

## UNC DSC Contract Management Committee Minutes

**Wednesday 01 May 2019**

**at Xoserve, Lansdowne Gate, 65 New Road, Solihull, B92 OED**

### Attendees

Chris Shanley (Chair)	(CS)	Joint Office	Non-Voting
Mike Berrisford (Secretary)	(MB)	Joint Office	Non-Voting

### Shipper User Representatives

Kate Mulvany	(KM)	Centrica/British Gas	Voting (1) – Alternate for Oorlagh Chapman
Kirsty Dudley*	(KD)	E.ON	Voting (1)
Lorna Lewin*	(LL)	Orsted	Voting (3) – Alternate for Steve Mullinganie (2 votes)
Stephanie Clements	(SC)	Orsted	Voting (1) – Alternate for Mark Bellman

### Transporter Representatives

Helen Chandler	(HC)	Northern Gas Networks	DNO – Voting (1)
Sally Hardman	(SH)	SGN	DNO – Voting (1)
Richard Loukes	(RL)	National Grid	NTS – Voting (1)
Teresa Thompson	(TT)	National Grid	NTS – Voting (1)
John Cooper*	(JC)	IGT	IGT - Voting (1)
Victoria Parker*	(VP)	IGT	IGT - Voting (1)

### CDSP Contract Management Representatives

Jayne M <sup>c</sup> Glone	(JM)	Xoserve	Non-Voting
Michele Downes	(MD)	Xoserve	Non-Voting

### Observers

Angela Clarke	(AC)	Xoserve	Non-Voting
Dave Turpin	(DT)	Xoserve	Non-Voting
Emma Lyndon	(EL)	Xoserve	Non-Voting
Emma Smith	(ESm)	Xoserve	Non-Voting
Fiona Cottam	(AS)	Xoserve	Non-Voting
Jason M <sup>c</sup> Cloud	(JMC)	Xoserve	Non-Voting
Leanne Jackson	(LJ)	Xoserve	Non-Voting
Paul Facer	(PF)	Xoserve	Non-Voting
Paul Richards	(PR)	Xoserve	Non-Voting
Richard Johnson	(RJ)	Xoserve	Non-Voting
Shiv Singh	(SS)	Cadent	Non-Voting
Sian Jones	(SJ)	Xoserve	Non-Voting
Simon Harris	(SH)	Xoserve	Non-Voting
Vinnie Bhanderi	(VB)	Xoserve	Non-Voting

### Apologies

Mark Bellman	(MB)	ScottishPower	Voting
Steve Mulliganie	(SM)	Gazprom	Voting

\* *via teleconference*

**1. Introduction**

Chris Shanley (CS) welcomed all the meeting and explained that agenda item 6.1 would be undertaken first.

**1.1. Apologies for absence**

See table above.

**1.2. Alternates**

Kate Mulvany for Oorlagh Chapman

Victoria Parker for John Cooper (present after 11:30)

**1.3 Confirm Voting rights**

For those in attendance for agenda item 6:

Representative	Classification	Vote Count
<b>Shipper</b>		
Kate Mulvany (Alternate for Oorlagh Chapman)	Shipper Class A	1 vote
Kirsty Dudley	Shipper Class A	1 vote
Stephanie Clements (Alternate for Mark Bellman)	Shipper Class A	1 vote
Lorna Lewin (and Alternate for Steve Mullinganie)	Shipper Class B	3 votes
<b>Transporter</b>		
Helen Chandler	DNO	1 vote
Sally Hardman	DNO	1 vote
Richard Loukes	NTS	1 vote
Teresa Thompson	NTS	1 vote
John Cooper	IGT	1 vote
Victoria Parker (Alternate for John Cooper where stipulated)	IGT	1 or (2) vote(s)

**1.4 Approval of Minutes (20 March 2019)**

The minutes from the last meeting were approved.

**2. Business Continuity Plan**

Consideration deferred until the June meeting.

**3. Contract Assurance Audit**

Consideration deferred until the June meeting.

