

**UNC DSC Contract Management Committee Minutes**  
**Wednesday 15 November 2023**  
**Via Microsoft Teams**

<b>Attendees</b>			
Bob Fletcher (Chair)	(BF)	Joint Office	Non-Voting
Niamh Holden (Secretary)	(NH)	Joint Office	Non-Voting
<b>Shipper User Representatives (Voting)</b>			
Andy Eisenberg	(AE)	E.ON Next	Class A & Class C
Steve Mulinganie	(SM)	SEFE Energy	Class B & Class C
<b>Transporter Representatives (Voting)</b>			
Helen Chandler	(HC)	Northern Gas Networks	DNO Voting
Sally Hardman	(SH)	Scotia Gas Networks	DNO Voting
Richard Loukes + Alternate for Andrea Godden	(RL)	National Gas Transmission	NTS Voting
Jenny Rawlinson	(JR)	BUUK	IGT Voting
<b>CDSP Change Management Representatives (Non-Voting)</b>			
Jayne McGlone	(JMc)	Xoserve	
David Addison	(DA)	Xoserve	
James Rigby	(JRi)	Xoserve	
<b>Observers/Presenters (Non-Voting)</b>			
Angela Clarke	(AC)	Xoserve	
Cathy Mullis	(CM)	EON	
Charlotte Gilbert	(CG)	BUUK	
Dean Johnson	(DJ)	Xoserve	
Hannah Hassanjee	(HH)	Xoserve	
Joanne Williams	(JW)	Xoserve	
Kate Lancaster	(KL)	Xoserve	
Lee Warren	(LW)	Xoserve	
Mariana Papathoma	(MP)	Wales & West Utilities	
Mark Cockayne	(MC)	Northern Gas Networks	
Michele Downes	(MD)	Xoserve	
Phil Wood	(PW)	Xoserve	
Richard Johnson	(RJ)	Xoserve	
Simon Harris	(SHa)	Xoserve	
<p><i>DSC Change Management 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: <a href="https://www.gasgovernance.co.uk/index.php/dsc-contract/151123">https://www.gasgovernance.co.uk/index.php/dsc-contract/151123</a></i></p>			

**1. Introduction**

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

### 1.1. Apologies for absence

Oorlagh Chapman – Class A Voting  
 Andrea Godden - NTS Voting  
 Tom Jenkins – IGT Voting

### 1.2. Alternates

Richard Loukes for Andrea Godden

### 1.3. Confirm Voting rights

The voting rights were confirmed as below:

Representative	Classification	Vote Count
<b>Shipper</b>		
Andy Eisenberg	Shipper Class A & C	2 votes
Steve Mulinganie	Shipper Class B & C	3 votes
<b>Transporter</b>		
Helen Chandler	DNO	1 vote
Sally Hardman	DNO	1 vote
Richard Loukes + Alternate for Richard Loukes	NTS	2 votes
Jenny Rawlinson	IGT	1 votes

### 1.4. Approval of Late Papers

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

### 1.5. Approval of Minutes (18 October 2023)

The minutes of the previous meeting were approved.

### 1.6. 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.

**Update:** D Addison (DA) advised that further investigation needed to be carried out before providing an update and requested that this item is carried forward to the December meeting.  
**Carried Forward.**

**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:** D Addison (DA) advised that the notice had been drafted and no additional comments were received. BF advised that this item would be closed pending any further actions and updates within the REC update. **Closed.**

## 2. Approvals

### 2.1. XRN5700 Updates to CDSP Service Description Table (v31)

Angela Clarke (AC) presented the Change Pack.

S Mulinganie (SM) questioned whether the change had arisen following the introduction of the alternative fuel payment scheme. AC confirmed this had acted as a catalyst for the change, that following feedback it was determined that the postcode register was hard to find. AC clarified that this change should allow more visibility.

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:

<b>Voting Outcome:</b>		
<b>Shipper Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Andy Eisenburg	2	For
Steve Mulinganie	3	For
<b>Total</b>	<b>5</b>	<b>For</b>
<b>Transporter Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Helen Chandler (DNO)	1	For
Sally Hardman (DNO)	1	For
Richard Loukes (NTS)	2	For
Jenny Rawlinson (IGT)	1	For
<b>Total</b>	<b>5</b>	<b>For</b>

**New Action 1101:** CDSP (AC) to notify DSC Contract Committee members when the postcode register has been published.

## 2.2. DRR for DDP Permission Request associated with XRN 5605

Richard Johnson (RJ) presented the Disclosure Request Report.

