



Contract Management Committee

4. Contract Management Report 18th
October 2023

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- 4.1 KPM Reporting *(Final KPM scores will be published by 16th October)*
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KPM Reporting (September reporting period)

Agenda item 4.1

DSC Credit and Risk Performance Indicators

| Energy Performance Indicators | | |
|--|---------------|------------------|
| Measure Detail (Right First Time) | Target | September |
| Energy Balancing Credit Rules adhered to, to ensure adequate security in place | 100% | 100% |
| Measure Detail (Cycle Time) | Target | September |
| % of revenue collected by due date | 98% | 100% |
| % of revenue collected by due date (+2 days) | 100% | 100% |
| CDSP Performance Indicators (Cycle Time) | | |
| Measure Detail (Cycle Time) | Target | September |
| % of revenue collected by due date | 98% | 98.77% |
| % of revenue collected by due date (+3 days) | 98% | 99.97% |



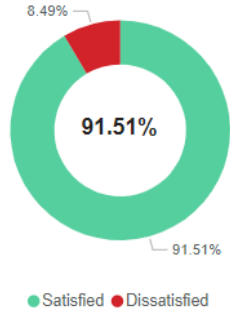
KPM Customer Survey results

Agenda Item 4.2

KPM Relationship Management scores

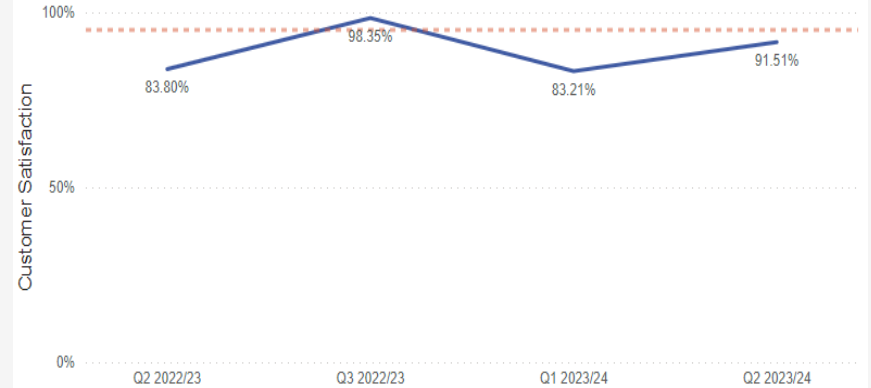
Customer satisfaction Q2 2023,24

Based on 27 respondents from 22 organisation(s).



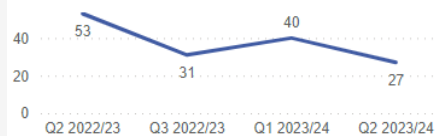
- Our KPI for this survey is to achieve 95%, this quarter we have an overall customer satisfaction of 91.51%. This has increased by 8.3% since Q1 2023/24 and is driven by the satisfaction of IGT's.
- Segment scores:
 - IGTs 71.43%
 - Large Shippers 93.75%
 - I&C Shippers 100%
 - Small/Medium Shippers 88.89%
 - Distribution Networks 100%
 - Transmission 100%

Quarterly Trends - All Segments

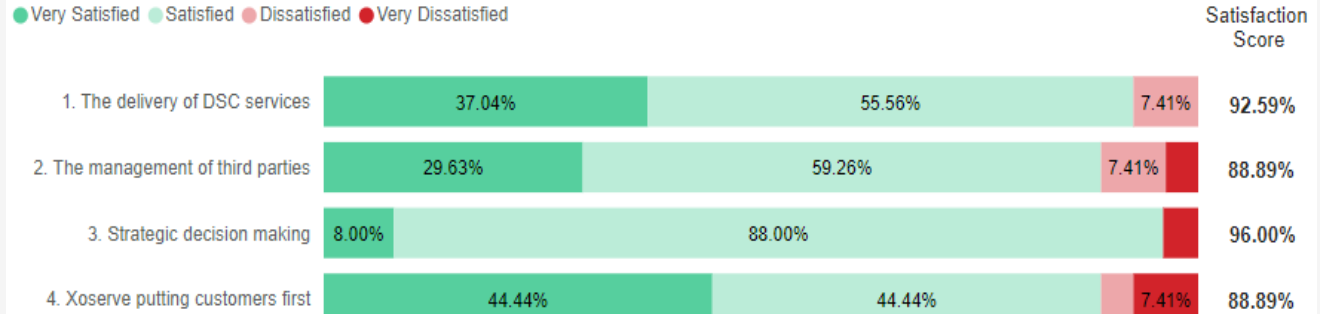


Customer feedback highlighted People, Knowledge & Behaviours and Communications as the biggest drivers of improved customer satisfaction. Change and Understanding Customers are the key improvement themes.

