

UNC DSC Contract Management Committee Minutes
Wednesday 18 October 2023
Via Microsoft Teams

Attendees			
Bob Fletcher (Chair)	(BF)	Joint Office	Non-Voting
Niamh Holden (Secretary)	(NH)	Joint Office	Non-Voting
Shipper User Representatives (Voting)			
Andy Eisenberg + Alternate for Oorlagh Chapman	(AE)	E.ON Next	2 x Class A & 1 x Class C
Jennifer Byrne Alternate for Steve Mulinganie	(JB)	SEFE Energy	2 x Class B & 1 x Class C
Transporter Representatives (Voting)			
Helen Chandler	(HC)	Northern Gas Networks	DNO Voting
Sally Hardman	(SH)	Scotia Gas Networks	DNO Voting
Andrea Godden + Alternate for Richard Loukes	(AG)	National Gas Transmission	2 x NTS Voting
Charlotte Gilbert + Alternate for Jenny Rawlinson and Tom Jenkins	(CG)	BUUK	2 x IGT Voting
CDSP Change Management Representatives (Non-Voting)			
Jayne McGlone	(JMc)	Xoserve	
David Addison	(DA)	Xoserve	
James Rigby	(JRi)	Xoserve	
Observers/Presenters (Non-Voting)			
Angela Clarke	(AC)	Xoserve	
Dave Turpin	(DT)	Xoserve	
Dean Johnson	(DJ)	Xoserve	
Hannah Brown	(HB)	Xoserve	
James Barlow	(JB)	Xoserve	
Joanne Williams	(JW)	Xoserve	
Kate Lancaster	(KL)	Xoserve	
Lauren West	(LW)	Xoserve	
Marian Papatoma	(MP)	Wales & West Utilities	
Mark Cockayne	(MC)	Northern Gas Networks	
Michele Downes	(MD)	Xoserve	
Hannah Brown	(HB)	Xoserve	
Phil Wood	(PW)	Xoserve	
Sharon Dudley	(SD)	Xoserve	
Steve Deery	(SD)	Xoserve	
<p><i>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.</i></p> <p><i>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/181023</i></p>			

1. Introduction

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

BF highlighted to parties that as the DSC Contract Management Committee meeting falls under the provision for the UNC Modification Rules 4.5, each voting member should appoint two alternates, he requested the parties of the meeting think about this and provide the names of their two alternates to the Joint Office.

1.1. Apologies for absence

Jenny Rawlinson – IGT Voting
 Oorlagh Chapman – Class A Voting
 Richard Loukes – NTS Voting
 Steve Mulinganie – Class B & C Voting
 Tom Jenkins – IGT Voting

1.2. Alternates

Andy Eisenburg for Oorlagh Chapman
 Andrea Godden for Richard Loukes
 Charlotte Gilbert for Jenny Rawlinson and Tom Jenkins
 Jennifer Byrne for Steve Mulinganie

1.3. Confirm Voting rights

The voting rights were confirmed as below:

Representative	Classification	Vote Count
Shipper		
Andy Eisenberg + Alternate for Oorlagh Chapman	Shipper Class A & C	3 votes
Jennifer Byrne + Alternate for Steve Mulinganie	Shipper Class B & C	3 votes
Transporter		
Helen Chandler	DNO	1 vote
Sally Hardman	DNO	1 vote
Andrea Godden + Alternate for Richard Loukes	NTS	2 votes
Charlotte Gilbert Alternate for Jenny Rawlinson and Tom Jenkins	IGT	2 votes

1.4. Approval of Late Papers

There were no late papers.

Approval of Minutes (20 September 2023)

The minutes of the previous meeting were approved.

1.5. Review of Outstanding Actions

None

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.

Update: Dave Addison (DA) requested that this item is carried forward to the November meeting.

Carried Forward.