RJ explained that the request was to make four new data attributes available to Shippers and IGTs at a portfolio level, and the PAFA at a community level.

Please refer to the published report for full details.

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

<b>Voting Outcome:</b>		
<b>Shipper Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Andy Eisenburg	2	For
Steve Mulinganie	3	For
<b>Total</b>	<b>5</b>	<b>For</b>
<b>Transporter Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Helen Chandler (DNO)	1	For
Sally Hardman (DNO)	1	For
Richard Loukes (NTS)	2	For
Jenny Rawlinson (IGT)	1	For
<b>Total</b>	<b>5</b>	<b>For</b>

### **3. Business Plan Updates**

#### **3.1. BP Updates**

James Rigby (JRi) provided a verbal update on the Business Plan BP24. JRi confirmed that the second draft was to be published that afternoon (15 November 2023).

JRi advised that the feedback to the publication of the first draft has been generally positive, however clarification had been requested on certain points. JRi confirmed that these points had been addressed and refined in draft version 2.

JRi confirmed that all non-confidential communications would be uploaded to BP24 Hub and included in the Business plan. JRi advised that the Committee would be notified once the next draft version was live.

#### **3.2. Efficiency Review Update**

JRi advised that an update had already been provided at the second draft round table on 10<sup>th</sup> November 2023.

JRi noted that the recorded video call could be found at <https://bp24.xoserve.com/resources/>.

JRi explained that the main action noted from the round table was the drafting of the Terms of Reference (TOR). JRi confirmed that these were to be circulated in the next 10 days. JRi noted that they would be circulated to DSC Contract Committee Members first but queried whether they should go out more widely.

Jenny Rawlinson (JR) stated that she saw no benefit in them being sent to DSC Contract Committee Members first and was happy for them to go out to everyone. JRi noted JR's response and agreed that subject to any further opinions they would be circulated to everyone on the DSC Contract Managers distribution listing.

JRi requested the Committee's thoughts on how individuals should be appointed to the Customer Advisory Board (CAB). SM queried whether the process of appointment was detailed within the terms of reference. JRi stated that he wasn't sure but would take this point away. SM noted that they would unlikely be inundated with volunteers but suggested waiting to see what level of interest they receive, and it then be at the discretion of the DSC Contract Management Committee to decide who is to be appointed.

SM questioned whether trade association representatives should be included when considering appointments to the CAB, noting that this may help with keeping the board more compact. JRi stated that he saw no reason this would be problematic though he would check and confirm. JRi agreed that the appointment should be at the discretion of the DSC Contract Committee and would ensure this is referenced within the TOR.

JRi requested that everyone review Draft Version 2 of the BP24 once it had been published and advised that, much like Draft Version 1, there would be a consultation window and all feedback would be gratefully received.

SM noted that a CAB was a good initiative and idea, stating that just because there may not be many volunteers who put themselves forward for consideration, it does not take away from the fact that the introduction of a CAB would be valuable. SM thanked JRi for all the work done on this so far.

JRi advised that should anyone have any questions they could contact him and that if members would prefer a bilateral call, then this could be facilitated.

### **4. Monthly Contract Management Report**

Please refer to presentation published at: <https://www.gasgovernance.co.uk/index.php/dsc-contract/151123>

#### **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 October providing information on the failures and remedial actions, noting:

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

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

#### **4.2. KPM – Customer Relationship Survey Results CDSP**

No update was due this month.

#### **4.3. Monthly Contract Management Reports CDSP**

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

#### **4.4. Xoserve Incident Summary CDSP**

An update was provided on the incidents for October by P Wood PW The details of the outage, the duration of each outage, the impact and remedial actions were given.

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

#### **4.5. Issue Management Dashboard CDSP (MD) Information**

CDSP provided an overview of the Open Issues Impacting Customers. Please refer to the published slides for full details.

These included:

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

M Downes (MD) advised that the AQ defects had been removed as there were now only 2 defects . MD confirmed that they were being managed and monitored.