Customer Response Volumes

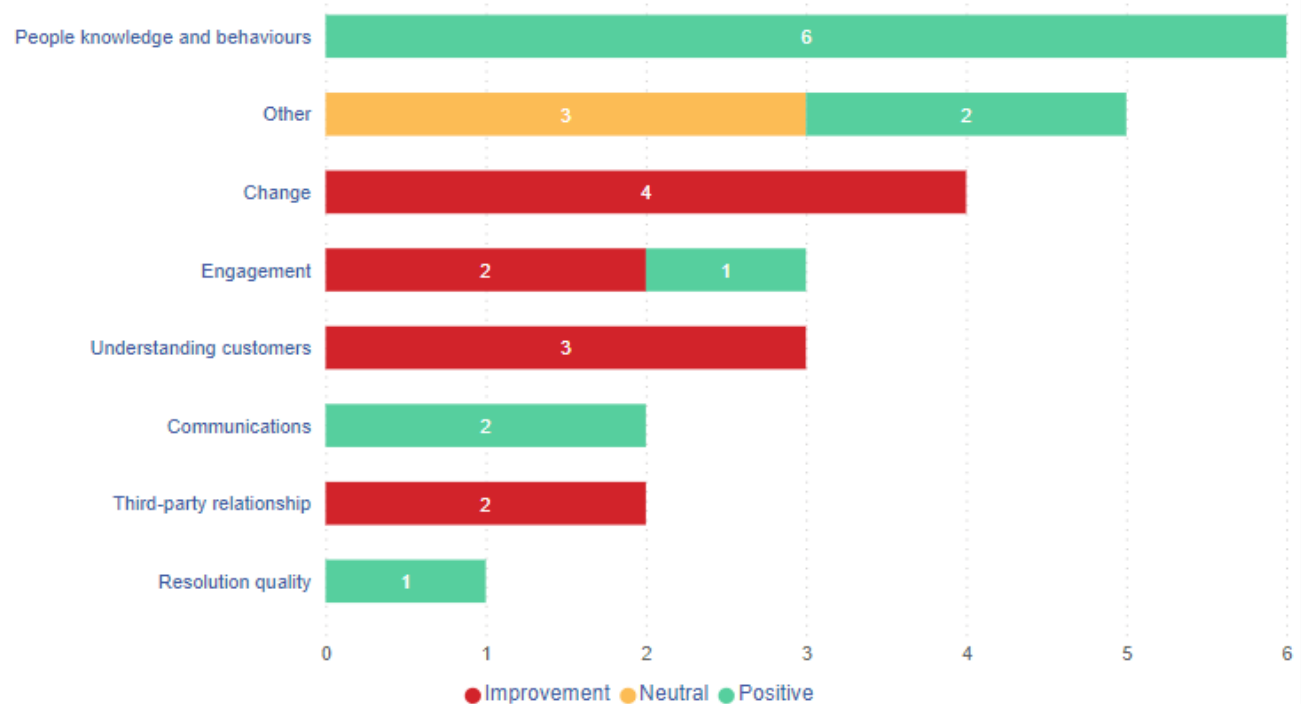


Thinking of Xoserve as your CDSP, how satisfied are you with...