**4. Monthly Contract Management Report (KPIs)**

**4.1. KPI Reports \* (Contract Metrics)**

Michele Downes (MD) talked through the summary page (as updated following the previous Committee meeting to include the highlights that month) provided and advised the KPI's were all on Rag status Green except the 'Priority 2 KPIs' which are currently showing as Red.

JM pointed out that 'tab 2' had now been moved to reside under another report.

DT confirmed that the information provided relates to March 2019 and the April figures should be available soon and certainly in time for consideration at the next Committee meeting. He went on to provide a brief explanation behind Xoserve's rationale for enhancing the reporting provisions, especially items potentially impacting users – should anyone have any feedback on the new summary report and possible (further) improvements, please contact Xoserve direct and they will endeavour to include in the next iteration of the report.

MD then provided a very quick overview of the following highlights and advised that further material was available within the links provided in the document:

- Tab 3 – UK Link Availability  
If parties could provide a view on whether this should relate to customers only, or all faults, this would be much appreciated;
- Tab 4 – Third Party and Additional Services;
- Tab 5 – Change Report Summary, and
- Tab 6 – Change Report Detail.

It was agreed that it would not be necessary to undertake a walkthrough of the tracker spreadsheet on the grounds that the matter had already been covered.

## **4.2. Issue Management Update**

MD provided a brief overview of the *'Customer Issue Management CoMC Update'* presentation during which discussions centred on the *'Top 5 Customer Issues'* slide.

In explaining the new layout, MD requested that parties provide feedback outside the meeting. It was suggested that it might be beneficial to replace the *'Expected Resolution Timescale'* heading with *'Target Resolution Date'*.

MD agreed to enhance the report inline with the feedback provided and to also add a link to the issues log going forwards, so members could easily look at this if required.

### **4.2.1 Amendment Invoice Taskforce Update \***

After accessing the *'Amendment Invoice Task Force Update'* presentation via the link provided on the agenda, DT advised that a follow up WebEx workshop session has now been arranged for Friday 10 May 2019 – parties are also welcome to attend the workshop in person, if they so prefer.

When MD moved on to note the inclusion of the 'Customer Pain Points' before explaining that the SLAs (including BAU processes) would be reported on from the end of May 2019 onwards, KD indicated that she would be comfortable to wait for Xoserve to develop the SLAs to a suitable (correct) level before formally releasing them to the industry.

DT went on to suggest that hopefully any future invoice issues would be proactively picked up by Xoserve before any Shippers have to raise them.

## **4.3. KVI Performance**

### **4.3.1 March KVI Performance**

MD provided a brief walkthrough of the *'Key Value Indicators'* (due to be revamped in due course) and *'Issue Resolution'* slides, during which there were no comments forthcoming from Committee Members.

Focusing on the *'Data Services'* information MD referred to the supporting *'KVI Supporting Slide'* presentation, as follows.

In considering the 'March 2019 Period' slide, and specifically the 'Data Services' KVI line, MD provided a brief background to this particular KVI.

Moving on to focus on the 'Data Services KVI' slide, MD explained that as far as the '25% Met Some Expectations' statement was concerned, the target performance is 90%. Examining the Feedback Received table, the main areas of concern / focus are highlighted in Red.

#### 4.3.2 Analysis of KVI performance since 01 May 2018

Consideration deferred until the June 2019 Committee meeting.

#### 4.4. UIG Update

In providing a brief overview of the 'UIG Task Force Progress Report' presentation, LJ noted the following key items for consideration (by exception), as follows:

- *UIG Task Force: Dashboard slide* – the May 2019 UIG Workgroup meeting would now be conducted over two days (20 and 21 May 2019);
- *Plan on Page new slide* – updated after the previous Committee meeting and now includes information up to the end of September 2019;
- *Recommendation – where we are slide* – information is correct as at 09 April 2019 and there are now circa 43 closed lines.

It is anticipated that a draft (standalone incentives based) UNC Modification would be presented at the May 2019 UIG Workgroup meeting for consideration by those in attendance.