MD proposed that the Missing Secured Active Messages issue be removed from the dashboard but requested the Committee's feedback. David Addison (DA) suggested that Missing Secured Active Messages remain on the Issue Management Dashboard. DA explained that it would be useful to be able to review the progress of this issue and subsequently provide feedback to the Committee. It was agreed that it would remain on the Issue Management Dashboard for a further few months and then be removed.

DA questioned why the Consumer Contact Data issue was still outstanding, MD advised that they had continued to contact the customer, requesting they take action but there had been no progress, she stated they were unable to do anything until the gaining shipper had taken action but that they were now looking at what could be achieved internally.

MD noted that more detail could be found on the remaining slides, should anyone need it.

#### **4.6. Gas Retail Data Agent (GRDA) Update**

An update was provided on the Gas Retail Data Agent (GRDA) by Dave Addison (DA). DA confirmed that there had been 3 missing messages in October and that this was due to cancelled registrations. DA advised that following the last Committee meeting, they had asked for a REC change to address the issue, but REC had been vague on potential solutions and this was still to be addressed.

DA advised that there were ultimately only a small number of messages missing and that if REC determine that making a change is not worth it, the CDSP believe there may be some work arounds to deal with the problem.

DA confirmed they were still in conversation with the REC code manager.

#### **4.7. KVI Customer Survey Results**

An update was provided on the feedback received from the Customer Relationship Management Survey by K Lancaster (KL).

KL presented a rolling performance chart for the KVI Change Management survey and noted that the number of participants in the Survey had stayed the same at 4. KL advised that the next survey would be released slightly sooner than normal around the 18 December to cover the Christmas period and requested feedback from the Committee.

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

SM queried whether any analysis had been done on why the number of participants was so low, asking whether they knew why there had been a peak of 8 participants, and it had now dropped by 50%.

KL explained that due to the small number of participants, a reduction in the score by one participant can distort the percentage and can show as a big change on the chart. KL advised that they had reached out directly to industry participants to try and increase numbers, noting that they are eager for more responses but appreciate that industry participants are busy.

JRi stated that feedback received from Business Plan 24 draft suggested that visibility isn't what it used to be, he queried whether the right questions were being asked. JRi questioned whether different questions would increase the number of responses received as they might be more relevant to respondents. SM explained that if people don't see any value in completing the survey, they will not participate. JRi stated that there used to be 20-30 respondents, agreeing that it had to be adding some value. JRi confirmed this was something they were looking into.

M Cockayne (MC) suggested that there may be some correlation between the lack of attendance at the DSC Committee Meetings and the lack of responses received on the KVI Survey.

JRi explained that before the COVID pandemic, there were multiple ways for the CDSP to obtain responses, he advised that Xoserve were actively looking into ways to refresh the survey and also looking at alternative ways to gauge the level of Customer satisfaction. SM suggested a performance workshop as an alternative, as it would provide immediate feedback, noting that the process needs to be more agile. JRi agreed and advised they would look into these suggestions.

## **5. Information Security Update**

No update was due this month.

## **6. Financial Information**

AC informed the Committee that J Madge (JM) was unwell and therefore unable to attend the meeting and provide an update. AC confirmed that a Confidential update had been provided to all Contract Managers and she was available to answer any questions in JB's absence.

No questions were put to AC. BF confirmed that it would be discussed at the next planned quarterly update which is due to take place at the February meeting

## **7. Business Continuity Plan**

L Warren (LW) provided an overview of the ongoing actions for ESEC, Business Impact Analysis, Incident Management Policy and Business Continuity (BC) Capability.

LW advised that a new rota had been published in September and requested that the Committee check whether any changes affected their processes.

In relation to the rota, SM enquired whether any checks are carried out to confirm there are no conflicts occurring with REC. SM asked whether a combined plan could be put together to include all dates for releases so it could all be viewed in one place. LW confirmed that checks were completed to ensure conflicts do not occur. DA and LW agreed that they would look into providing a combined plan however cautioned that Xoserve wouldn't have control to be able to avoid any clashes.

## **8. Contract Assurance Audit**

H Hassanjee (HH) provided a brief overview of the Contract Assurance Audit.

HH highlighted the following updates:

- Recruitment and resourcing had been completed.
- Corporate Governance had been delivered and out in draft for review.
- Working through terms of reference.

