



Customer Issue Management Dashboard

CoMC

20th November 2019
(updated 18/11/2019)

Summary Dashboard (Data as at 18th November 2019)



Open Customer Issues

(Sep:7) 11



Amendment Invoice Related Open Defects

(Sep:8) 9



Open Defects (all)

(Sep:60) 54



AQ Related Open Defects

(Sep:10) 14



Customer Impacting P1's

(Sep: 0) 0



UKLink Availability Incidents Raised

(Sep: 1) 0



Customer Impacting P2's

(Sep:3) 3



Gemini Availability Incidents Raised




(Sep:0) 0

Customer Issue Summary (as at 18th November 2019)

Issue	Customer Impact	Impacted Customers	Date Detected	Expected Resolution Date	Complexity	Impact to Customers Processes	Materiality Impact to Customers	Status for Resolution	Resolution Plan	
Amendment Invoice	<ol style="list-style-type: none"> 1. Reconciliation charges excluded from the invoice where MPRNs are impacted by a defect 2. Potential incorrect reconciliation charges for un-detected defects 3. Customers unable to validate the invoice due to mismatches on the supporting information files. 4. Offline correction files required in order for customers to validate their invoices 5. Cash flow for Distribution Networks 	Shippers & DN's	Jul-2017	Jan-2020	High	High	High	Amber	<p>RCA continues following issue of the invoice to identify any new defects. Five new defects raised in September</p> <p>MI reports issued to customers.</p> <p>Overall status is amber due to the number of exceptions</p> <p>On track to meet January resolution date for activities to be operated as BAU</p>	
Unpredictable & volatile UIG values	<ol style="list-style-type: none"> 1. Unpredictable UIG gas nominations & gas allocations. 2. Levels & volatility with UIG between D-5 of the gas day to GFD+5 and beyond D-5 close-out in extended reconciliation periods which create the need for Shippers to account for UIG until eventually reconciled 	Shippers	Jun-2017	Dec-2019	High	High	High	Green	<p>Task Force recommendations = 1 Approved Modification, continuing to support the development of 5 sponsored modifications.</p> <p>All task force recommendations will continue to be monitored at UIG Work Group, 53 now closed with 22 pending further review. All Task Force activities are in the process of being transferred to BAU teams.</p> <p>Average UIG levels have increased again from October 2019, as anticipated, due to a number of industry-driven changes. We trailed this in September via a news article to manage expectations.</p> <p>Advanced Analytics Phase continues, with the aim of further explaining causes of UIG Volatility and identifying opportunities to reduce UIG volatility at allocation, as well as demonstrating the benefits case for using Machine Learning algorithms to predict NDM energy across the market. We will share results of the analysis completed to date and any recommendations before the end of the year.</p>	
Incorrect AQ values due to system defects	<ol style="list-style-type: none"> 1. AQ's calculated incorrectly due to various data issues relating to specific scenarios. 2. Where FYAQ is affected this will impact transportation rates applied 3. For Class 3 and 4 meter points the gas allocations will be incorrect which also affects UIG for the industry 	Shippers & DN's	Sep-2018	Jan-2020	High	High	High	Amber	AQ Issue Status	Volume
									Total no. of defects impacting AQ	35
									Total no. of open defects (requires fix, data correction & AQ re-calc)	14
									Total no. of fixed defects that require data correction & AQ re-calculation	4
									Total no. of resolved issues (defect fix deployed, data corrected & AQ re-calculated)	17
									Total no. of known MPRNs impacted by the 35 defects	714,000
									Total no. of MPRNs where data correction & AQ re-calculated (resolved)	664,000
									Total no. of MPRNs that still require data correction & AQ re-calc	50,000
<p>Action plan developed for the Issue relating to missed AQ calculations in August, September & October. Any missed AQ calculations will be processed via the AQ calculation tool (used for defects) in time for the revised AQ to be effective from 1st December. Currently confirming numbers affected by month.</p> <p>For any defects not resolve before 1st December, plans in place to ensure datafixes carried out to the FYAQ.</p>										
Risk to Xoserve systems and industry processes as a result of the increase in the number of supply meter points switching to 'Class 3'	<ol style="list-style-type: none"> 1. Risk to Class 3 site migration 2. Risk to IX network 3. Risk to Meter read processing 4. Risk to Amendment invoice calculation and production 	All Customers	Jul-2019	Dec-2019	High	Medium	Medium	Green	<p>UNC Modification 700 successfully implemented on 28th September 2019. We are closely monitoring system behavior to ensure the change has delivered the desired effect.</p> <p>Monitoring of transactions into UK Link continues and Customer Advocates are actively engaging with Shippers to understand their migration plans and discuss any behavior that may be putting UK Link at risk. Migrations are largely proceeding to agreed plans.</p>	

Customer Issue Register

- The Customer Issue Register is published on Xoserve.com website and updated weekly, link below;
<https://www.xoserve.com/services/issue-management/>
- AQ Issue Register published on Xoserve.com
<https://www.xoserve.com/services/issue-management/annual-quantity-aq/>
- Unexpected outages, Gemini allocation, UIG issues or any system performance issues will be published on Xoserve.com, under the below link;
<https://www.xoserve.com/notifications/>

Resolution Status Key:	
	No approved resolution plan or the approved resolution plan is not on track and no mitigations in place..
	Plan to resolve is not on track but mitigations in place or the full scale of the issue is not clear.
	Issue identified, analysis complete, plan in place and on target for completion.