



Contract Management Committee

4. Contract Management Report 17th
January 2024

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- 4.1 KPM Reporting *(final figures will be published by 15th Jan)*
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KPM Reporting (December reporting period)

Agenda item 4.1

DSC Credit and Risk Performance Indicators

Energy Performance Indicators		
Measure Detail (Right First Time)	Target	December 23
Energy Balancing Credit Rules adhered to, to ensure adequate security in place	100%	100%
Measure Detail (Cycle Time)	Target	December 23
% of revenue collected by due date	98%	99.34%
% of revenue collected by due date (+2 days)	100%	100%
CDSP Performance Indicators (Cycle Time)		
Measure Detail (Cycle Time)	Target	December 23
% of revenue collected by due date	98%	100%
% of revenue collected by due date (+3 days)	98%	100%



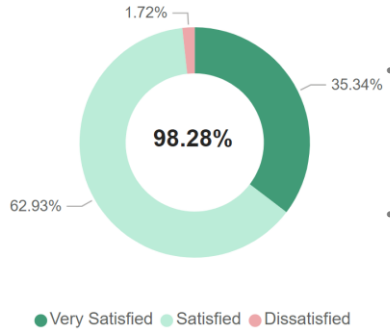
KPM Customer Survey Results

Agenda item 4.2

KPM Relationship Management scores

Customer satisfaction (CSAT) Q3 2023,24

Based on 30 respondents from 23 organisation(s).



- KPM target is to achieve 95%. This quarters overall score is 98.28%.
- The score has increased by 6.77% since Q2 2023/24. The further increase in CSAT is driven largely by the improved IGT satisfaction.
- Segment scores:
 - IGTs 100%
 - Large Shippers 100%
 - I&C Shippers 100%
 - Small/Medium Shippers 97.73%
 - Distribution Networks 87.50%
 - Transmission 100%

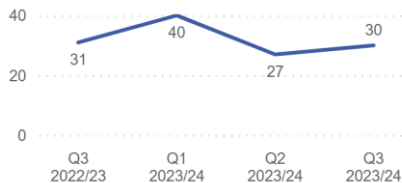
Quarterly Trends - All Segments



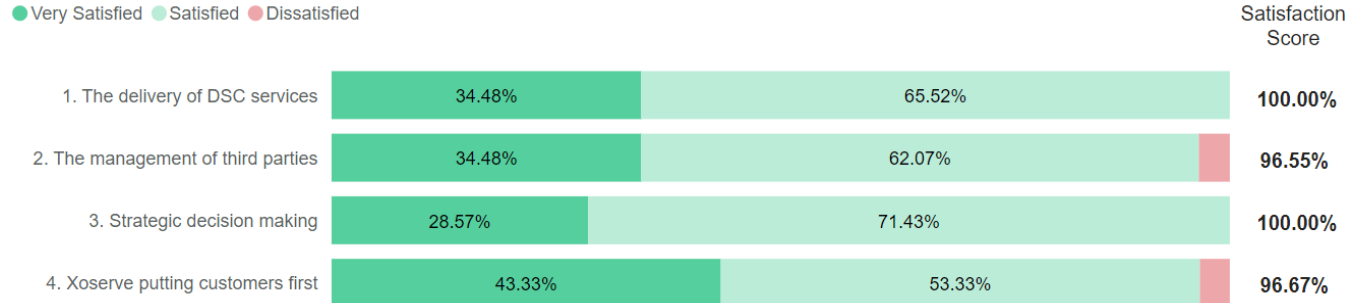
Relationship, engagement, customer understanding, and excellent support provided by our people are the biggest drivers of customer satisfaction.

Further detail on feedback themes and next steps are provided throughout the pack.

