

**UNC DSC Contract Management Committee Minutes  
Wednesday 16 October 2019  
at Lansdowne Gate, 65 New Road, Solihull B91 3DL**

<b>Attendees</b>			
Bob Fletcher (Chair)	(BF)	Joint Office	Non-Voting
Helen Cuin (Secretary)	(HCu)	Joint Office	Non-Voting
<b>Shipper User Representatives</b>			
Clare Cattle-Jones	(CCJ)	SSE	Class A Voting
Stephanie Clements	(SC)	ScottishPower	Class A Voting
Lorna Lewin *	(LL)	Orsted	Class B Voting
Steve Mulinganie *	(SM)	Gazprom Energy	Class C Voting
<b>Transporter Representatives</b>			
Helen Chandler	(HCh)	Northern Gas Networks	
Sally Hardman	(SHa)	Scotia Gas Networks	
Richard Loukes	(RL)	National Grid	+Alternate for Teresa Thompson
John Cooper *	(JC)	IGT Representative	
Brandon Rodrigues *	(VP)	IGT Representative	
<b>CDSP Contract Management Representatives (Non-Voting)</b>			
Jayne M <sup>c</sup> Glone	(JM <sup>c</sup> )	Xoserve	Non-Voting
Michele Downes	(MD)	Xoserve	Non-Voting
<b>Observers/Presenters (Non-Voting)</b>			
Angela Clarke	(AC)	Xoserve	DSC Compliance
David Addison	(DA)	Xoserve	Service Development
Dan Donovan	(DD)	Xoserve	
Dee Deu	(DDe)	Xoserve	
David Turpin	(DT)	Xoserve	Customer Lead
Dennis Regan	(DR)	Xoserve	
Emma Lyndon	(EL)	Xoserve	
Ellie Rogers	(ERo)	Xoserve	
Fiona Cottam	(FC)	Xoserve	Analytical Services/UIG Taskforce
Guv Dosanjh	(GD)	Cadent	
James Rigby	(JR)	Xoserve	
Leanne Jackson	(LJ)	Xoserve	Customer Consultancy/UIG Task Force
Leteria Beccano	(LB)	Wales & West Utilities	
Michelle Kearney	(MK)	Xoserve	
Oorlagh Chapman *	(OC)	Centrica	
Ranjit Patel	(RP)	Xoserve	Chief Customer Officer
Shiv Singh	(SS)	Cadent	
Simon Harris	(SH)	Xoserve	

Smitha Coughlan *	(SC)	Wales & West Utilities	
Vinnie Bhanderi	(VB)	Xoserve	
*Via teleconference			

Copies of all papers are available at: [www.gasgovernance.co.uk/dsc-contract/161019](http://www.gasgovernance.co.uk/dsc-contract/161019)

1. Introduction

BF welcomed all to the meeting and confirmed the meeting quorate.

1.1. Apologies for absence

Teresa Thompson

1.2. Alternates

Richard Loukes for Teresa Thompson.

1.3. Confirm Voting rights

Representative	Classification	Vote Count
<b>Shipper</b>		
Clare Cattle-Jones	Shipper Class A	1 vote
Stephanie Clements	Shipper Class A	1 vote
Lorna Lewin	Shipper Class B	2 votes
Steve Mulinganie	Shipper Class C	2 votes
<b>Transporter</b>		
Sally Hardman	DNO	1 vote
Helen Chandler	DNO	1 vote
Richard Loukes (+ Alternate for Teresa Thompson)	NTS	2 votes
John Cooper	IGT	1 vote
Brandon Rodrigues	IGT	1 vote

1.4 Approval of Minutes (18 September 2019)

Minutes approved.

1.5 Review of Outstanding Actions

**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:** Next update expected December. **Carried Forward.**

**0701:** Xoserve (MD) to review current KPI and KVI monitoring for improvements and present proposals at the October Contract Management Committee.

**Update:** See item 5.3.2. **Closed.**

**0704:** Xoserve to review what the Key Performance Indicators for success are.

**Update:** See item 5.3.2. **Closed.**

**0803:** Xoserve (ER/VM) to engage with Steve Mulinganie (SM) and Kirsty Dudley (KD) in relation to the proposed changes and management of the Operationally Excellent Operation Rhythm rollout plan.