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

Update: Angela Clarke provided an update on Michelle Downs' (MD) behalf. AC provided the following wording:

'Problem statements and action plan discussions are being held with the IGT who provided the initial feedback via the KPM survey and these are being prioritised and progressed. Separate sessions are being arranged with all IGTS to discuss their pain points and to develop individual action plans with a view to completing the session by the end of 2024.'

Closed.

0902: 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.

Update: David Addison (DA) provided a verbal update, confirming that a message had been drafted regarding the DCC ticket performance, following analysis being carried out on the tickets. DA explained that the analysis showed that the average response time was 26 working days, however, the longest response time recorded was 104 days. DA confirmed that they had spoken to RPA regarding their concerns. The RPA had felt that the work had been done but was happy that there may be a different perspective. DA requested that this action be carried forward until the wording of the draft had been agreed and published. **Carried Forward.**

0903: 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.

Update: Jayne McGlone (JMc) provided an overview of the timeline of the Contract Assurance Audit Plan. Please refer to the published slides for more details. **Closed.**

2. Approvals

2.1. XRN5689 Updates to CDSP Service Description Table (v30)

Angela Clarke (AC) presented the Change Pack.

For full details of the change, please refer to the published Change Pack.

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

Voting Outcome:		
Shipper Representatives	Voting Count	For/Against
Andy Eisenburg	3	For
Jennifer Byrne	3	For
Total	6	For
Transporter Representatives	Voting Count	For/Against
Helen Chandler (DNO)	1	For
Sally Hardman (DNO)	1	For
Andrea Godden (NTS)	2	For
Charlotte Gilbert (IGT)	2	For
Total	6	For

3. Business Plan Updates

3.1. BP Update

James Rigby (JRi) provided a verbal update and confirmed that the CDSP had published the first draft of the Business Plan BP24 at the end of September. JRi clarified that this was the first draft of three and the consultation period was now open.

JRi explained that a round table meeting had been held, which was well attended and they had received some great feedback. JRi noted that there were more drop in sessions with organisations that were planned for next week.

JRi explained that there was an option for organisations to respond to the draft, stating that there was a link within the documents, where they could pose answers to the questions within the Business Plan. JRi noted that there had been positive feedback so far in terms of the content of the business plan. Customers felt as though BP24 included detail and transparency, which were high up on their list of priorities.

JRi stated that a few clarifications had been requested, which they hoped to address in the subsequent drafts. JRi confirmed that draft 2 and draft 3 would be published on the following dates:

- Draft 2 – 15 November
- Draft 3 (Final) – 15 December.

3.2. Efficiency Review Update

JRi explained that since Business Plan BP24 had been published, the CDSP had reflected on the findings of the Third Party Efficiency Review.

JRi confirmed that it was a detailed and comprehensive report, highlighting areas in which they could improve efficiency. Jri noted that another round table would be held, in which they would discuss how to implement these improvements.

Jri requested that if members of the committee had not already, could they provide feedback. JRi explained that 1 to 1 sessions are available, should they be needed.

4. Monthly Contract Management Report

Please refer presentation published at: <https://www.gasgovernance.co.uk/dsc-contract/181023>

4.1. KPM Update

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

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

- 2 out of the 20 KPMs failed.
- 1 out of the 26 PIs failed.

For the detailed update, please refer to the published presentation.

4.2. KPM – Customer Relationship Survey Results CDSP

An update was provided by Hannah Brown (HB) and Lauren West (LWs) on the feedback received from the Customer Relationship Management Survey.

HB explained that the CDSP's key performance indicator for the Survey is to achieve 95% customer satisfaction. The results of the survey sent out to customers in September, was 91.51%, which HB confirmed had increased by 8.3% since the first quarter. HB summarised the responses received for each of the 4 questions within the Survey, and highlighted the key drivers of improved customer satisfaction.

LWs took the Committee through the Customer feedback themes and discussed both positive and improvement feedback, highlighting actions to help facilitate improvement. LWs noted that there were fewer themes this quarter.