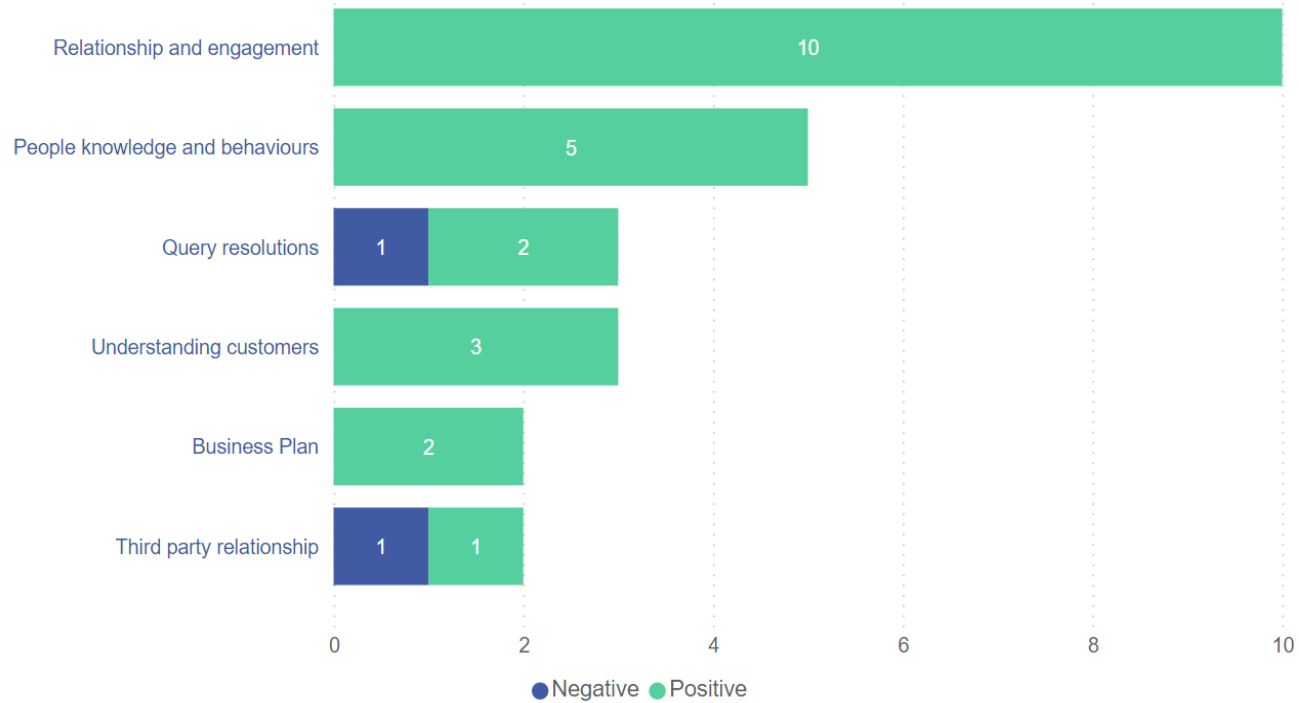
Customer Response Volumes



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



Feedback volumes



Next steps

Focus area	Positive feedback	Improvement feedback	Actions
Ticket resolutions	<ul style="list-style-type: none"> Prompt follow up on queries. 	<ul style="list-style-type: none"> Customer receiving poor quality responses, not receiving right first-time resolutions. 	<ul style="list-style-type: none"> Additional steps added to the technical incident process. When negative feedback is provided following ticket resolution, the customer is contacted to discuss and resolve.
Third Party Relationship	<ul style="list-style-type: none"> Better clarity over the Xoserve and Correla relationship. 	<ul style="list-style-type: none"> Concerns raised around Xoserve escalation processes and where the Customer Experience team sit (in Correla as opposed to Xoserve). 	<ul style="list-style-type: none"> Escalations process to be reviewed and re-issued.
Understanding customers	<ul style="list-style-type: none"> Progress made with understanding IGT processes and their business needs. 	<ul style="list-style-type: none"> Although IGTs have been engaged in discussions to overcome barriers, there is still room for improvements to be implemented in 2024. 	<ul style="list-style-type: none"> Continuing to progress pain points and action plans with IGT's.
Relationship and engagement	<ul style="list-style-type: none"> Improved engagement and relationship with Customer Experience Team. 		
People knowledge and behaviors	<ul style="list-style-type: none"> People knowledge, expertise and support provided by Xoserve Change, Customer Lifecycle and Decarb teams. 		
Business Plan	<ul style="list-style-type: none"> Business Plan transparency Efficiency review has provided a good report for Xoserve to build upon and improve services for customers. 		