Customer feedback themes

Sentiment Type Volumes by Theme



Next Steps

| Focus area | Positive feedback | Improvement feedback | Actions |
|---------------------------------|---|--|--|
| Third Party Relationship | <ul style="list-style-type: none"> Positive experience dealing with third parties. | <ul style="list-style-type: none"> Relationship between Xoserve and Correla is quite opaque. Correla and Xoserve relationship still can feel clunky. Relationship between networks needs improvement. Not all networks work the same. | <ul style="list-style-type: none"> Future engagement meetings held by the Customer Experience team to focus on the transparency of the relationship between Correla and Xoserve with customers. |
| Understanding Customers | <ul style="list-style-type: none"> Generally, a good understanding of customers and impacts. Regular engagement with expert teams to help provide clarity, what it means to the customer and support relating to UK Link. | <ul style="list-style-type: none"> IGT customers continue to feel there is a misunderstanding in processes and long-term pain points still valid. IGT customers feel there is no accessibility to experts to explore options to meet preferred outcome. Loss of expertise or lack of accessibility to expertise seems to be becoming a trend. | <ul style="list-style-type: none"> Working with IGTs as a collective and individually to work through pain points & prioritisation. Action plans have been developed and agreed either individually or as a collective customer segment where relevant Quality resolution and accessibility to expertise is being worked on internally owned by the Customer Experience team to ensure this is to a high standard and customers have a point of contact for SME conversations/support. |
| Engagement | <ul style="list-style-type: none"> Positive experience with current engagement Always on hand to support where required | <ul style="list-style-type: none"> Further engagement for IGT customers needed to continue improvements surrounding pain-points. | <ul style="list-style-type: none"> Working with IGTs as a collective and individually to work through pain points & prioritisation. Action plans have been developed and agreed either individually or as a collective customer segment where relevant |
| Change | <ul style="list-style-type: none"> Xoserve/Correla are good at discussing issues and proposing solutions. Quality of the work delivered on specific XRN is great. | <ul style="list-style-type: none"> Little movement seen in the process once proposed solution is discussed and agreed. Change process seems to last a very long time and customers feel not always considered in approach. | <ul style="list-style-type: none"> Specific feedback regarding XRN5614 which this relates to has been passed onto the change delivery team to distinguish actions. Update to be provided in November 2023. |
| Communication | <ul style="list-style-type: none"> Xoserve/Correla provided exemplary support to recent P1 incident. | | |



Monthly Contract Management reports and updates

Agenda Item 4.3

Communications Highlights – September 2023

Publications

- [Government launches public consultation on hydrogen blending](#)
- [First Draft of Xoserve Business Plan 2024](#)
- [Decarb Discussions podcast – Hydrogen blending: Delivering safe, non-disruptive and cost-effective carbon reduction for gas customers](#)
- [Xoserve's Annual Review 2022 – 2023](#)
- [Gas Year 2023/24 Update – Demand Profiles and Unidentified Gas Weighting Factors](#)
- [Delivering Decarb – September 2023](#)

Looking ahead

- 3 October 2023: CDSP Business Plan 2024-25 (BP24) - First Draft Roundtable
- 9 October 2023: CMS Re-build Customer Focus Group
- 18 October - CoMC

Events

- 1 September onwards – 'Drop In' calls for CSS P1 Incident hosted by Xoserve
- 7 September DN Constituent Meeting
- 7 September Transmission Workgroup
- 8 September IGT Constituent Change Meeting
- 11 September PAFA Scope of Services Workshop
- 12 September Customer Induction Day
- 12 September Performance Assurance Committee
- 13 September Change Management Committee
- 14 September Quarterly VAT Update (DNs)
- 14 September IGT UNC Modification Workstream
- 15 September CMS Rebuild Customer Focus Workgroup
- 15 September CDSP Cyber Security Activity (Business Plan 2024-2025)
- 15 September Investment Roundtable (Business Plan 2024-2025)
- 18 September Extraordinary PAC
- 19 September Customer process Day (CMS processes)
- 25 September DSC Delivery Sub-Group
- 20 September Contract Management Committee
- 21 September UNC Mod Panel & UNCC
- 22 September Performance Assurance Industry Engagement Session
- 26 September IGT Constituent Operational Meeting
- 26 September SND/Shipper Engagement Day
- 28 September Distribution Workgroup
- 29 September AUG Sub Committee

Performance monitoring (September 2023)

| Reporting Area | September | Year to date |
|----------------------|------------|--------------|
| Additional Services | £0.00 | £36,481.00 |
| Third Party Services | £26,021.62 | £132,471.65 |

- 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 (September 2023)

| Class | MPRN Count | Smart Count | Total | Smart % |
|-------|------------|-------------|----------|---------|
| 1 | 622 | 0 | 622 | 0.00% |
| 2 | 694 | 0 | 694 | 0.00% |
| 3 | 172869 | 4224296 | 4397165 | 96.07% |
| 4 | 11071495 | 9665449 | 20736945 | 46.61% |

