Contract Management Committee

4. Contract Management Report 20th December 2023

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DSC Credit and Risk Performance Indicators

Energy Performance Indicators		
Measure Detail (Right First Time)	**Target**	**November 23**
Energy Balancing Credit Rules adhered to, to ensure adequate security in place	100%	100%
Measure Detail (Cycle Time)	**Target**	**November**
% of revenue collected by due date	98%	97%
% of revenue collected by due date (+2 days)	100%	100%
CDSP Performance Indicators (Cycle Time)		
Measure Detail (Cycle Time)	**Target**	**November**
% of revenue collected by due date	98%	99.85%
% of revenue collected by due date (+3 days)	98%	99.99%

Monthly Contract Management reports and updates

Agenda Item 4.3

Performance monitoring (November 2023)

- Additional Services and Third-Party Services Invoicing

Reporting Area	November	Year to date
Additional Services	£3,555.00	£40,036.00
Third Party Services	£0.00	£146,442.21

- 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 (November 2023)

Class	MPRN Count	Smart Count	Total	Smart %
1	633	0	633	0.00%
2	705	0	705	0.00%
3	170849	4027137	4197986	95.93%
4	10834578	10127761	20962340	48.31%

Overall, 56% of the entire Meter Portfolio is Smart

Communications Highlights – November 2023

Publications

- [Blog: Why is energy storage so important to meeting future heat demand?](#)

- [Delivering Decarb – November 2023](#)

- [Decarb Discussions podcast – Heat demand and the role of energy storage: what are our options?](#)

- [Blog: The National Infrastructure Assessment - Impacts on the gas industry](#)

- [We've published the second draft of our Business Plan 2024](#)

- [New Credit Risk & Neutrality customer guidance released](#)

- [Blog: Energy storage – the missing piece of the net zero puzzle?](#)

- [UK Link November Release - successful implementation](#)

- [Xoserve Board Update](#)

Looking ahead

- [15 December CMS Re-build Customer Focus Group](#)

Events

- 2 November Transmission Workgroup
- 2 November Offtake Committee
- 2 November DN Constituent Meeting
- 3 November IGT Constituent Change Meeting
- 6 November Governance Workgroup
- 7 November NTSCMF
- 8 November Change Management Committee
- 9 November IGT UNC Modification Workstream
- 14 November Performance Assurance Committee
- 14 November Customer Induction Day
- 15 November Contract Management Committee
- 16 November UNC Mod Panel & UNCC
- 17 November CMS Rebuild Customer Focus Workgroup
- 20 November DSC Delivery Sub-Group
- 20 November Gemini Sustain Plus Focus Group
- 21 November DSC Credit Committee
- 21 November EBCC
- 22 November Shrinkage Forum
- 22 November UNC Mod Panel & UNCC
- 23 November Distribution Workgroup
- 24 November IGT UNC Mod Panel
- 24 November Monthly Hydrogen Implementation Update - IGTs
- 28 November Customer Expert Day
- 28 November IGT Constituent Operational Meeting

Xoserve Incident Summary

Agenda Item 4.4

Summary

System Affected	Priority	Impact	Remedial Actions	KPM Breach	Resolved	Customer Segment Impacted
UK Link Portal/ Legacy CMS	P2	Customers were unable to access the UK Link Portal and legacy CMS services during the outage period.	A restart was completed on SAP PO and full service restored. Once complete it was seen that there was a small number of stuck contacts within CMS, a full restart was undertaken to release these and service successfully restored.	No	Yes	DMSPs, Shippers, DNs and IGTs

High Level Summary of P1/P2 Incidents: Nov 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
INC0425061	Technical support teams identified connectivity issues affecting SAP Process Orchestration (SAP PO).	RCA in progress	Customers were unable to access the UK Link Portal and legacy CMS services during the outage period.	A restart was completed on SAP PO and full service restored. Once complete it was seen that there was a small number of stuck contacts within CMS, a full restart was undertaken to release these and service successfully restored.	22nd Nov	22nd Nov