Monthly Contract Management reports and updates

Agenda Item 4.3

Communications Highlights – December 2023

Publications in December 2023

- [Delivering Decarb – December 2023](#)
- [Milestone and memories – 2023 in review](#)
- [Reflecting on 2023: A year of achievements and impact](#)
- [We've published the final draft of our Business Plan 2024](#)
- [Chartered Institute of Credit Management \(CICM\) accreditation](#)
- [Blog: Creating a future energy system that works for everyone](#)
- [Decarb discussions podcast – considering fuel poverty as the energy system changes](#)
- [2024 Billing calendar](#)

Looking ahead

- [12 January 2024: CMS Re-build Customer Focus Group](#)
- [22 January 2024: Gemini Plus Sustain Focus Group](#)
- [23 January 2024: February 2024 UKLink Release awareness session](#)

Events

- 1 December IGT Constituent Change Meeting
- 5 December NTSCMF
- 7 December Transmission Workgroup
- 7 December IGT UNC Modification Workstream
- 7 December DN Constituency Meeting
- 11 December Distribution Workgroup
- 12 December Performance Assurance Committee
- 13 December Change Management Committee
- 14 December UNC Mod Panel & UNCC
- 15 December CMS Rebuild Customer Focus Workgroup
- 19 December DESC
- 20 December Contract Management Committee
- 18 December DSC Delivery Sub-Group
- 22 December IGT UNC Mod Panel

Performance monitoring (December 2023)

- Additional Services and Third-Party Services Invoicing

Reporting Area	December	Year to date
Additional Services	£1,502.00	£41,538.00
Third Party Services	£0.00	£150,017.46*

* The YTD figure includes an invoice for £3575.25 for November 2023

- 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 (December 2023)

Class	MPRN Count	Smart Count	Total	Smart %
1	633	0	633	0.00%
2	710	0	710	0.00%
3	189713	4083199	4272912	95.56%
4	10758998	10131046	20890045	48.50%

Overall, 56% of the entire Meter Portfolio is Smart



Xoserve Incident Summary

Agenda Item 4.4

High Level Summary of P1/P2 Incidents: Dec 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

There were no incidents reported in December



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"> - Total of 2 outstanding missing messages: <ul style="list-style-type: none"> - 1 pending customer response - 1 awaiting DCC response from ticket raised on 23 November 2023 - No missing messages in December 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. - 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
Meter Readings	<ul style="list-style-type: none"> - Meter reading batch process failed 	<ul style="list-style-type: none"> - On 14 December Class 4 meter readings batch process failed - Currently investigating further batch failures for Class 3 meter readings submitted on 26, 27, 28 & 29 December 2023 - For the meter readings that did not complete processing, the meter reading was incorrectly rejected. - Investigations on the cause are in progress - Communication issued to impacted Shippers to notify them of the issue and that the meter readings will be re-processed. 	Shippers



GRDA Performance

Agenda Item 4.6

GRDA Performance – December 2023

target actual

Key points to note December 2023

- Figures quoted based on draft RPA report due to CoMC paper deadline – indicates:
- 7.1.1 - failure due to missing messages from CSS:
 - 1 of 21 days at average volume with at least 3 missing messages

Service Provider	Service Definition	Service Definition Section	Section number	Metric Description	Performance Level	Metric Type	Value
Xoserve	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
Xoserve	GRDS	Service Availability	5.3	Number of instances where scheduled maintenance occurred between 16:00 and 01:00 hours	0	INT	0
Xoserve	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
Xoserve	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	0.9524
Xoserve	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
Xoserve	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	1
Xoserve	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
Xoserve	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	21
Xoserve	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	10
Xoserve	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
Xoserve	GRDS	Service Levels	7.2.1	Where market messages from the CSS Provider (other than at gate closure) are at or below average hourly volume what percentage of hours was the mean response time from GRDS 6 seconds or less	1	DECIMAL	1
Xoserve	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
Xoserve	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
Xoserve	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
Xoserve	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	653
Xoserve	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	67
Xoserve	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	24
Xoserve	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
Xoserve	GRDS	General	N/A	Re 7.1.1 - 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	