**Update:** JMc believed this action could be closed following conversations with SM and KD. **Closed.**

**0901:** UK Link Update - Xoserve to provide further details of the £600k funding, impacts on budgets, timescales, risks and benefits and how the funding will be split amongst Transporters and Shippers.  
**Update:** See item 3.0. Further update expected. **Carried Forward.**

**0902:** UK Link Update - Xoserve to provide further details on the Adaptor product and how it fits in with the delivery of the UK Link performance improvement changes.  
**Update:** See item 12.2. **Closed.**

**0903:** BP20 - Xoserve to undertake a Cyber Security Gap Analysis and determine the likely investment to meet the required Ofgem standards. More Granularity, costs, benefits and timescales to be provided ahead of next meeting to allow feedback from the Committee Members.  
**Update:** See item 4.1. It is anticipated that an Xoserve Communication will be issued on 28 October for further consultation. **Closed.**

**0904:** BP20 - Xoserve to provide the link/documentation for the BP20 Update to all Customer Account Managers and confirm how they can arrange a 1-2-1 on the topic.  
**Update:** Provided. **Closed.**

**0905:** Xoserve to provide further information on CSS Change Pack approach and how the Adaptors programme offering will be treated.  
**Update:** See item 6.0. **Closed.**

**0906:** Information Security Arrangements - Parties to provide key questions to Xoserve to assist with the production of an Information Security arrangements FAQ document. The CDSP to consider arranging a teleconference with interested parties to go through any questions raised.  
**Update:** See item 4.1 and 7.0. JMc enquired about the appetite for establishing a Cyber Security Forum. There was general support for such a forum as this would allow specific and detailed queries to be raised by an informed audience. **Closed.**

**0907:** Xoserve to review the constitution of the Contract Management Committee, Voting Arrangements, Quoracy, Classes of Shipper User Groups, and the appointment process; and consider whether Shipper User Groups B&C should be combined or whether a different voting/weighting arrangement Should be applied.  
**Update:** JMc explained this required further consideration. The committee reconsidered the conversations from the previous month and the current Shipper representation. It was acknowledged that if changes are felt to be needed a UNC Modification would be required. **Carried Forward.**

**0908:** All DSC Contract Committee Representatives to review and provide standing Alternates to the Joint Office.  
**Update:** SC confirmed Claire Louise Rodgers would be her standing Alternate, and CCJ confirmed she would approach Mark Jones and provide formal confirmation of her Alternate by the next meeting. **Closed.**

## 2. Approvals

### 2.1. XRN5020 Service Description Table updates October 2019

JM confirmed that the Service Description Table had been updated to amend one service line and include two new service lines. Both the amended service line and two new service lines are set out in non-code Service Area 16 and impact GTs and IGTs only.

It was noted that ALL members of the DSC Contract Committee are eligible to vote. However, Members noted that it was customary for non-constituency representatives to abstain from such votes.

Members exercising a view voted unanimously to approve the change.

<b>Voting Outcome:</b>	<b>XRN5020 Service Description Table updates October 2019</b>	
<b>Shipper</b>	<b>Voting Count</b>	<b>For/Against</b>
Clare Cantle-Jones	Abstained	Abstained
Stephanie Clements	Abstained	Abstained
Lorna Lewin	Abstained	Abstained
Steve Mulinganie	Abstained	Abstained
<b>Transporter Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Sally Hardman	1	For
Helen Chandler	1	For
Richard Loukes (+ Alternate for Teresa Thompson)	Abstained	Abstained
John Cooper	1	For
Brandon Rodrigues	1	For
<b>Total</b>	<b>4</b>	<b>For</b>

**3. UKL Update Relating to APM and Resourcing**

DR provided the Committee with an update on the UK Link Performance improvement activities. He provided a summary of the issues and the service improvement plan. The high-level focus areas were: UK Link Performance, Balancing Changes and Platform Maintenance, Continual fire-fighting, and Technical Audit Findings.

DR provided details from the presentation of the work undertaken so far for each of the short-term improvement items. This followed with an update on the medium-term plans for the remainder of the financial year 2019/20. He confirmed all of the work was on target.

The presentation also summarised the long-term strategic initiatives that Xoserve expect will drive stepped change in UK Link systems performance and stability. DR explained each of the improvements and the expected benefits for the initiatives to be established. DR went on to report positive downward trends for P1 / P2 major incidents and open defects since Project Nexus go-live.

DR presented a slide on the Application Performance Monitoring (slide 9) wishing to understand the appetite to bring funding forward to enable accelerated improvements. He acknowledged that currently the monitoring capability is fragmented and that Xoserve want to be in a position to be proactive to identify potential service problems. He explained the benefits of the Application Performance Monitoring, which will support the further reduction of major incidents below the 5-year average.

SM expressed that the test of success was not aggressive enough, he suggested that Xoserve should be pushing to improve performance delivery sooner than planned. DR explained the need to get a handle on the breadth of issues and the ability to address these. He recognised there was more work to be done and that Xoserve want to be in a position where they are pro-actively identifying opportunities for improvement and optimisations. Although Xoserve were not seeking approval today to provide additional funding, DR confirmed Xoserve will be seeking feedback from the Committee on the appetite to pull forward £400k of funding from BP20 as this would potential accelerate the delivery of benefits.

