have received an error message.</p> <p>The query would not have been captured in ServiceNow and no reference number provided to the Customer.</p> <p>Queries affected by the change remained captured in Xoserve.com and resubmitted manually in ServiceNow</p> | <p>As soon as the change to the portal was confirmed as the cause of the issue the change was rolled back to restore service.</p> <p>Any queries affected by the change were resubmitted manually and did not breach any SLA's.</p> | 8 th Aug | 8 th Aug |
| INC0399302 | Routine alerting detected that there was data missing from two tables within ServiceNow. | <p>Human error resulted in Shipper short codes being removed from a lookup table. Once identified corrective action was taken to restore service.</p> <p>Updated work instructions have been created and circulated to avoid a repeat incident.</p> | <p>Customers submitting query requests via Xoserve.com would have received an error message.</p> <p>The query would not have been captured in ServiceNow and no query reference number provided to Customers.</p> <p>The data impacted was reviewed and amended to ensure it was accurately captured.</p> | Failed attempts were rectified in real time, whilst the ServiceNow team imported the missing data into the associated tables from backup. All queries were captured and progressed within SLA | 11 th Aug | 11 th Aug |
| INC0401334 | During the planned UK Link Disaster Recovery test, SAP PO became unresponsive following failover to the secondary configuration servers, | RCA in progress. | During the planned UK Link Disaster Recovery Test, Customers could not access CMS for 60 minutes | A decision was granted to failback the SAP PO application and database. | 19 th Aug | 19 th Aug |

What is Happening Overall?

Major Incident Chart – Rolling 12 months



What is Happening Overall?

Key:

Aug 2023

Performance Year to Date

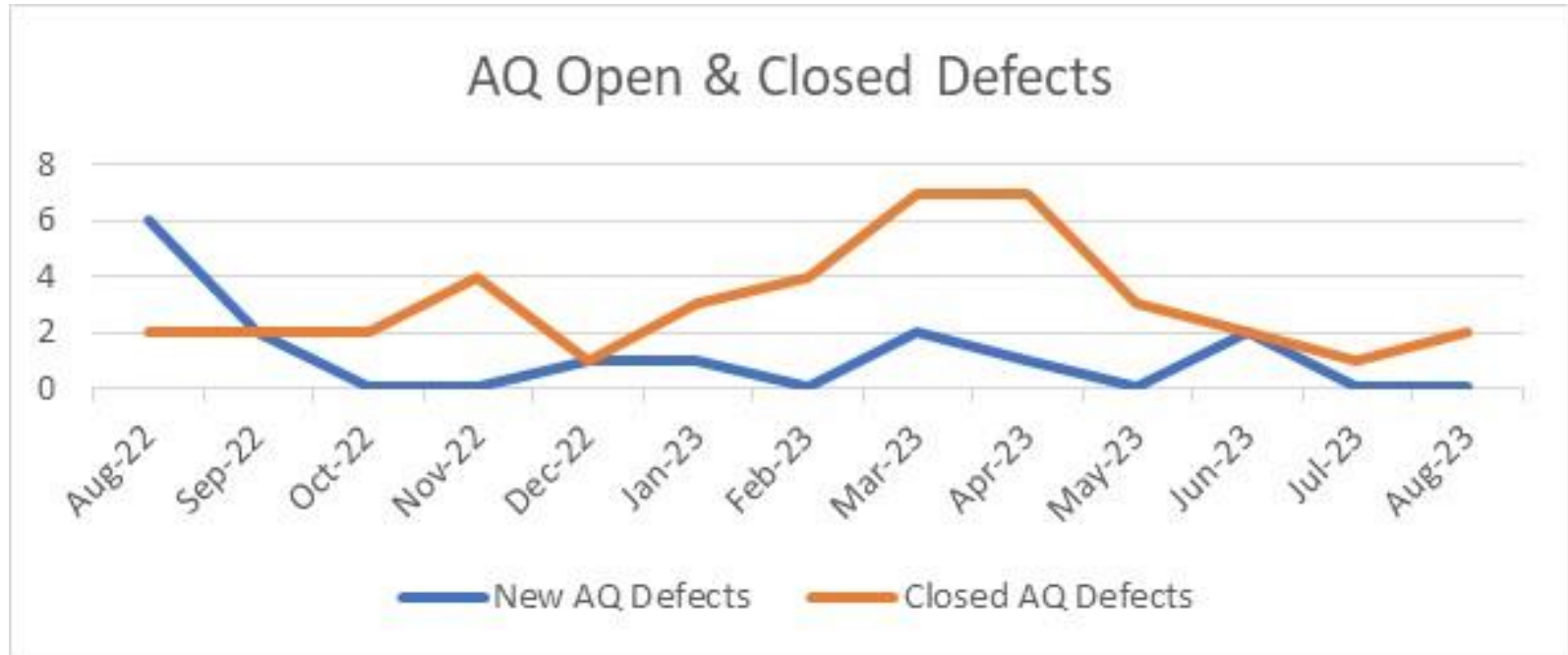
| | Correla Identified | Customer Identified | | Correla Identified | Customer Identified | | Correla Identified | Customer Identified |
|------------------------|---|--|------------------------|--------------------|---------------------|------------------------|--------------------|---------------------|
| Correla Controllable | Correla Identified the incident and the incident could have been avoided had Correla taken earlier action | Customer Identified the incident and the incident could have been avoided had Correla taken earlier action | Correla Controllable | 3 | 0 | Correla Controllable | 9 | 2 |
| Correla Uncontrollable | Correla Identified the incident but the incident could not have been avoided had Correla taken earlier action | Customer Identified the incident but the incident could not have been avoided had Correla taken earlier action | Correla Uncontrollable | 0 | 0 | Correla Uncontrollable | 1 | 0 |