For the detailed update, please refer to the published presentation.

4.3. Monthly Contract Management Reports CDSP

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

AC explained how the figures were a good indication that targets had been met.

Please refer to the published slides for full details.

4.4. Xoserve Incident Summary CDSP

An update was provided on the incidents for September by Phil Wood (PH). The details of the outage, the duration of each outage, the impact and remedial actions were given.

PH noted that there was a high level summary of the incident within the slides should anyone want to read it.

For the detailed update, please refer to the published presentation.

4.5. Issue Management Dashboard CDSP (MD) Information

Michele Downes (MD) provided an overview of the Open Issues Impacting Customers.

These included:

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

David Addison (DA) explained that REC Performance Assurance Board (RPA) had requested that this be documented so a change request could be submitted. MD queried whether this meant that registrations had been cancelled. DA explained that 45 sites had cancelled registrations, where the User had to resubmit as first registrations but with a different registration date.

DA noted that there are a mixture of solutions. One which is harder to implement but would have a better outcome for consumers. DA confirmed that RPA hasn't tested and didn't think there was a problem so it would need to be raised a recommended change.

Please refer to the published slides for full details.

4.6. Gas Retail Data Agent (GRDA) Update

DA provided an update on the GRDA performance for September 2023. DA noted that there had been two failures against target, 7.1.3, which had been due to missing messages from CSS and 7.2.1/ 7.2.2, where response times for two separate hours were 15 seconds which fell outside the Service Level Agreement. DA confirmed that CDSP did not believe this incident had caused customers any problems, which DA hoped comforted the Committee.

Please refer to the published presentation for more details.

DA advised that should anyone require any more detail regarding the incident in advance of PAB, then this was available.

Sally Hardman (SH) requested more information. DA confirmed he would provide SH with further dates, times and a copy of communications. EF queried whether this information would be provided to everyone within the Committee. DA asked whether SH had a specific interest or whether she required the information because of PAB. SH confirmed that it was mainly due to PAB but believed the information could be useful for all members. DA advised that he would provide this information to the Committee.

5. Information Security Update

No update was due this month.

6. Financial Information

The next update is due November 2023.

7. Business Continuity Plan

The next update is due November 2023.

8. Contract Assurance Audit

The next update is due November 2023.

9. Key Committee Updates

9.1. DSC Change Management Committee

Kate Lancaster (KL) provided an overview of the DSC Change Management Committee held on 11 October 2023. KL summarised the updates for Budget Movement & the Change Pipeline and took the Committee through the New Change Proposals. KL confirmed there had been no project updates to vote on. KL reported that the DSG summary and KVV Survey had been discussed within AOB.

Please see the published slides for more detail.

For further information please refer to: <https://www.gasgovernance.co.uk/dsc-change/111023>

9.2. REC and GRDA Update

CDSP provided an overview of the ongoing REC Changes, providing a table of the Changes in progress, a summary of the related XRN Change Proposals, and Changes under prioritisation review. An additional line had been included to inform the Committee of the expected impact for each change.

DA drew the Committees attention to the Major Incident review which has been published. He suggested that Committee Members read the review as it highlighting benefits for REC in lessons learnt.

DA took the committee through the REC Change Pipeline, highlighting the following updates:

- R0067 : Introduction of CSS refresh functionality
 - On track for December
- R0081 : CSS Market Message Retry Strategy
 - Proposal to retry functionality, suggested that it be brought forward from an hour to 20 minutes
- R0088 Make Shipper NExA values available on the GES portal
 - Scheduled for November release
- R0092 : DCC Service Level Agreements for Switching Incentive Regime
 - Attempt to soften their Service Level Agreements, argument that timing is not right in light of the P1 incident.

SH queried whether RR02 had now been deferred. Shelly Dulham (SD) confirmed that not much had changed, they were awaiting feedback and CDSP intend to respond by 15 November.

