

UNC DSC Contract Management Committee Minutes
Wednesday 20 September 2023
via Teleconference

Attendees			
Bob Fletcher (Chair)	(BF)	Joint Office	Non-Voting
Helen Bennett (Secretary)	(HB)	Joint Office	Non-Voting
Shipper User Representatives (Voting)			
Clare-Louise Roberts	(CLR)	Scottish Power	Class A & Class C
Oorlagh Chapman	(OC)	Centrica	Class A
Steve Mulinganie	(SM)	SEFE Energy	Class B & Class C
Transporter Representatives (Voting)			
Helen Chandler	(HCh)	Northern Gas Networks	DNO
Sally Hardman	(SH)	Scotia Gas Networks	DNO
Richard Loukes + Alternate for Andrea Godden	(RL)	National Gas Transmission	NTS
Jenny Rawlinson	(JR)	BU-UK	IGT
Tom Jenkins	(TJ)	ESP	IGT
CDSP Contract Management Representatives (Non-Voting)			
David Addison	(DA)	Xoserve	
James Rigby	(JRi)	Xoserve	
Jayne McGlone	(JMc)	Xoserve	
Observers/Presenters (Non-Voting)			
Angela Clarke	(AC)	Xoserve	
Emma Smith	(ES)	Xoserve	
Joanne Williams	(JW)	Xoserve	
Lee Warren	(LW)	Xoserve	
John Welch	(JW)	Xoserve	
Nikki Lindsell	(NL)	Xoserve	
Phil Wood	(PW)	Xoserve	
Dean Johnson	(DJ)	Xoserve	
Hannah Hassanjee	(HH)	Xoserve	
Mark Jobson	(MJ)	Kearney	
Mark Jones	(MJo)	SSE	
Marina Papathoma	(PM)	Wales & West Utilities	
Michele Downes	(MD)	Xoserve	
Paul Orsler	(PO)	Xoserve	
Penny Garner	(PG)	Joint Office	
Tanaka		Joint Office	
Harmadeep		Joint Office	
Sharon Dudley	(SDu)	Xoserve	
Steve Brittan	(SB)	Xoserve	
Steve Deery	(SD)	Xoserve	
Tracey Saunders	(TS)	Northern Gas Networks	

DSC Contract Management Committee meetings will be quorate where: Committee Representatives of at least two (2) shall be Shipper Representatives and three (3) shall be DNO Representatives, NTS Representatives or IGT Representatives, are present at a meeting who can exercise six (6) votes.

Please note these minutes do not replicate/include detailed content provided within the presentation slides, therefore it

is recommended that the published presentation material is reviewed in conjunction with these minutes. Copies of all papers are available at: <https://www.gasgovernance.co.uk/dsc-contract/200923>

1. Introduction

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

BF clarified that the Efficiency Review would take place at the beginning of the meeting which would mean other agenda items would be re-numbered.

1.1. Apologies for absence

Andrea Godden - NTS Representative

1.2. Alternates

Richard Loukes for Andrea Godden

1.3. Confirm Voting rights

The voting rights were confirmed as below:

Representative	Classification	Vote Count
Shipper		
Claire-Louise Roberts	Shipper Class A & C	2 votes
Oorlagh Chapman	Shipper Class A	1 vote
Steve Mulinganie	Shipper Class B & C	3 votes
Transporter		
Helen Chandler	DNO	1 vote
Sally Hardman	DNO	1 vote
Richard Loukes + Alternate for Andrea Godden	NTS	2 votes
Tom Jenkins	IGT	1 vote
Jenny Rawlinson	IGT	1 vote

1.4. Approval of Minutes (16 August 2023)

The minutes from the previous meeting were approved.

1.5. Approval of Late Papers

There were no late papers to record other than expected updates.

2. Efficiency Review

**Confidential meeting – minutes not taken.

It was confirmed that a copy of the Efficiency Review will be made available to DSC Contract Managers on 21 September 2023.

It was further clarified that a redacted copy of the DSC+ will be made available on 21 September 2023. Both of these documents may have restricted access, but this will be confirmed.

**End of Confidential Meeting

3. Review of Outstanding Actions

0602: CDSP (DA) to undertake a case study into the Governance between DSC Change Management and DSC Contract Management Committee interactions using recent Hydrogen Change XRN5531 and report back to DSC Contract Management Committee.

Update: DA will provide an update at the October meeting. **Carried Forward**

0702: CDSP (JMc) to Confirm if DSC+ can be shared with either: all DSC Contract Managers; or DSC Contract Management Committee Representatives. Chris Dwyer (CD) to discuss the request of the Committee to provide the DSC+ with the Xoserve CEO for a response by the September meeting.