- *Overview of Task Force Funding slide* – possibly no longer truly reflective of the current position, and
- *Task Force Next Steps slide* – the expectation is that the UIG Workgroup could be closed once all the UNC Modifications have been formally raised – hopefully sometime prior to September 2019, subject to confirmation in due course.

#### 4.5. Information Security Arrangements including Dashboard Update – (Verbal Update)

VB joined the meeting and provided a verbal update which focused on the following key points:

- Information Security Governance
  - Established Information Security Management System (ISMS) Working Group to focus on security controls with representation from control owners from the business and support functions, this will allow embedding of controls in the 1<sup>st</sup> line that the business is responsible for;
- Education Training and Awareness
  - Schedule to roll out computer based e-learning to staff week commencing 13th May to educate, train staff on information security, the CBT consist of 10 core modules that is accredited by the UK Governance and certified to GCHQ;
- Data Protection
  - Delivered data protection training to 78% of staff and planning further mop up sessions in May;
- Security Monitoring
  - Gemini On-boarding remains On-Track with PROD deployment expected 03.05 – 08.05

- UK LINK Incidents now being raised as monitoring is tuned
- Service Desk/Service Management process still in progress, lack of integration causing challenges;
- Information Security Management System (ISMS)
  - Publishing new Data Protection Policy, Acceptable Use Policy, Information Management Policy as well as enhancements to existing ISMS documentation on the intranet
  - This will be supported by staff communication and reinforced through the e-learning training platform;
- Unified Control Framework (UCF)
  - Volunteering to include Network and Information System (NIS) Directive
  - Continue to assess using baseline controls from ISO27001
  - Extend baseline security controls by selecting NIST Cybersecurity framework
  - Security framework to be delivered on track w/c 29.04 (i.e. networks, operating systems, databases, desktop security standards)
  - Framework layout to aid usability to be refined w/c 06.05
  - Phase 2 scoping to begin w/c 06.05 to engage platform owners to assess potential gaps/maturity against the security standards;
- Critical Business Application Review
  - Business critical application work to commence 13.05 and expected to take 6 weeks to complete
  - Independent third-party to complete the business application reviews
  - Specific NDA in place due to sensitive nature of assessment and expected outputs.

## **5. Financial Information**

### **5.1 Cost Allocation Model and Methodology**

Consideration deferred until the next Committee meeting.

### **5.2 CDSP Budget**

Consideration deferred until the next Committee meeting.

### **5.3 Annual Charging Statement**

Consideration deferred until the next Committee meeting.

### **5.4 Invoicing (covered under section 4.1)**

Consideration deferred until the next Committee meeting.

## **6. Disclosures**

When asked, Committee Members agreed unanimously to consider (new) agenda item 6.5 at short notice.

### **6.1. XRN4877 – Enhancement to Supply Point Enquiry API Service for Shippers**

SH provided a brief overview of the *'Disclosure Request Report (DDR) – Extending DES data items to Suppliers via API'* document during which he focused attention on the justification statement and the highlighted items within the table in Appendix 1.

When asked, SH confirmed that as far as the *'Logical Meter Number'* was concerned, this is included primarily for the use of Unique and telemetered sites purposes and provides a suitable level of future proofing.

When asked, SH also confirmed that the effective implementation date would be June 2019.

When asked, Committee Members voted unanimously to approve DDR as presented.

<b>Voting Outcome:</b>		
<b>XRN4877 – Enhancement to Supply Point Enquiry API Service for Shippers</b>		
<b>Shipper Representative</b>	<b>Voting Count</b>	<b>For/Against</b>
Kate Mulvany - Alternate for Oorlagh Chapman	1	For
Kirsty Dudley	1	For
Lorna Lewin + Alternate for Steve Mulliganie	3	For
Stephanie Clements – Alternate for Mark Bellman	1	For
<b>Total</b>	<b>6</b>	<b>For</b>
<b>Transporter Representative</b>	<b>Voting Count</b>	<b>For/Against</b>
Helen Chandler	1	For
Sally Hardman	1	For
Richard Loukes	1	For
Teresa Thompson	1	For
Victoria Parker + Alternate for John Cooper	2	For
<b>Total</b>	<b>6</b>	<b>For</b>

## 6.2. XRN4878 – Supply Point Enquiry API Service for Shippers

In providing a brief overview of the *'Disclosure Request Report (DDR) – Extending Supply Point Enquiry API Service to Shippers'* document, SH focused attention on the proposed amendments to the Data Permissions Matrix.

