

Agenda

DSC Contract Management Committee

10:00 Wednesday 17 January 2024

via Microsoft Teams

(Please refer to your Microsoft Teams invite for the Teleconference details for this meeting)

Short notice items are in italics

** indicates where the material is expected to be provided late*

| Item | Topic | Lead | Category |
|--|--|------------------|-------------|
| 1. Introduction | | | |
| 1.1. | Apologies for absence | Chair | Information |
| 1.2. | Alternates | | Information |
| 1.3. | Confirm Voting rights | | Information |
| 1.4. | Approval of Minutes (20 December 2023) | | Approval |
| 1.5. | Approval of Late Papers | | Approval |
| 1.6. | Review of Outstanding Actions | | Discussion |
| 2. Business Plans Updates | | | |
| 2.1. | Efficiency Review | CDSP/Third Party | Information |
| 2.2. | BP Updates | CDSP (JR) | Information |
| 3. Approvals | | | |
| 3.1. | TBC | CDSP | Voting |
| 3.2. | TBC | CDSP | Voting |
| 4. Monthly Contract Management Report | | | |
| 4.1. | Key Performance Management (KPM)* | CDSP (FC) | Information |
| 4.2. | KPM Customer Relationship Survey Results | CDSP | Information |
| 4.3. | Monthly Contract Metric Reports | CDSP (AC) | Information |
| 4.4. | Xoserve Incident Summary | CDSP (PW) | Information |
| 4.5. | Customer Issue Management Dashboard | CDSP (MD) | Information |
| 4.6. | Gas Retail Data Agent (GRDA) | CDSP (SD) | Information |
| 4.7. | Key Value Indicators (KVI) Change Management | CDSP | Information |
| 5. Information Security | | CDSP | Information |
| 6. Financial Information | | CDSP (JMa) | Information |
| 7. Business Continuity Plan | | CDSP | Information |
| 8. Contract Assurance Audit | | CDSP (HH) | Information |
| 9. Key Committee Updates | | | |
| 9.1. | DSC Change Management Committee | CDSP (KL) | Information |
| 9.2. | Retail Energy Code (REC) | CDSP (SD) | Information |
| 10. Any Other Business | | | |

Contact Details: enquiries@gasgovernance.co.uk

Papers available at: www.gasgovernance.co.uk/DSC-Contract

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| 10.1. Contact Management Service (CMS) | CDSP (JW) | Information |
| 11. Recap of decisions made during meeting | CDSP (AC) | Information |
| 12. Diary Planning Next Meeting: 14 February 2024 | Chair | Information |