Update: It was confirmed that a redacted version of the DSC+ will be shared with DSC Contract Managers on 21 September 2023 via a secure portal with instructions as to how to access it.

When Steve Mulinganie (SM) asked if there would be a limitation on sharing the document, Jayne McGlone (JMc) confirmed it would have view-only access and there would be no options to download/copy or print.

SM also questioned the limitations on sharing the Efficiency Review Report as he would like to be able to share this within his organisation, James Rigby (JRi) advised there will be a Summary of the Efficiency Review that will be shared more widely, and he will find out what the limitations are and why they are in place and advise accordingly.

New Action 0901: CDSP (JMc/JRi) to Confirm which parties will be granted access to the Efficiency Review when it is made available via the portal.

Post Meeting update – Xoserve have confirmed that recipients can share the Document internally as they deem appropriate **Action 0702 Closed**

0703: CDSP (MD) to feedback on Problem Statement discussions with all IGTs.

Update: Carried forward to October 2023. **Carried Forward.**

0801: CDSP (HH) to provide the Committee with an overview of CDSP's Auditing Plan and how these interlink together (compliance, and internal/externally sourced audits).

Update: This action was covered as part of the Contract Assurance Update, Agenda item 10. **Closed**

0802: CDSP (KL/PO) to consider how best to monitor/report low order changes and their associated time lapses before implementation.

Update: This action was covered as part of the Change Management Update, Agenda item 11.1. **Closed**

4. Business Plan Updates

4.1. BP Updates

JRi provided a verbal update and referred the Committee to the dedicated session held at DSC Change Management Committee last week, 13 September 2023, Agenda item 2.2. The minutes for which can be found here: <https://www.gasgovernance.co.uk/dsc-change/130923>.

JRi confirmed the first draft of the Business Plan BP24 is due to be published on Friday 29 September 2023.

JRi clarified that information has been added, mainly from conversations held within Modification [0841 - Introduction of cost efficiency and transparency requirements for the CDSP Budget Workgroup](#) to the Business Plan BP24 that he thinks customers will appreciate, including:

- As much transparency as possible.
- Realignment of terminology with the Budget and Charging Methodology
- A workload forecast has been included

JRi noted he is also looking into an audit of the Business Plan process.

What's Next

Publication of the Annual Review (2022/23) 22 September 2023

Round table meeting 03 October 2023

Drop-in sessions (Webinar) during October 2023

5. Approvals

5.1. DRR for DDP Permission Request (as per XRN5605)

John Welch (JW) introduced the Disclosure Request Report and advised it relates to the IGT Modification IGT159V which was approved earlier this year. As part of that Modification, amendments are required to the Must Read process, one of which is the provision of a Known Meter Issue flag which will allow a flag to be placed on an account when there is an issue with a meter, therefore a must-read would not be necessary while that flag is in place.

Shipper, DNO, NTS and IGT Members were asked to vote to approve the amendments, with unanimous approval recorded as follows:

Voting Outcome:		
Shipper Representatives	Voting Count	For/Against
Claire-Louise Roberts	2	For
Oorlagh Chapman	1	For
Steve Mulinganie	3	For
Total	6	For
Transporter Representatives	Voting Count	For/Against
Helen Chandler (DNO)	1	For
Sally Hardman (DNO)	1	For
Richard Loukes (NTS) + alternate for Andrea Godden	2	For
Jenny Rawlinson (IGT)	1	For
Tom Jenkins	1	For
Total	6	For

6. Monthly Contract Management Report

Please refer presentation published at:

<https://www.gasgovernance.co.uk/dsc-contract/210923>

(4. Monthly Management Report September Final (updated 15 September 2023)

6.1. KPM Reporting Update

CDSP provided the Key Performance Measures, and the DSC Credit & Risk Performance Indicators.

Dean Johnson (DJ) summarised the KPMs and PIs for August providing information on the failures and remedial actions, noting:

- 2 out of the 20 KPMs failed.
- 1 out of the 26 PIs failed; 5 out of the 26 are not applicable for this reporting month.

Please refer to the published slides for full details.

6.2. KPM Customer Relationship Survey Results (not due this month)

Update deferred to October.

6.3. Monthly Contract Metrics

Angela Clarke (AC) provided a review of the Monthly Contract Management Reports for August 2023. This included the third-party and Additional Services Reporting, Gemini and UK Link availability, the Meter Count Report and Communication Highlights.

Please refer to the published slides for full details.

6.4. Xoserve Incident Summary

Phil Wood (PW) provided a summary of the 3 P2 incidents in August for the ServiceNow and UK Link outages. The details of the outage, the duration of each outage, the impact and remedial actions that were taken.

For details on the incidents please refer to the published slides.