When asked, SH confirmed that as far as the *'Must accept additional'* statement refers to DES requested items.

When asked, SH also confirmed that the effective implementation date would be confirmed in due course.

When asked, Committee Members voted unanimously to approve DDR as presented.

Voting Outcome:		XRN4878 – Supply Point Enquiry API Service for Shippers	
Shipper Representative	Voting Count	For/Against	
Kate Mulvany - Alternate for Oorlagh Chapman	1	For	
Kirsty Dudley	1	For	
Lorna Lewin + Alternate for Steve Mulliganie	3	For	
Stephanie Clements – Alternate for Mark Bellman	1	For	
<b>Total</b>	<b>6</b>	<b>For</b>	
Transporter Representative	Voting Count	For/Against	
Helen Chandler	1	For	
Sally Hardman	1	For	
Richard Loukes	1	For	
Teresa Thompson	1	For	
Victoria Parker + Alternate for John Cooper	2	For	
<b>Total</b>	<b>6</b>	<b>For</b>	

**6.3. XRN4859 – Increasing MAM Access to CDSP Data to Mitigate Reduced MAM Appointment Timescales**

In introducing this is ‘for Discussion only’ item, RJ proceeded to provide a brief overview of the ‘Disclosure of Data to MAMs to Support Faster Switching’ presentation which simply takes the form of a progress update at this time.

Focusing attention on the ‘Answers for the Questions from Last Time’ slide, RJ pointed out that this slide provides visibility of the Xoserve responses to the questions raised by Steve Mulliganie at a previous meeting – the responses have also been relayed back to Steve Mulliganie directly.

In examining the ‘Our Assumptions on CoMC’s Role’ slide, RJ pointed out that an API based data transfer mechanism remains Xoserve’s preferred option at this time, on the grounds that it would provide a secure service.

Looking to conclude discussions, CS suggested that a further progress update should be provided in a few months’ time, at which point the Committee Members (CoMC) in attendance did not raise any further comments.

**6.4. Amended AltHANCo Disclosure Request Report to include Meter Location Notes in the Xoserve to AltHANCo Dataset**

In providing a brief overview of the ‘Disclosure Request Report (DDR) – DSC CoMC Development for the Disclosure of Information – Alt Han Company (Alt Han Co) Request for Ongoing Provision of Supply Point Portfolio Information’ document, RJ focused attention on the proposed amendments as marked out in RED throughout the document.



When RJ confirmed that he was seeking Committee Members approval of the additional data item (Meter Location Notes), SH once again voiced her (previous) concerns relating to potentially sensitive data related ‘free format field’ aspects. Responding, RJ advised that Xoserve investigations have suggested that there are NO potential sensitive data aspects involved. Supporting her colleague, JM pointed out that it is anticipated that any free format field elements and considerations would be ‘covered off’ within the Xoserve / AltHANCo contract which would require subtle amendments (including permissions etc.) in due course.

**New Action 0501: Reference Amended AltHANCo Disclosure Request Report to include Meter Location Notes in the Xoserve to AltHANCo Dataset – SGN (SH) and Xoserve (RJ) to examine the Xoserve / AltHANCo contractual arrangements to ensure that any potential data sensitivity concerns / risks are addressed.**

It was noted that any vote would be subject to a caveat that Xoserve would raise any concerns (i.e. contract related issues which might be identified going forwards etc.) they might have at a future meeting.

When asked, Committee Members voted unanimously to approve DDR as presented.