Overall 55% 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 |
|-----------------|----------|--|---|------------|----------|---------------------------|
| Gemini | P2 | Customers would have seen delayed response times when using Gemini APIs. Some customers would also have experienced issues logging into Gemini | <p>The support team initiated the standard failover procedure which diverted traffic to the secondary server to mitigate the immediate impact on customers.</p> <p>Following the failover, a controlled restart was undertaken to prevent any further access issues and service returned to normal operation.</p> | No | Yes | Shippers |

High Level Summary of P1/P2 Incidents: Sep 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 |
|------------|---|--|---|---|----------------------|----------------------|
| INC0409188 | <p>Our monitoring detected file slowness with Gemini file processing, this subsequently impacted the ability for some customers to successfully log into Gemini</p> | <p>An intermittent issue with the Network Interface Card (NIC) caused communication interruption to the Service.</p> | <p>Customers would have seen delayed response times when using Gemini APIs. Some customers would also have experienced issues logging into Gemini</p> | <p>The support team initiated the standard failover procedure which diverted traffic to the secondary server to mitigate the immediate impact on customers.</p> <p>Following the failover, a controlled restart was undertaken to prevent any further access issues and service returned to normal operation.</p> | 18 th Sep | 18 th Sep |



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. 83,000 missing SAM's relating to switching activities (includes all missing messages to date). | <ul style="list-style-type: none"> - Modification 0855 - Final Modification Report expected to be presented to October UNC Mod Panel - IGT UNC equivalent Mod (IGT UNC 171) proposed which was presented to IGT UNC Panel on 29 September 2023 - A further 50 missing messages identified between 14 August 2023 and 30 September 2023, 45 on 30 September 2023. | 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"> - Fix applied to the 'special characters' contained within contact data & DCC flag. - Ad-hoc report of the quarterly portfolio file extracted & further checks carried out. This identified further issues which have been assessed. - Unlikely that all data issues will be fixed prior to file extraction mid October. - A communication will be issued after the files have been sent providing a list of all data issues that have been fixed & those yet to be fixed. | IGTs DNs |

Issue Summary – Distribution Networks

- Missing Secured Active Messages (SAMs)
 - Total of c. 83,000 missing messages since CSS implementation.
 - 82,500 impacted by the P1 CSS major incident in July 2023.
 - A further 50 missing messages identified between 14 August 2023 and 30 September 2023, 45 of these on 30 September 2023
 - Mod. 0836S – raised March 2023 prior to the P1 incident. Approved on 21 September 2023, aim for implementation in December 2023 in line with RO067.
 - Mod. 0855 – issued for Consultation. Final Modification Report expected to be presented to October UNC Mod Panel.
 - Equivalent IGT UNC Modification (IGT UNC 171) raised and presented to IGT Mod Panel on 29 September 2023.
 - Potential Impacts:
 - Transportation charges issued to the incorrect Shipper
 - Portfolio reports showing incorrect Shipper/Supplier
- Portfolio Files
 - Fix applied to the 'special characters' contained within contact data & DCC flag.
 - Ad-hoc report of the quarterly portfolio file extracted & further checks carried out. This identified further issues which have been assessed.
 - Unlikely that all data issues will be fixed prior to file extraction mid October.
 - A communication will be issued after the files have been sent providing a list of all data issues that have been fixed & those yet to be fixed.

Issue Summary - Shippers

- Missing Secured Active Messages (SAMs)
 - Total of c. 83,000 missing messages since CSS implementation.
 - 82,500 impacted by the P1 CSS major incident in July 2023.
 - A further 50 missing messages identified between 14 August 2023 and 30 September 2023, 45 of these on 30 September 2023
 - Mod. 0836S – raised March 2023 prior to the P1 incident. Approved on 21 September 2023, aim for implementation in December 2023 in line with RO067.
 - Mod. 0855 – issued for Consultation. Final Modification Report expected to be presented to October UNC Mod Panel.
 - Equivalent IGT UNC Modification (IGT UNC 171) raised and presented to IGT Mod Panel on 29 September 2023.
 - Potential Impacts:
 - Transportation charges issued to the incorrect Shipper
 - Portfolio reports showing incorrect Shipper/Supplier