6.5. Customer Issue Management Dashboard

Michele Downes (MD) provided an update on the Open Issues Impacting Customers which included:

- Missing Secured Active Messages (SAMs)
- Winter Annual Ratio Calculation
- AQ Defects (5)
- Consumer Contact Data

Missing Messages

MD advised that as a result of a P1 major incident identified on 06 July, there were circa 82,000 gas registrations that did not become effective on the expected date. All registrations have now been processed in UK Link.

DA advised there were 55 missing Secured Active Messages which DCC advised they would send through to CDSP, those registrations did not progress, and a ticket has been raised. The CDSP have completed the registrations on the say-so from DCC, the ticket will not be closed until CDSP receives evidence that the 55 messages have been generated.

An amendment to Modification 0855 - Settlement Adjustments for Supply Meter Points impacted by the Central Switching System P1 Incident, has been made to take account of this scenario.

Winter Annual Ratio

This has closed out now, a Change Request has been raised and will be implemented in March 2024.

AQ defects

MD advised that there are now only 3 defects o/s which will continue to be processed and when requested, the Committee agreed that this issue can now be closed and will no longer be reported on within the Contract Management Report

6.6. Gas Retail Data Agent (GRDA) Update

DA provided an update on GRDA performance highlighting a performance failure that was caused by missing messages over 2 days from DCC, which were mostly associated with the P1 incident, there were a further 3-days in August where genuine missing messages occurred that were not associated with the P1 incident.

When DA mentioned his disappointment in the DCC ticket response times, SM asked if there should be an action to write to the REC to highlight this aspect of their performance following the P1 incident. It was agreed that DA would draft a notice to REC and circulate it to Committee Members ahead of it being sent. Agreement needs to be reached as to who will send the notification, the Committee; individual members or from DA.

New Action 0902: CDSP (DA) to draft a notice to be sent to REC regarding DCC ticket performance; circulate to Committee Members and decide who is best to send the notice.

6.7. KVI Change Management

Due November

7. Information Security Update - confidential

Lee Warren (LW) provided an overview of the confidential 'Information Security Update', during which no adverse comments were forthcoming from those parties in attendance at the meeting.

8. Financial Information

Due November

9. Business Continuity Plan

Due November

10. Contract Assurance Audit

Hannah Hassanjee (HH) responded to outstanding Action 0801: CDSP (HR) to provide the Committee with an overview of CDSP's Auditing Plan and how these interlink together (compliance, and internal/externally sourced audits and oversight).

The statement below is in response to Action 0801- CDSP (HH) to provide the Committee with an overview of CDSP's Auditing Plan and how these interlink together (compliance, and internal/externally sourced audits) which was recorded at the August CoMC meeting DSC Contract Management Committee Internal Audit Statement - September 2023

The purpose of Internal Audit is to add value by providing an independent and objective assessment and opinion on risk management, control and governance and their effectiveness in achieving the organisation's agreed objectives.

An annual Internal Audit Plan, based on the Audit Universe and business risk-based criteria, is agreed by the Audit & Risk Committee and delivery monitored at each quarterly meeting. Internal Audits are conducted in line with the International Standards for the Professional Practice of Internal Auditing and auditors are bound by their professional code of conduct and ethics.

Additional resource to meet audit and assurance requirements in periods of high demand as well as for specific skillset is met through external providers or a co-source arrangement with an external assurance provider.

The Risk & Audit Manager reports directly to the Audit & Risk Committee on delivery of the Internal Audit Plan and meets the Committee without the presence of Senior Leadership on at least an annual basis. Internal Audit Plan delivery is also reported to the DSC Contract Management Committee quarterly in support of clauses 3.5.3 - 3.5.4 of the CDSP Service Document - Contract Management Arrangements.

The current progress against the 2023/24 Internal Audit Plan is provided to you for information.

HH explained that a Contract Assurance Internal Audit update is presented to the Committee regularly, this was set out as part of the year-ahead discussions held in April 2023 for which there were no objections. HH noted that this is how Xoserve would operate regardless, they would complete their own internal audit as most businesses do.

O Chapman (OC) challenged if the correct process was being followed for the Committee to oversee the process and if it was in line with the DSC requirements.

JMc clarified from the DSC arrangements, that within the contract assurance clause, the requirement is to present to the Committee. This is what is done every quarter.

It was agreed that there needs to be an official placeholder put in place for the Committee when the plan is shared for input/comments and to agree that the correct process has been followed for the Contract Assurance process.

New Action 0903: CDSP to document what the decision points are within the Contract Assurance process, clarify the timing of the process and when the plan will be shared

Action 0801 closed

11. Key Committee Updates

11.1. DSC Change Management Committee

Action 0802: CDSP (KL/PO) to consider how best to monitor/report low order changes and their associated time lapses before implementation.