Voting Outcome:	Amended AltHANCo Disclosure Request Report to include Meter Location Notes in the Xoserve to AltHANCo Dataset	
Shipper Representative	Voting Count	For/Against
Kate Mulvany - Alternate for Oorlagh Chapman	1	For
Kirsty Dudley	1	For
Lorna Lewin + Alternate for Steve Mulliganie	3	For
Stephanie Clements – Alternate for Mark Bellman	1	For
<b>Total</b>	<b>6</b>	<b>For</b>
Transporter Representative	Voting Count	For/Against
Helen Chandler	1	For
Sally Hardman	1	For
Richard Loukes	1	For
Teresa Thompson	1	For
Victoria Parker + Alternate for John Cooper	2	For
<b>Total</b>	<b>6</b>	<b>For</b>

**6.5. Disclosure Request Report – CoMC – Provision of Data via Birst**

SH provided a brief overview of the ‘Disclosure Request Report (DDR) – Provision of data via Birst’ document during which he focused attention on the proposed amendments to the Data Permissions Matrix in order to facilitate XRN4833, the justification statement and also the ‘Meter Serial Number’ statement and document links within Appendix 1.

A short debate was undertaken around whether or not there are any potential User commercial contract / licence impacts involved during which JM confirmed that the 'licence' simply allows Xoserve to share the Birst tool set access (and subsequent utilisation) with its customers – parties were asked to note that currently, its use is limited by being an internal Xoserve tool only.

When questions were raised around whether self-reporting mechanisms were 'in scope', JM responded by pointing out that at this time, this is simply proposed as a complimentary service provision, and not necessarily a replacement for the existing self-service provisions.

**New Action 0502: Reference Disclosure Request Report – CoMC – Provision of Data via Birst – Xoserve (JMC) to provide the associated supporting materials and information, post meeting for subsequent publication on the Joint Office web site.**

DT pointed out to parties that approval of the DDR in no way influences or interferes with the governance processes around the associated Change Proposal (XRN4833), as it simply creates the permissions, whilst the Change Proposal delivers the solution.

**New Action 0503: Reference Disclosure Request Report – XRN4833 – Xoserve (SH) to provide an update on the status of both the delivery and funding for the Change Proposal.**

When asked how it is envisaged that this new provision would be rolled out to the industry, JMC advised that a transitional period involving parallel running of the existing change pack communication services and the new Birst services would be highlighted within a forthcoming Change Pack communication. However, parties were asked to note that the enduring provisions (i.e. beyond the initial transitional phase) would need to be considered in more detail in due course – it was noted that Shippers would need a clear rollout and decommissioning plan in order to ensure a smooth transition.

KM suggested that care would also be needed in order to identify how the industry accesses the benefits of these new provisions and understands that these are 'limited' to complimentary services only in the first instance.

When asked, Committee Members voted unanimously to approve DDR as presented.

Voting Outcome:		Disclosure Request Report – CoMC – Provision of Data via Birst	
Shipper Representative	Voting Count	For/Against	
Kate Mulvany - Alternate for Oorlagh Chapman	1	For	
Kirsty Dudley	1	For	
Lorna Lewin + Alternate for Steve Mulliganie	3	For	
Stephanie Clements – Alternate for Mark Bellman	1	For	
<b>Total</b>	<b>6</b>	<b>For</b>	
Transporter Representative	Voting Count	For/Against	
Helen Chandler	1	For	
Sally Hardman	1	For	
Richard Loukes	1	For	
Teresa Thompson	1	For	
John Cooper	1	For	
Victoria Parker	1	For	
<b>Total</b>	<b>6</b>	<b>For</b>	

**7. Review of Outstanding Action(s)**

**Action 0202:** Xoserve (AS) to produce a resolution plan with associated deliverables/dates regarding the Amendment Invoice issues/work of the AML/ASP Task Force.