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)	- Circa. 83,000 missing SAM's relating to switching activities (includes all missing messages to date).	- Total of 2 outstanding missing messages:
		  - 1 pending customer response
		  - 1 awaiting DCC response from ticket raised on 23 November 2023
		- In November 2023, a total of 3 missing messages, 2 resolved as 'cancelled' following response from DCC
			Shippers DNs IGTs

Consumer Contact Data	- Consumer contact data is not complete when sent in the portfolio files to IGTs & DNs	- Fix applied to the 'special characters' contained within contact data & DCC flag. - Six further issues identified which were fixed w/c 23 October 2023. - One remaining issue will be fixed prior to the quarterly portfolio files being issued in January 2024, fix only applies to c. 300 meter points.	IGTs DNs

GRDA Performance – November 2023

target   actual

Key points to note November 2023

- Figures quoted based on draft RPA report due to CoMC paper deadline – indicates:

- 7.1.3 - failure due to missing messages from CSS:

  – 2 of 21 days at average volume with at least 3 missing messages

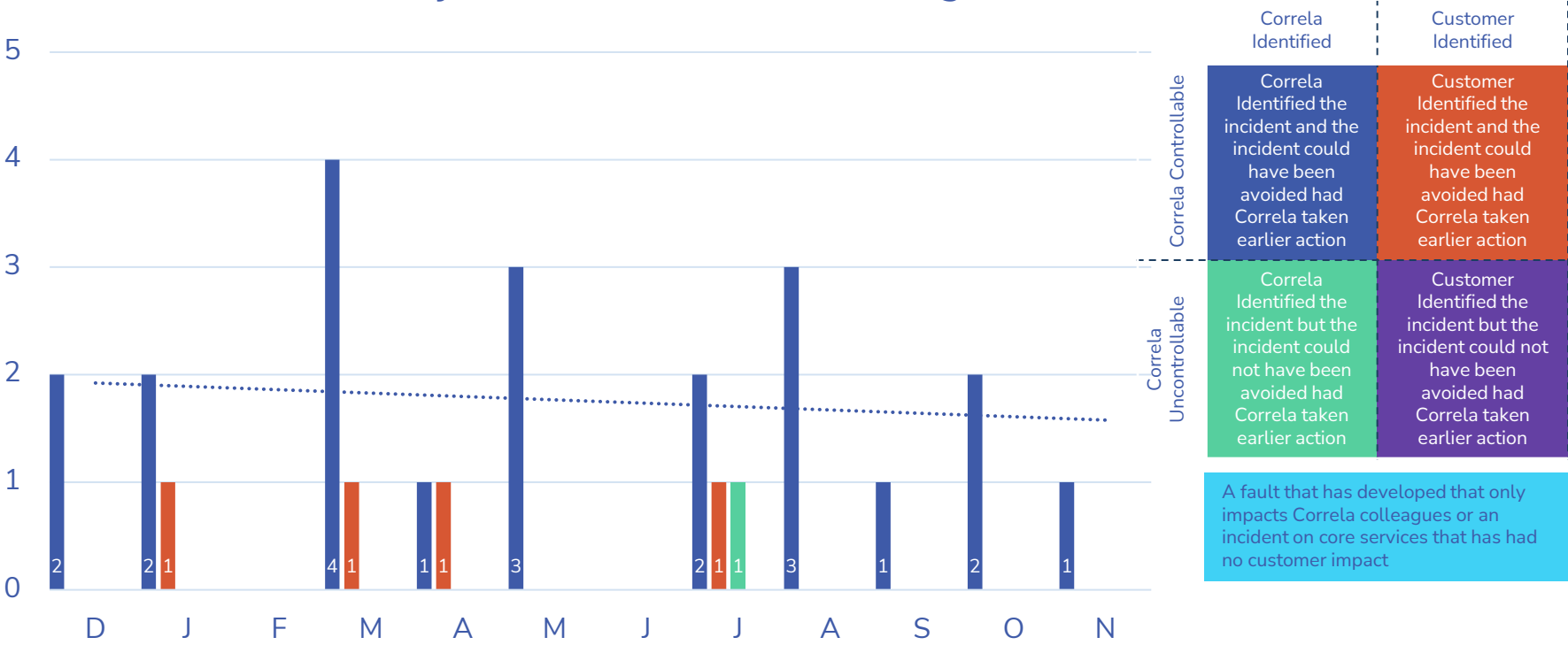| Service Definition	Service Definition Section	Section number	Metric Description	Performance Level	Metric Type	Value
GRDS	Service Availability	5.2	Percentage Service Availability for the receipt and acknowledgement of Market Messages from the CSS Provider (excluding scheduled maintenance	0.9975	DECIMAL	0.9999
GRDS	Service Availability	5.3	Number of instances where scheduled maintenance occurred between 16:00 and 01:00 hours	0	INT	0
GRDS	Service Availability	5.4	In the event of an unplanned outage how many instances had the system not resumed operation within one hour	0	INT	0
GRDS	Service Levels	7.1.1	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below an average daily volume what percentage of days was the mean response time from GRDS 20 minutes or less	1	INT	0.8889
GRDS	Service Levels	7.1.2	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below an average daily volume what percentage of days was the 90th Percentile response time from GRDS 25 minutes or less	1	INT	1
GRDS	Service Levels	7.1.3	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below peak daily volume what percentage of days was the mean response time from GRDS 35 minutes or less	1	INT	0.9048
GRDS	Service Levels	7.1.4	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below peak daily volume what percentage of days was the 90th percentile response time from GRDS 40 minutes or less	1	INT	1