Paul Orsler (PO) provided an update and advised that an update to this action will be provided to the UNC Modification Panel on 21 September 2023 and the CDSP will be advising that the reporting is to include highlights to industry-approved Modifications and the time-lapsed, with some rationale leading to the lag between a Panel/Authority direction and the technical decision for implementation.

Action 0802 Closed

PO provided a summary of the outcomes from the recent DSC Change Management Committee held on 09 August 2023. A copy of the full summary is available at: <https://www.gasgovernance.co.uk/dsc-change/130923>.

11.2. REC Updates to DSC

DA provided an update on the REC Updates including:

- R0067: Introduction of CSS refresh functionality
 - Design planning and verification of test scenarios are planned for 24 September 2023.
- R0092: DCC Service Level Agreements for the Switching Incentive Regime
 - Workshop held with DCC, CDSP is expecting contemplation on some of the outputs and further impact assessments.
- R0096: CSS Message Regeneration Functionality
 - Impact assessment is currently with DCC
- R0110: A review of Supplier access to data on GES
 - in the delivery phase now.
- R0118: Review of Schedule 12 and processes to manage access to data
 - Awaiting impact assessment from Code Managers
- XRN5546: Resolution of Address Interactions between DCC and CDSP
 - 13/09/2023 – Industry meeting. Ongoing investigation and discussion with DNs. Still waiting for a timely report from DCC.
- XRN5675: Early Provision of Meter Reading for the ‘CSS Registration Effective Date’ (including the ‘Original Intended CSS Registration Effective Date’). Detailed Design
 - Trying to target this to go into the February 2024 release.

For the detailed update please refer to the published slides.

12. Any Other Business

12.1. CMS Update

Joanne Williams (JW) provided an overview of the CMS rebuild delivery roadmap and progress to date.

V1.4 was successfully launched on 14 August 2023 and included the following processes:

- Address Amendments (ADD / UNC)
- Network Raised Meter Number Creation (DMN)
- Ability to bulk upload (via screen)

<https://www.xoserve.com/products-services/data-products/contact-management-service-cms/cms-rebuild/>

For a detailed update please refer to the published slides.

13. Recap of decisions made during the meeting

Angela Clarke (AC) provided an overview of discussions, decisions and actions made during the meeting.

14. Diary Planning

When asked, the Committee members provisionally supported a face-to-face meeting in January 2024, with details to be confirmed at the November 2023 meeting:

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

Time/Date	Paper Publication Deadline	Venue	Programme
10:00 Wednesday 18 October 2023	5 pm Tuesday 10 October 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 15 November 2023	5 pm Tuesday 07 November 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 20 December 2023	5 pm Tuesday 12 December 2023	Microsoft Teams	Standard Agenda

DSC Contract Management Committee Action Table						
Action Ref	Meeting Date	Minute Ref	Action	Owner	Target Date	Status Update
0602	14/06/23	4.7	CDSP (DA) to undertake a case study into the Governance between DSC Change Management and DSC Contract Management Committee interactions using recent Hydrogen Change XRN5531 and report back.	CDSP (DA)	September 2023 October 2023	Carried Forward
0702	19/07/23	3.2	CDSP (JMc) to Confirm if DSC+ can be shared with either: all DSC Contract Managers; or DSC Contract Management Committee Representatives. Chris Dwyer (CD) to discuss the request of the Committee to provide the DSC+ with the Xoserve CEO for a response by the September meeting.	CDSP (JMc)	September 2023	Closed
0703	19/07/23	3.2	CDSP (MD) to feedback on Problem Statement discussions with all IGTs.	CDSP (MD)	September 2023 October 2023	Carried Forward
0801	16/08/23	1.6	CDSP (HR) to provide the Committee with an overview of CDSP's Auditing Plan and how these interlink together (compliance, and internal/externally sourced audits).	CDSP (HH)	September 2023	Closed
0802	16/08/23	9.2	CDSP (KL/PO) to consider how best to monitor/report low order changes and their associated time lapses.	CDSP (KL/PO)	September 2023	Closed
0901	22/09/23	3.0	CDSP (JMc/JRi) to Confirm which parties	CDSP	October	Pending

			will be granted access to the Efficiency Review when it is made available via the portal.	(JMc)	2023	
0902	22/09/23	6.6	GRDA Update: CDSP (DA) to draft a notice to be sent to REC regarding DCC ticket performance; circulate to Committee Members and decide who is best to send the notice.	CDSP (DA)	October 2023	Pending
0903	22/09/23	10.0	Contract Assurance: CDSP to document what the decision points are within the Contract Assurance process, clarify the timing of the process and when the plan will be shared.	CDSP (JMc/HH)	October 2023	Pending