**Update:** When DT advised the action had now been completed, Committee Members agreed it could now be closed. **Closed**

**Action 0301:** Xoserve (MD) to provide an update on any AQ process document changes and defect 1205 (SOQ issue).

**Update:** When MD explained that she had discussed the matter with HC and concluded that this is not really an action, the Committee Members agreed that the action could now be closed. **Closed**

**Action 0302:** Xoserve (MD) to produce a high-level summary document identifying all the most important issues and key developments.

**Update:** In referring to the new summary presentation, the Committee Members agreed that the action could now be closed. **Closed**

**Action 0303:** Xoserve (DT) to arrange an Amendment Invoice workshop in line with discussions at the DSC Contract Management Committee meeting.

**Update:** When DT advised that work is progressing on this matter, the Committee Members agreed that the action could now be closed. **Closed**

**Action 0304:** Xoserve (MD) to investigate a new Amendment Invoice performance reporting measure.

**Update:** Work remains ongoing on this matter. **Carried Forward**

**Action 0305:** Xoserve (LJ) to provide detail as to the reason the 37 closed lines had been closed.

**Update:** In referring to the UIG update presentation, the Committee Members agreed that the action could now be closed. **Closed**

**Action 0306:** Xoserve (LJ) to provide information on the closure process of the UIG Task Force and a timeline of remaining activities.

**Update:** In referring to the UIG update and the impending closure report production, the Committee Members agreed that the action could now be closed. **Closed**

**Action 0307:** Xoserve (RJ) to produce an updated Disclosure Report Guidance document to aid further discussion and feedback from the Contract Managers.

**Update:** JM provided an overview of both the (draft v1.3) '*Operating Guidelines Document*' (OGD) and the accompanying '*Disclosure Request Report*' template (which will now be appended to the OGD).

During a brief review of the (draft) OGD, JM focused attention on items 7, 8 and 8.1 before requesting that parties provide feedback direct to Xoserve as this remains an 'evolving' document which would be developed further going forwards.

Committee Members agreed that this action had now been completed. **Closed**

**New Action 0504: Reference the (draft) Operating Guidelines Document – All parties to review and provide feedback for consideration at the next Committee meeting.**

**Action 0308:** Xoserve (MO) to report back on the circulation lists of the 'Not for Publication' documents.

**Update:** MD explained that she did not have an update to provide with regards to this outstanding action and therefore requests that it is carried forward to the next Committee meeting.

When KD reminded those present that this relates to her previous concerns around her 'constituency voting' and the provision of information (i.e. tensions between confidential and non-confidential information and associated disclosure aspects), CS suggested that perhaps one option would be to provide a matrix grid that identifies parameters such as the information type, and source availability and location (i.e. Joint Office public web site versus Huddle secure platform etc.). **Carried Forward**

**Action 0309:** Xoserve (DT) to investigate if a new updated process for the 'Requesting of New Services' could be implemented ahead of the next cycle.

**Update:** When DT advised that work remains ongoing on this matter, Committee Members agreed the action should be carried forward. **Carried Forward**

## 8. Key Committee Updates

### 8.1. DSC Change Management Committee

ESm talked through the '*DSC Change Committee Update*' presentation specifically focusing attention on a DSC governance review and brief update of the status of the various XRN reference numbers.

ESm went on to examine the '*Summary key messages*' slide noting that as far as the Release 3 close down report approval, the release came in under budget.

### 8.2. PAC/PAFA

In providing the PAC/PAFA update, ESm made reference to the '*Performance Assurance Committee Meeting Summary – 09 April 2019*' document (known more formally as the PAC Summary of Key Messages) as published on the Joint Office web site at: <https://www.gasgovernance.co.uk/pac/summarykeymessages>

When asked whether these documents are simply published or issued to the wider industry, ESm agreed to double check with the PAFA and provide an update at the next Committee meeting.