HH confirmed that she would bring a plan for next year when an update is next due and would also update the column labelled complete to include the number of findings as well.

## 9. Key Committee Updates

### 9.1. DSC Change Management Committee

KL provided an overview of the DSC Change Management Committee held on 08 November 2023. KL summarised the updates for Budget Movement & Change Pipeline.

KL confirmed there was nothing to note in relation to the REC Change update and the Change Pipeline. KL took the Committee through the New Change Proposals, highlighting the following approvals:

- XRN 5695
- XRN 5701
- XRN 5702
- XRN 5641
- XRN 5652
- XRN 5565
- XRN5647

KL provided an overview of the Project Updates. KL highlighted that the DSC Change Management Committee was informed that the release date for XRN 5682 was still proposed as 24 February 2024. However, it was noted that the release date doesn't align with the REC scheduled release dates or the published major release date as REC is usually aligned to implementation on Thursdays.

For further information please refer to: <https://www.gasgovernance.co.uk/index.php/dsc-change/081123>

SM expressed the importance of co-ordination. SM queried what could be done to ensure more connectivity, oversight and security and what improvements could be made.

DA took the Committee through the lessons learnt from the November 2023 release. DA provided the following wording:

*'DA acknowledged there were a number of lessons learnt for 'November 2023' release.*

*Firstly, the REC Release and DSC Release dates were not aligned on 3<sup>rd</sup> and 4<sup>th</sup> November respectively, and actually the GES changes were implemented in line with the DSC release date – messaging of which was managed via the REC Code Manager for the November 2023 release, but we would be looking at the February 2024 and subsequent releases.*

*SM and AE indicated that their preference would be alignment as the default position between all releases, but seeking approval from ChMC where releases are intended not to align. DA acknowledged that this was broadly in line with Xoserve thinking to date, and we were looking at future releases, but highlighted that February 2024 would probably be an issue due to proximity and misaligned dates between UNC; REC and BS).*

*Secondarily, that the release included 2 changes which would have been visible via REC Changes (R0088 and R0110), but a third change was implemented as a result of the P1 Change that was managed as a GES Contract Change only based on functionality discussed in the forums hosted by the CDSP to support gas industry parties through the P1 Incident and was not visible via an XRN or REC Change). DA indicated that the User Guide had been updated to*

*reflect the changes and release notes provided to the Code Manager, but acknowledged that Xoserve should have provided greater notice to the Code Manager of the changes, and will need to consider how greater visibility can be provided to GES Users.*

*Also, DA highlighted that there was an unintended consequence of the change deployed. The change deployed meant that where dates in GES differed the fields would be conditionally formatted red to highlight to users that there was a discrepancy for Registrations impacted by the CSS P1 Incident. The dates in question were the 'UNC Confirmation Effective Date' and 'Registration Effective Date' fields (i.e. the date from which CSS had recorded the Registration as Active). The functionality was working as designed, but it highlighted a population of much older Registrations (examples showed Registrations effective in 2010) where the dates were inconsistent. Xoserve continue to investigate the reason for this discrepancy but will determine the appropriate resolution and notify parties.*

SM questioned how this would be communicated, stating that the change had an operational impact as other employees had seen the inconsistencies. SM suggested that communications were sent out which could be distributed to the teams as it is a well-used application.

DA advised that they had spoken to REC Co and would ensure that something is drafted to be circulated amongst users of the GES application. DA confirmed that they were in talks with DSC Change Managers in respect of what could be done for the February release.

## **9.2. REC Update**

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

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

- R0067
  - On track for December.

In relation to R0067, DA advised the Committee that the CSS implementation date is 06 December. He confirmed that an approach had been agreed with REC and they would have capability to resend from 09 December but there is a disjoint between the two releases.

SM challenged whether this would have an impact on the switch stream, stating that this could cause a disconnect between functionalities. SM asked whether it matters if one aspect of the market accepts system changes on different dates to another. DA clarified that it can do, explaining that they want to align any disjointed releases where these have an impact on industry parties.

DA confirmed they were scheduled to complete their assurance with the REC team on 06/07 December, and the risk in relation to R0067 was minimal but in certain circumstances, they would have to ensure alignment. DA advised they should by default be aiming for alignment but would like the Committees view on the format for misalignment.