GRDS	Service Levels	7.1.5	Number of days in the reporting month where market messages from the CSS Provider (relating to secured switches at gate closure) were at or below the average daily volume	N/A	INT	9
GRDS	Service Levels	7.1.6	Number of days in the reporting month where market messages from the CSS Provider (relating to secured switches at gate closure) were at or below the peak daily volume	N/A	INT	21
GRDS	Service Levels	7.1.6	Number of days in the reporting month where market messages from the CSS Provider (relating to secured switches at gate closure) were above the peak daily volume	N/A	INT	0
GRDS	Service Levels	7.2.1	Where market messages from the CSS Provider (other than at gate closure) are at or below an average hourly volume what percentage of hours was the mean response time from GRDS 6 seconds or less	1	DECIMAL	1
GRDS	Service Levels	7.2.2	Where market messages from the CSS Provider (other than at gate closure) are at or below an average hourly volume what percentage of hours was the 90th percentile response time from GRDS 10 seconds or less	1	DECIMAL	1
GRDS	Service Levels	7.2.3	Where market messages from the CSS Provider (other than at gate closure) are at or below peak hourly volume what percentage of hours was the mean response time from GRDS 10 seconds or less	1	DECIMAL	1
GRDS	Service Levels	7.2.4	Where market messages from the CSS Provider (other than at gate closure) are at or below peak hourly volume what percentage of hours was the 90th percentile response time from GRDS 15 seconds or less	1	DECIMAL	1
GRDS	Service Levels	7.2.5	Number of hours in the reporting month where market messages from the CSS Provider (other than at gate closure) were at or below the average hourly volume	N/A	INT	590
GRDS	Service Levels	7.2.6	Number of hours in the reporting month where market messages from the CSS Provider (other than at gate closure) were at or below the peak hourly volume	N/A	INT	84
GRDS	Service Levels	7.2.7	Number of hours in the reporting month where market messages from the CSS Provider (other than at gate closure) were above the peak hourly volume	N/A	INT	46
GRDS	Service Levels	7.5	Where a BCDR event is invoked what number of instances was the maximum recovery time objective for the GRDS greater than 8 hours	0	INT	0
GRDS	General	N/A	Re 7.1.1 and 7.1.3 - Performance failure caused by missing SAMs from DCC. We responded to all received SAMs in milliseconds and the metric would score 100% if messages were received in the stated windows.	N/A	FREE TEXT	

APPENDIXES

Appendix1

KPM SLIDES

Appendix 2

XOSERVE INCIDENT SUMMARY

What is Happening Overall?

Major Incident Chart – Rolling 12 months

What is Happening Overall?