- R0096 : CSS Message Regeneration Functionality
 - Change to ensure that there are no impacts to any current message related Change Requests or the way in which we send and receive messages from CSS
- R0118 : Review of Schedule 12 and processes to manage access to data
 - Upcoming REC IA Demand

DA explained that this was trying to take a less, amorphous approach to the release of data. However, it was taking a very long time to get through the process. DA noted that it was consistent with the feedback with REC regarding the change process. SD stated that it was approved yesterday at the Change Panel and is to go live on 6 December.

Please refer to the presentation slides published for the detailed update.

Further information on all the Changes can be found on the REC Portal at: <https://recportal.co.uk/recportal>.

10. Any Other Business

10.1. CMS Update

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

For V1.5 the following customer walk through sessions will be available to book via <https://www.xoserve.com/products-services/data-products/contact-management-service-cms/cms-rebuild/> :

- Customer Focus Group – 09/10/23 and 27/10/23
- BCL file via the IX – 13/10/23 and 30/10/23

JW confirmed there would be a full work-through of the training guide on 27 November, she clarified this would be published a week or so before the session.

JW advised that only 25 tickets were made available via the booking site but there were more spaces available should anyone wish to attend.

JW confirmed that the time period for customer drop-in calls had been extended and joining details would be available on the CMS Rebuild Webpage nearer the time. JW advised that if anyone does join there may be a delay as they would be dealing with customers individually.

For a detailed update please refer to the published slides.

10.2. DESNZ Data Request

DA presented the slide deck to the Committee and provided an overview of the DESNZ Data Request. DA advised that DESNZ had approached REC requesting access to data to gain further understanding in respect of the nature of gas metering.

REC reviewed their request and determined that they could provide this data but not until R0118 had been implemented. DA noted that the data requested is a mixture of Transporter and Supplier Metering data.

The CDSP believed that the request meets the definition of a request from a Competent Authority. Jayne McGlone (JMc) provided the Committee with the following definition for Competent Authority:

Competent Authority means the Authority, or any local, national or supra-national agency, authority, department, inspector, age, minister, official, court, tribunal or public or statutory person (whether autonomous or not) of the United Kingdom (or the government thereof) or the European Communities which has jurisdiction over the transported or a user or the subject matter of the code.

DA advised that as this request was from DESNZ they did not believe it required approval, which is why it had been tabled as AOB. DA explained that they wanted to access the meter age and capacity to see the extent to which Meter has the ability to communicate remotely.

Please see the published slides for more details.

Due to various sensitivities, DA noted that they were happy for the Committee to go away and review the request. He asked if there were any concerns with REC progressing the request. No Committee members raised any concerns.

EF confirmed that the Committee should be given time to process any issues as there were a few alternates and many members would have not had chance to review. JMc suggested that should anyone have any concerns with the request, they report those concerns by the end of the week as this would give everyone the opportunity to review.

DA queried if he sent the slides to the Joint Office they would be published. EF confirmed they would.

Post Meeting note: The presentation has been published here as item 10.2 <https://www.gasgovernance.co.uk/dsc-contract/181023>

11. Recap of decisions made during meeting

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

12. Diary Planning

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

Time/Date	Meeting Paper Deadline	Venue	Programme
10:00 Wednesday 15 November 2023	5pm Tuesday 07 November 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 20 December 2023	5pm on Tuesday 12 December 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 17 January 2024	5pm on Tuesday 09 January 2024	TBC	Standard Agenda

DSC Contract Management Committee Action Table						
Action Ref	Meeting Date	Min Ref	Action	Owner	Reporting Month	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)	October 2023 November 2023	Carried Forward
0703	19/07/23	3.2	CDSP (MD) to feedback on Problem Statement discussions with all IGTs.	CDSP (MD)	October 2023	Closed
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	Carried Forward
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 November 2023	Closed