The Committee discussed this, and it was decided that it should only be by exception that misalignment of release dates is allowed and any misalignment in dates should be brought to DSC Change Managers.

- R0071
  - Aiming for February release, currently looking into implementation date.
- R0081
  - No update, advised this would probably be withdrawn due to not being material.
- R0088
  - Implemented on 04 November.
- R0092
  - Confirmed they had responded in relation to impact assessment, disagree with the SLA's being relaxed. DA advised the Committee to look into R0092.
- R0094



- DA asked the Committee to look into R0094, particularly at the IGT's. Looking into the appropriateness of allowing a new supplier to take the meter readings. DA advised JR to look into this to confirm there won't be an impact on their processes.
- R0110
  - DA confirmed this had been implemented.
- XRN5675
  - DA advised this was progressing and that DSC Change Management Committee had asked them to start design work. DA confirmed that they would implement that as soon as possible and would revert back when they have an update.

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>.

### **Action 0902 Closed**

DA asked the Committee their thoughts on who would be appropriate to sign off the draft notice created. JR queried whether the draft was from DSC Contract Management Committee instead of Xoserve, she stated that she was unaware of the usual process but suggested it be signed off by the Committee collectively. BF agreed, explaining that where there is a potential to cut across other industry Panels or committees, then it should be signed by the Chair on behalf of the Committee.

The Committee discussed the appropriateness of circulating the draft to other Code bodies to allow them to make comments. It was agreed as a professional courtesy and in respect of visibility that the draft should be circulated.

BF asked whether there had been any comments on the content of the draft, DA confirmed there had not. It was agreed that the draft would be brought to the attention of the UNC and IGT UNC Modification Panels.

**New Action 1102:** Committee Chair (BF) to provide an update on the draft notice to the UNC and IGT UNC Modification Panels, prior to sending the notice to the REC PAB Chair.

## **10. Any Other Business**

### **10.1. CMS Update**

J Williams (JW) provided an overview of the CMS delivery roadmap and progress to date. JW confirmed that they had successfully launched, and they had supported the launch with customer support sessions, which 10 parties attended.

JW advised that the next launch will be on the 27 November, with onboarding activities taking place on 29 November.

JW took the committee through the outstanding Change Proposals for the CMS Rebuild, explaining that they propose to change the title of the existing proposals so they run in sequential order.

SM queried when V1.9 of the CMS Delivery Rebuild is expected to be launched. JW advised that it could potentially be at the end of March but that it is difficult to confirm a length of time due to it being linked to multiple Modifications, which could delay its progress. JW explained that there was a lot of manual work involved in GSR and MUS and it was quite a big and complicated process but they hoped to issue some targeted dates over the coming weeks.

SM questioned the level of detail to be included within MUS, expressing his concern that they tend to involve very valuable sites. JW confirmed that change packs have been issued but it is worth another walk through. SM asked whether the CDSP could reach out to those who use the processes, explaining this would be important from an engagement point of view. JW confirmed that this was a good idea and would be considered.

JW advised that there were drop-in sessions available for the next launch and all details would be published on the website:

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

SM requested that the dates for the sessions be provided to the Committee, JW confirmed that she would circulate the dates.

For further information please refer to the published slides.

#### **11. Recap of decisions made during meeting**

AC provided an overview of discussions, decisions and actions made during the meeting.

#### **12. Diary Planning**

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

Further details of planned meetings are available at: [www.gasgovernance.co.uk/events-calendar/month](http://www.gasgovernance.co.uk/events-calendar/month)

<b>Time/Date</b>	<b>Meeting Paper Deadline</b>	<b>Venue</b>	<b>Programme</b>
10:00 Wednesday 20 December 2023	5pm on Tuesday 12 December 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 17 January 2023	5pm on 10 December 2023	In Person	Standard Agenda

DSC Change 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)	November 2023 December 2023	Carried Forward
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)	November 2023	Closed
1101	15/11/23	2.1	CDSP (AC) to notify the DSC Contract Management Committee members of the new location for the Off Gas postcode register once it has been confirmed	CDSP (AC)	December 2023	Pending
1102	15/11/23	9.2	Committee Chair (BF) to provide an update on the draft notice to the UNC and IGT UNC Modification Panels, prior to sending the notice to the REC PAB Chair.	Chair (BF)	December 2023	Pending