Issue Summary – IGTs

- Missing Secured Active Messages (SAMs)
 - Total of c. 83,000 missing messages since CSS implementation.
 - 82,500 impacted by the P1 CSS major incident in July 2023.
 - A further 50 missing messages identified between 14 August 2023 and 30 September 2023, 45 of these on 30 September 2023
 - Mod. 0836S – raised March 2023 prior to the P1 incident. Approved on 21 September 2023, aim for implementation in December 2023 in line with RO067.
 - Mod. 0855 – issued for Consultation. Final Modification Report expected to be presented to October UNC Mod Panel.
 - Equivalent IGT UNC Modification (IGT UNC 171) raised and presented to IGT Mod Panel on 29 September 2023.
 - Potential Impacts:
 - Transportation charges issued to the incorrect Shipper
 - Portfolio reports showing incorrect Shipper/Supplier
- Consumer Contact Data not complete in the Quarterly Portfolio Files (IQL):
 - Fix applied to the 'special characters' contained within contact data & DCC flag.
 - Ad-hoc report of the quarterly portfolio file extracted & further checks carried out. This identified further issues which have been assessed.
 - Unlikely that all data issues will be fixed prior to file extraction mid October.
 - A communication will be issued after the files have been sent providing a list of all data issues that have been fixed & those yet to be fixed.
 - Checks have confirmed that the daily portfolio file (IDL) is complete and correct



GRDA Performance

Agenda Item 4.6

GRDA Performance – September 2023 target actual

| Service F | Service C | Service L | Section r | Metric Description | Performance | Unit | Metric Ty | Value |
|-----------|-----------|-----------|-----------|--|-------------|-----------|-----------|--------|
| Xoserve | GRDS | Service A | 5.2 | Percentage Service Availability for the receipt and acknowledgement of Market Messages from the CSS Provider (excluding scheduled maintenance) | 0.9975 | DECIMAL | | 0.9991 |
| Xoserve | GRDS | Service A | 5.3 | Number of instances where scheduled maintenance occurred between 16:00 and 01:00 hours | 0 | INT | | 0 |
| Xoserve | GRDS | Service A | 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 L | 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 L | 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 L | 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 | | 0.8261 |
| Xoserve | GRDS | Service L | 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 L | 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 | | 7 |
| Xoserve | GRDS | Service L | 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 L | 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 L | 7.2.1 | average hourly volume what percentage of hours was the mean response time from GRDS 6 seconds or less | 1 | DECIMAL | | 0.9983 |
| Xoserve | GRDS | Service L | 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 | | 0.9965 |
| Xoserve | GRDS | Service L | 7.2.3 | hourly volume what percentage of hours was the mean response time from GRDS 10 seconds or less | 1 | DECIMAL | | 1 |
| Xoserve | GRDS | Service L | 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 L | 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 | | 574 |
| Xoserve | GRDS | Service L | 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 | | 98 |
| Xoserve | GRDS | Service L | 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 | | 48 |
| Xoserve | GRDS | Service L | 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 | received SAMs in milliseconds and the metric would score 100% if messages were received in the stated windows. Re 7.2.1 & 7.2.2 - We will look to investigate metric drops and provide further commentary throughout the month. | N/A | FREE TEXT | | |

Key points to note September 2023

- Figures quoted based on draft RPA report due to CoMC paper deadline – indicates:
- 7.1.3 - failure due to missing messages from CSS:
 - 4 of 23 days at average volume with at least 1 missing message
 - 50 missing messages in total ... 45 of which were associated with 1st October Effective Date
- 7.2.1 / 7.2.2 – response times show 1 and 2 hours respectively outside of Gate Closure where GRDA gateway did not respond in SLA



Appendix 1 - KPM slides

Appendix 2 - Xoserve Incident Summary (item 4.4)

Appendix 3 -Customer Issue Dashboard(item 4.5)