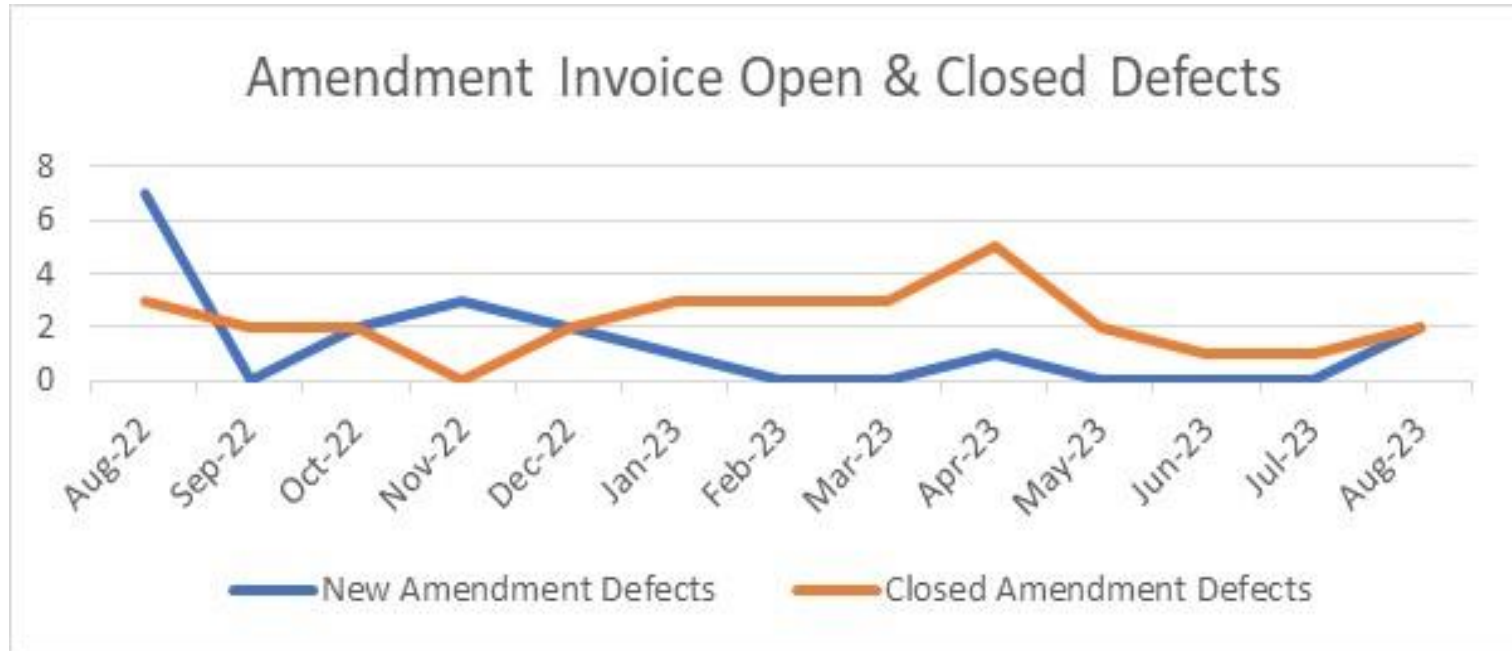
Appendix 3

CUSTOMER ISSUE DASHBOARD

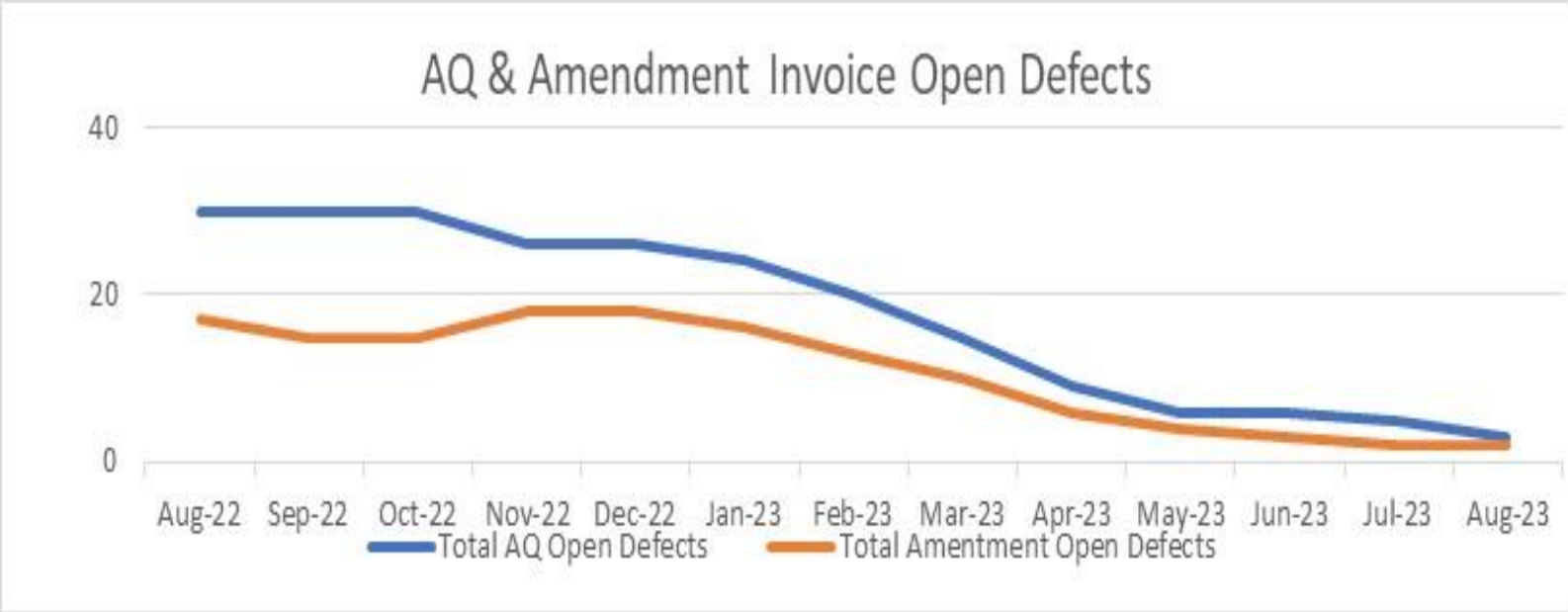
AQ Defects – Open & Closed over 12 Month Period



Amendment Invoice Defects – Open & Closed over 12 Month Period



AQ & Amendment Open Defects over 12 Month Period



Amendment Invoice – MPRNs Invoiced & Exceptions Raised & Resolved

| Month | Mar-23 | Apr-23 | May-23 | Jun-23 | Jul-23 | Aug-23 |
|------------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|
| MPRNs Billed | 14,187,925 | 14,053,696 | 14,010,347 | 14,796,109 | 15,402,166 | 15,118,598 |
| MPRNs in Exception | 9,860 | 24,348 | 25,787 | 21,489 | 26,780 | 37,395 |
| % Total Exception Vs Billed | 0.0695 | 0.1732 | 0.1841 | 0.1452 | 0.1739 | 0.2473 |
| Exceptions created | 295,549 | 365,006 | 493,031 | 470,072 | 482,852 | 772,513 |
| Exceptions cleared | 295,499 | 364,673 | 492,994 | 469,689 | 482,788 | 772,273 |
| Exceptions failed SLA | 50 | 333 | 37 | 383 | 64 | 240 |
| % Cleared | 99.98 | 99.91 | 99.99 | 99.92 | 99.99 | 99.97 |
| % missed SLA vs Billed | 0.0004 | 0.0024 | 0.0003 | 0.0026 | 0.0004 | 0.0016 |

Further Information

Please contact the Issue Management Team
box.xoserve.IssueResolution@xoserve.com

System status, planned outages and info on current system impacting issues can be found at the following location:

<https://www.xoserve.com/news-updates/news-and-updates/system-outages/>