## **9. CSS Update (Verbal Update)**

EL joined the meeting and provided a verbal update which focused on the following key points:

- Detailed design phase has commenced, this is a circa six month period;
- Internal detailed design workshops are ongoing, the external detailed design workshops have been arranged and proposed dates provided to the Industry;
  - Individual workshop invites will be issued nearer the date;
  - The first industry detailed design session is planned for the 13th May;
  - Network and IGT detailed design workshops will be separate and the first meeting is planned for the 1st July;
- As previously agreed a paper will be produced for approval for release of funds.
  - Funds are requested for the design phase, as requested by Kirsty Dudley, the paper will be clear on the elements included, and
- Funds are in line with the BP19, approval will be sought at the next meeting.

During a brief discussion, EL explained that a Contract Managers paper would now be prepared outlining the 2019/20 funding breakdown (i.e. project phases and service line links) and based around the design phase. EL also asked parties to note that the current costings are based on current information and known planning parameters, and are therefore subject to influence of various 'other' factors such as involvement levels, etc.

At this point in proceedings, CS suggested that this raises the question around whether Committee Members believe there would be value in going ahead with the planned 15 May 2019 meeting (including a CSS funding paper review). Responding, DT indicated that he believes that this would be subject to the funding indicators (i.e. remaining in line with BP19 predictions) and perhaps an email or a teleconference (based) approach might be more beneficial. However, should the indications suggest that additional funding over and above the (pre-approved) BP19 funding is required we could look to hold a face-to-face meeting.

## **10. Any Other Business**

### **10.1 Q&A with Xoserve CEO (to be covered at the start of the meeting)**

A questions and answers exercise involving the Xoserve CEO was undertaken prior to the commencement of the Contract Management Committee meeting.

### **10.2 Xoserve Customer Communications Strategy Update (Verbal Update)**

PF joined the meeting and provided a verbal update which focused on the following key points:

- Issue Management Communications approach (outstanding action from 2018)
  - The Issue Management Team has completed a review of the approach to issue management and has developed a new customer issue management framework;

- The review determines how the CCO Customer Issue Management team can take advantage of our existing Incident, Defect and Change Management processes to offer a better level of customer engagement on those 'big ticket' issues that are causing grief and pain for our customers;
- Based on the findings, the team have revamped the existing Customer Issue Management register as well as devising a fortnightly CCO issue management dashboard;
- The next step is to fully embed this framework across Xoserve; as part of this process it is suggested that the team present at the June meeting.
- Customer Communications Strategy development
  - The Xoserve Customer Communications strategy will be presented to the Xoserve Board at their next meeting in July. As part of this process, Paul Facer offered to provide an update and preview of the proposed approach at the next meeting.
  - A range of tactical interventions to improve customer communications remain ongoing at the moment, including training, support, copy editing and business partnering.

### 10.3 Procurement of a Gas Meter Temperature

FC joined the meeting and provided an overview of the '*Options for Procurement of Gas Meter Temperature Lab Tests*' presentation during which she highlighted that the AUGE suggests that there is a lack of viable data on temperatures and GB meters.

FC then went on to highlight that AUG Sub-Committee discussions have recommended that the DSC Contract Managers Sub-Committee is the appropriate forum under which to agree an approach for procurement of the supporting service.

Focusing on the '*Xoserve Recommendation*' slide, DT advised that Xoserve would be happy to raise the supporting Change Proposal in order to initiate the work should Committee Members agree.

As far as the UNC Request on conversion factors is concerned, it is anticipated that this could be formally raised (by ScottishPower) in time for consideration at the 16 May 2019 Panel meeting.

JM also pointed out that Option 3 also potentially has the ability to protect Xoserve's Intellectual Property Rights whilst reducing field testing costs.

In considering the '*Next Steps*' slide and whether Committee Members feel able to support the Xoserve recommendation, discussions centred on whether this would constitute a 'formal' approval mechanism and therefore require a formal vote recording – not something all Committee Members felt able to commit to given it was table for information, with KD indicating that she would prefer to see all three options outlined within a Change Proposal, which she could then look to formally approve within the DSC Change Management Committee arena in the first instance.

KM also pointed out that a large portion of the information required to support this initiative already exists within the industry anyway and therefore the question seems to focus on how best to model the various (variable) parameters and how these would/could potentially have an effect.