APPENDIXES



Appendix1

KPM SLIDES

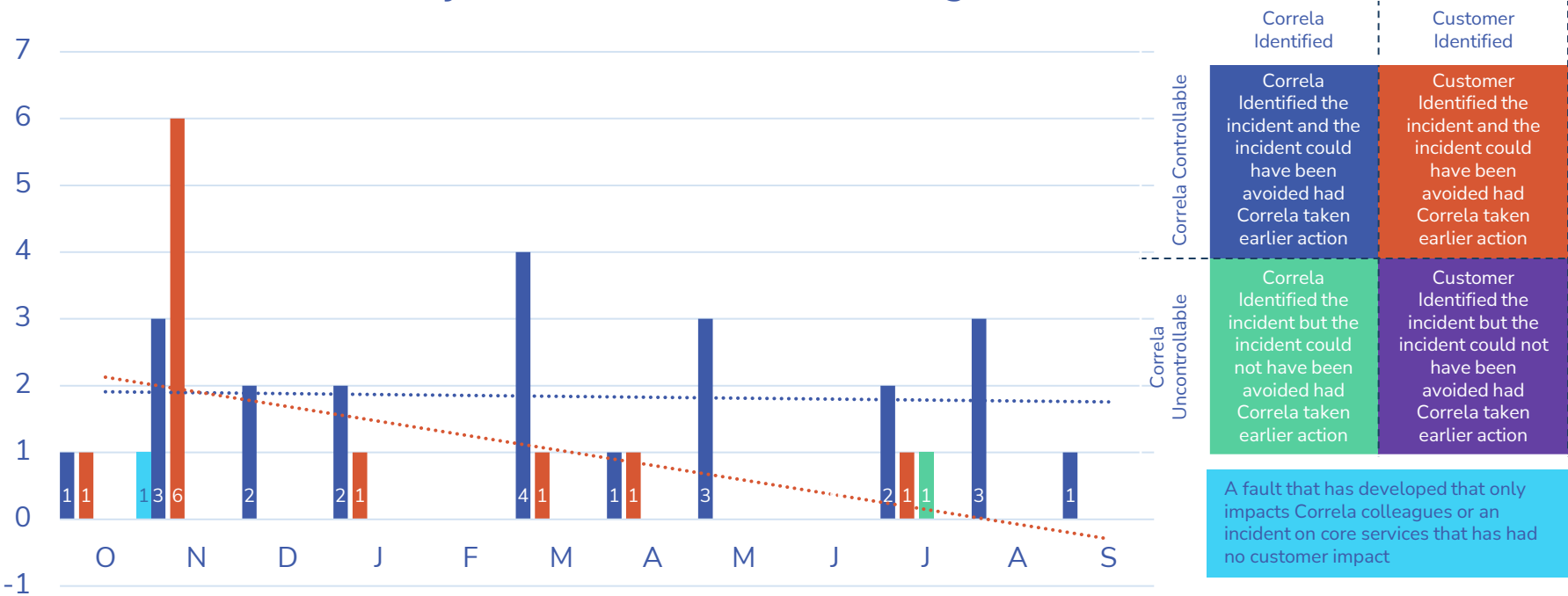


Appendix 2

XOSERVE INCIDENT SUMMARY

What is Happening Overall?

Major Incident Chart – Rolling 12 months



What is Happening Overall?

Key:

Sep 2023

Performance Year to Date

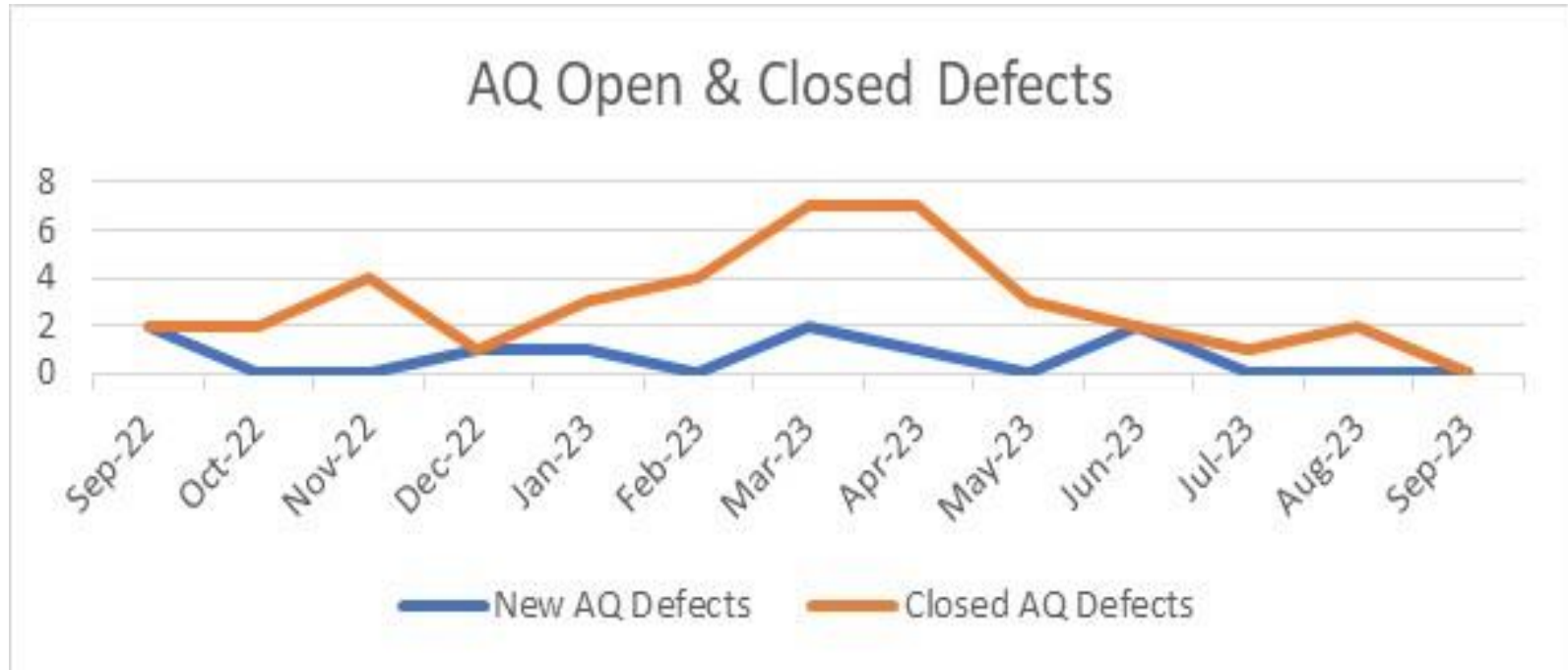
| | | Correla Identified | | Customer Identified | | | | Correla Identified | | Customer Identified | | | |
|---------------------------|---------------------|---|--|--|--|---------------------------|------------------------|--------------------|---|---------------------------|------------------------|----|---|
| Correla Controllable | Correla Identified | 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 | Correla Identified | 1 | 0 | Correla Controllable | Correla Identified | 10 | 2 |
| | Customer Identified | 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 |
| Correla Uncontrollable | Correla Identified | 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 | Customer Identified | 0 | 0 | Correla Uncontrollable | Customer Identified | 0 | 0 |
| | Customer Identified | 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 Identified | 0 | 0 | | Correla Identified | 0 | 0 |