Key:

	Correla Identified	Customer Identified
Correla Controllable	Correla Identified the incident and the incident could have been avoided had Correla taken earlier action	Customer Identified the incident and the incident could have been avoided had Correla taken earlier action
Correla Uncontrollable	Correla Identified the incident but the incident could not have been avoided had Correla taken earlier action	Customer Identified the incident but the incident could not have been avoided had Correla taken earlier action

Nov 2023

	Correla Identified	Customer Identified
Correla Controllable	1	0
Correla Uncontrollable	0	0

Performance Year to Date

	Correla Identified	Customer Identified
Correla Controllable	13	2
Correla Uncontrollable	1	0

Appendix 3

CUSTOMER ISSUE DASHBOARD

Issue Summary – Distribution Networks

- Missing Secured Active Messages (SAMs)
  - Total of 2 outstanding missing messages:
    - 1 pending customer response
    - 1 awaiting DCC response from ticket raised on 23 November 2023
  - Three missing messages in November 2023, 2 resolved as 'cancelled' following response from DCC
  - In total of c. 83,000 missing messages since CSS implementation.
    - 82,500 impacted by the P1 CSS major incident in July 2023.
  - Mod. 0836S - Resolution of Missing Messages following Central Switching Service implementation and integration with REC Change R0067, raised March 2023 prior to the P1 incident. Implementation on 18 December 2023.
  - Mod. 0855 – Settlement Adjustments for Supply Meter Points impacted by the Central Switching System P1 Incident, awaiting Ofgem decision.
  - IGT Mod 0171 - Settlement Adjustments for Supply Meter Points impacted by the Central Switching System P1 Incident, awaiting Ofgem decision
- Portfolio Files
  - Fix applied to the 'special characters' contained within contact data & DCC flag.
  - Six further issues identified were fixed w/c 23 October 2023.
  - One remaining issue will be fixed prior to the quarterly portfolio files being issued in January 2024, the fix only applies to c. 300 meter points.

Issue Summary - Shippers

- Missing Secured Active Messages (SAMs)
  - Total of 2 outstanding missing messages:
    - 1 pending customer response
    - 1 awaiting DCC response from ticket raised on 23 November 2023
  - Three missing messages in November 2023, 2 resolved as 'cancelled' following response from DCC
  - In total of c. 83,000 missing messages since CSS implementation.
    - 82,500 impacted by the P1 CSS major incident in July 2023.
  - Mod. 0836S - Resolution of Missing Messages following Central Switching Service implementation and integration with REC Change R0067, raised March 2023 prior to the P1 incident. Implementation on 18 December 2023.
  - Mod. 0855 – Settlement Adjustments for Supply Meter Points impacted by the Central Switching System P1 Incident, awaiting Ofgem decision.
  - IGT Mod 0171 - Settlement Adjustments for Supply Meter Points impacted by the Central Switching System P1 Incident, awaiting Ofgem decision

Issue Summary – IGTs

- Missing Secured Active Messages (SAMs)
  - Total of 2 outstanding missing messages:
    - 1 pending customer response
    - 1 awaiting DCC response from ticket raised on 23 November 2023
  - Three missing messages in November 2023, 2 resolved as 'cancelled' following response from DCC
  - In total of c. 83,000 missing messages since CSS implementation.
    - 82,500 impacted by the P1 CSS major incident in July 2023.
  - Mod. 0836S - Resolution of Missing Messages following Central Switching Service implementation and integration with REC Change R0067, raised March 2023 prior to the P1 incident. Implementation on 18 December 2023.
  - Mod. 0855 – Settlement Adjustments for Supply Meter Points impacted by the Central Switching System P1 Incident, awaiting Ofgem decision.
  - IGT Mod 0171 - Settlement Adjustments for Supply Meter Points impacted by the Central Switching System P1 Incident, awaiting Ofgem decision
- Portfolio Files
  - Fix applied to the 'special characters' contained within contact data & DCC flag.
  - Six further issues identified were fixed w/c 23 October 2023.
  - One remaining issue will be fixed prior to the quarterly portfolio files being issued in January 2024, the fix only applies to c. 300 meter points.

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/