## 11. Diary Planning

Subject to the outcome of the funding considerations approach outlined in item 9 above, it was agreed to cancel the 15 May 2019 Committee meeting.

Further details of planned meetings are available at: <https://www.gasgovernance.co.uk/events-calendar/month>

Committee Meetings will take place as follows:

<b>Time/Date</b>	<b>Venue</b>	<b>Programme</b>
10:30 Wednesday 19 June 2019	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
10:30 Wednesday 17 July 2019	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
10:30 Wednesday 14 August 2019	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
10:30 Wednesday 18 September 2019	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
10:30 Wednesday 16 October 2019	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
10:30 Wednesday 20 November 2019	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
10:30 Wednesday 18 December 2019	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.





Action Table (as at 01 May 2019)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0202	20/02/19	4.2.1.	Xoserve (AS) to produce a resolution plan with associated deliverables/dates regarding the Amendment Invoice issues/work of the AML/ASP Task Force.	Xoserve (AS)	Update provided. <b>Closed</b>
0301	20/03/19	4.2	Xoserve (MD) to provide an update on any AQ process document changes and defect 1205 (SOQ issue).	Xoserve (MD)	Update provided. <b>Closed</b>
0302	20/03/19	4.2	Xoserve (MD) to produce a high-level summary document identifying all the most important issues and key developments.	Xoserve (MD)	Update provided. <b>Closed</b>
0303	20/03/19	4.2.1.	Xoserve (DT) to arrange an Amendment Invoice workshop in line with discussions at the DSC Contract Management Committee meeting.	Xoserve (DT)	Update provided. <b>Closed</b>
0304	20/03/19	4.2.1	Xoserve (MD) to investigate a new Amendment Invoice performance reporting measure.	Xoserve (MD)	<b>Carried Forward</b>
0305	20/03/19	4.4	Xoserve (LJ) to provide detail as to the reason the 37 closed lines had been closed.	Xoserve (LJ)	Update provided. <b>Closed</b>
0306	20/03/19	4.4	Xoserve (LJ) to provide information on the closure process of the UIG Task Force and a timeline of remaining activities.	Xoserve (LJ)	Update provided. <b>Closed</b>
0307	20/03/19	6.4	Xoserve (RJ) to produce an updated Disclosure Report Guidance document to aid further discussion and feedback from the Contract Managers.	Xoserve (RJ)	Update provided. <b>Closed</b>
0308	20/03/19	10.5	Xoserve (MO) to report back on the circulation lists of the 'Not for Publication' documents.	Xoserve (MD/JM)	<b>Carried Forward</b>
0309	20/03/19	10.6	Xoserve (DT) to investigate if a new updated process for the 'Requesting of New Services' could be implemented ahead of the next cycle.	Xoserve (DT)	<b>Carried Forward</b>
0501	01/05/19	6.4	<i>Reference Amended AltHANCo Disclosure Request Report to include Meter Location Notes in the Xoserve to AltHANCo Dataset</i> – SGN (SH) and Xoserve (RJ) to examine the Xoserve / AltHANCo contractual arrangements to ensure that any potential data sensitivity concerns / risks are addressed.	SGN (SH) & Xoserve (RJ)	<b>Pending</b>
0502	01/05/19	6.5	<i>Reference Disclosure Request Report – CoMC – Provision of Data via Birst</i> – Xoserve (JMC) to provide the associated supporting materials and	Xoserve (JMC)	<b>Pending</b>

			information, post meeting for subsequent publication on the Joint Office web site.		
0503	01/05/19	6.5	<i>Reference Disclosure Request Report – XRN4833</i> – Xoserve (SH) to provide an update on the status of both the delivery and funding for the Change Proposal.	Xoserve (SH)	<b>Pending</b>
0504	01/05/19	7.	<i>Reference the (draft) Operating Guidelines Document</i> – All parties to review and provide feedback for consideration at the next Committee meeting.	All	<b>Pending</b>