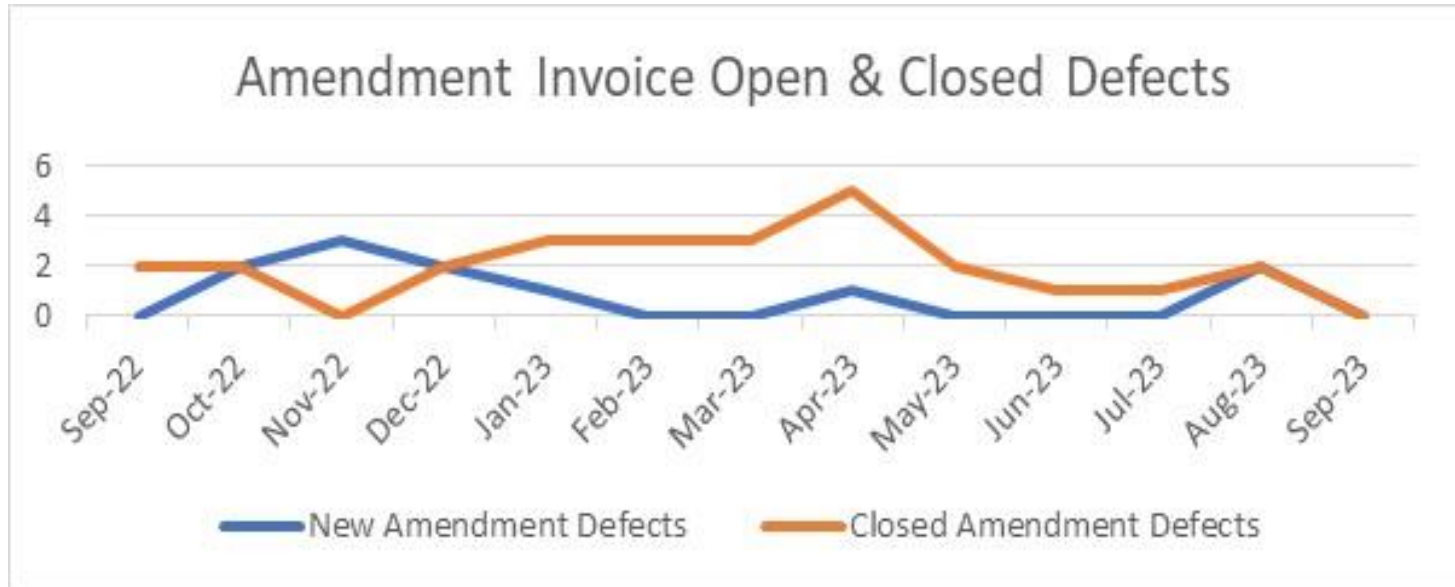
Appendix 3

CUSTOMER ISSUE DASHBOARD

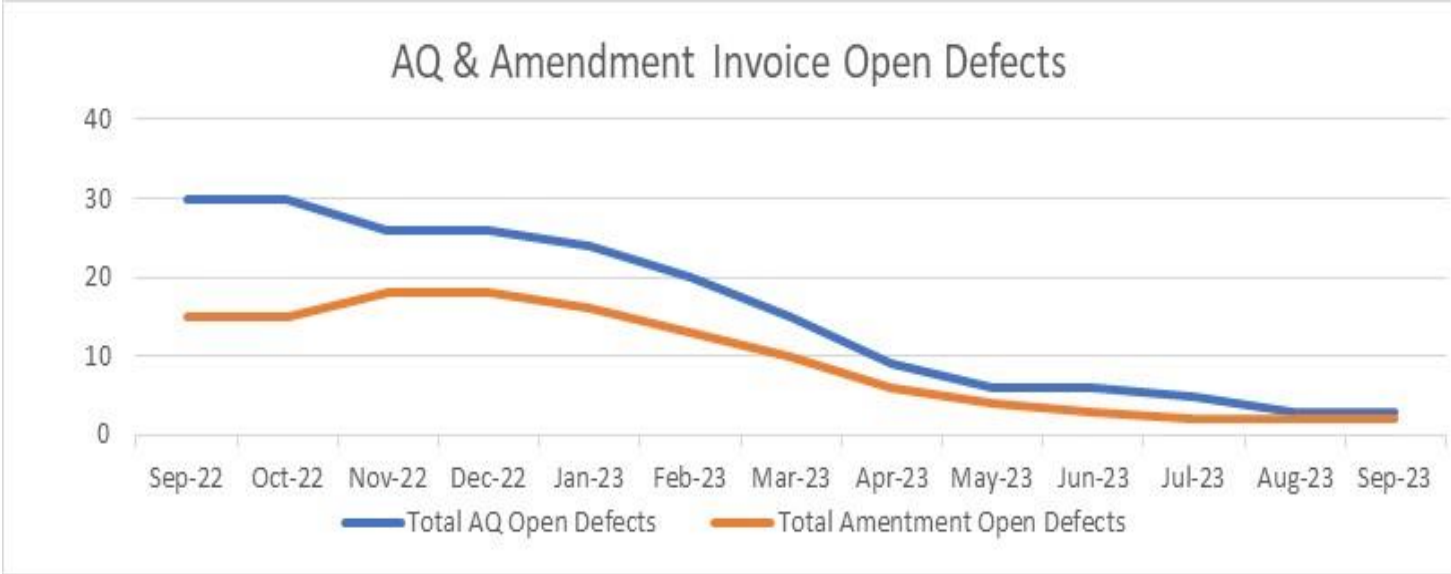
AQ Defects – Open & Closed over 12 Month Period



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 | TBC |
| Exceptions cleared | 295,499 | 364,673 | 492,994 | 469,689 | 482,788 | TBC |
| Exceptions failed SLA | 50 | 333 | 37 | 383 | 64 | TBC |
| % Cleared | 99.98 | 99.91 | 99.99 | 99.92 | 99.99 | TBC |
| % missed SLA vs Billed | 0.0004 | 0.0024 | 0.0003 | 0.0026 | 0.0004 | TBC |

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/>