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 3

XOSERVE 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
 - Zero missing messages in December 2023,
 - 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. Implemented 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
 - Zero missing messages in December 2023,
 - 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. Implemented 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
- Meter Readings incorrectly rejected
 - On 14 December 2023, the meter reading batch process failed to complete. Impacted Class 4 meter readings.
 - All meter readings that were not processed were incorrectly rejected (reason code MRE01016)
 - Communication issued to impacted Shippers on 5 January 2024 to notify of the issue
 - Further communication to be issued 9 January 2024 providing MPRNs & impacted meter readings
 - All incorrectly rejected meter readings due to be re-processed on 10 January 2024

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
 - Zero missing messages in December 2023,
 - 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. Implemented on 18 December 2023.
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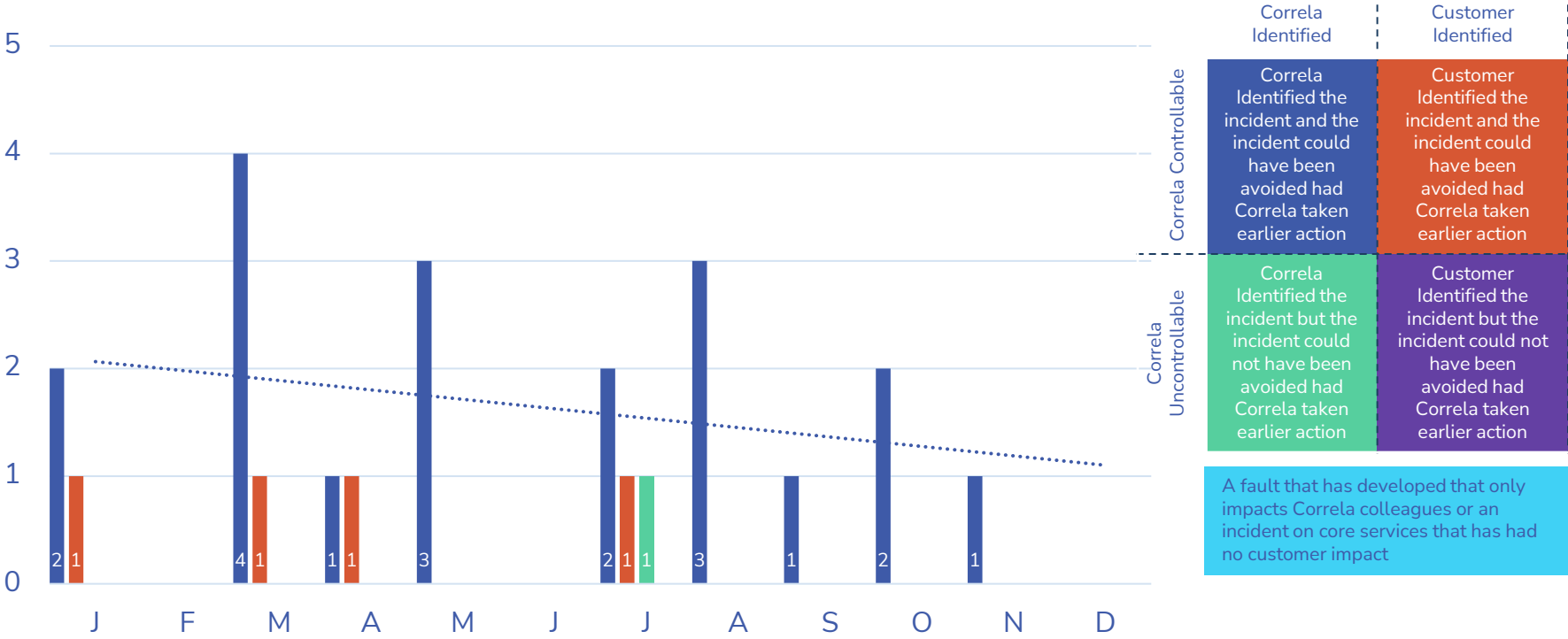


Appendix 2

XOSERVE INCIDENT SUMMARY

What is Happening Overall?

Major Incident Chart – Rolling 12 months



What is Happening Overall?

Key:

Dec 2023

Performance Year to Date

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

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/>