HCh enquired about the approval of bringing forward the £400k and the additional funding request of £200k. DT confirmed that Xoserve are looking at re-balancing existing funding. A reforecasting exercise is currently being undertaken to understand if there are available funds in the current budget, before asking for additional funds. HCh asked what the options are if the current change budget cannot be utilised. HCh wanted more details ahead of the next meeting to allow wider discussion within constituencies to ensure parties have the remit to approve changes to the budget and spending forecast. DR confirmed a further update would be provided in November.

DR briefly mentioned the forward forecasting investment and that some forecasts were unlikely to materialise. The suggestion was therefore to put some place holders in for the 2<sup>nd</sup> and 3<sup>rd</sup> year for unallocated items to ensure the plan is more reflective of likely events. SM believed this approach was prudent, and asked Xoserve to consider and also factor in any potential delays with the Faster Switching delivery and associated consequential change.

#### 4. BP20 Update

##### 4.1. Cost efficiency review

DT presented the draft Business Plan Cost efficiency review presentation with two aims, 1) to provide assurance to consumers that costs of processes are comparable with external equivalents and 2) to feed into RIIO2 and BP20 processes.

DT explained the approach to providing a breakdown summary of the 30 KPIs and the three main areas identified where potential savings could be made for invoicing, customer engagement and HR costs. A report is to be emailed to all DSC Contract Managers.

DT also reported that the BP20 consultation period closed out on Friday 11 October 2019, and that a feedback report will be published by the 23 October. He confirmed a revised plan is being issued by the end of October for further consultation. Most of the feedback suggested that Customers understand what is trying to be achieved.

#### 5. Monthly Contract Management Report (KPIs)

##### 5.1. Contract Metrics (including Invoicing)

JD provided the Contract Metrics update, reporting that no KPIs had been failed this month. She reported a number of positives, which included new desktops, the new network launch and that the CSS Adaptor services had now been released on the Xoserve website. DT explained that the CSS Adaptor was a set of services which translates data received at the interfaces for use by the Central Systems.

SH enquired about the change in CDSP contact options, as she had not received any communications advising of telephone number changes. It was clarified that the new telephone numbers are being provided within each CDSP employees email signatures.

##### 5.2. Issue Management Update

###### 5.2.1. Issue Management Dashboard

MD provided a brief overview of the Customer Issue Management Dashboard for August 2019 and briefed the Committee on the 7 key issues. MD noted that the values provided in the slides represented the number of open defects and closed defects which required further action (e.g. data correction). As this was not clear MD agreed to make this clearer for next month.

MD provided a summary of the main issues affecting customers, focussing on the issues affecting AQ. She explained that there is a plan to address the AQ related defects, however this is still concern that there are about 28 issues affecting the AQ. Not all of the defects are new as some are historical defects where data correction is required.

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**Deleted:** MD confirmed that the data is to be fixed and the AQs will be recalculated.

SM enquired about the contingency for incorrect AQs in particular to the 01 December snapshot and the formula AQ. MD clarified that for any AQ not corrected by 01 December customers will be notified and given a view of what the formula AQ should be. She reassured the Committee that this will be fixed before 01 April 2020.

**New Action 1001: MD to publish the AQ Issue Resolution plan on Tuesday 23 October 2019**

**5.2.2. Amendment Invoice Taskforce Update**

DD provided an update on the Amendment Invoice Taskforce, providing an illustration of the Resolution Plan. He confirmed that progress is being made on all of the issues.

DD provided an overview of the Supporting Information Mismatches. He provided an overview of the exceptions and confirmed the technical team are working on the backlog. Exclusions were making good progress having cleared a huge backlog over the last 3 months. An update on the 8 ASP/AML defects was provided.

DD confirmed that the Management Information (MI) Reporting has been deployed and issued for the first time on the 15 October. A teleconference is to be arranged with customer who wish to discuss the reports in more detail.

DD concluded the presentation providing a one-page Resolution Summary on the Mismatches, Exceptions, Exclusions, Defects and MI Reporting.

**5.2.3. UIG Update**

FC provided a progress report on the UIG Taskforce for information purposes and confirmed this was the same update as the one provided to the DSC Change Management Committee. Confirming that the overall RAG Status was Green. FC confirmed what the priorities were and provided an update on the ability to download daily levels of UIG from the Xoserve website.

FC summarised the recommendation tracker and confirmed that two Modifications have been drafted subject to proposers taking these forward. An overview of the Task Force funding was provided along with confirmation of the UIG Task Force Activities which would migrate into Business as Usual post October 2019.

**5.3. KVI Performance September 2019**

**5.3.1. KVI Summary**

MD provided a brief walkthrough of the Key Value Indicators for September 2019. MD provided the key performance areas for: Customer Service, Service Delivery, Financial Reporting, Customer Data Security, Change Management, Customer Issue Resolution, and Relationship Management.

JMc asked for clarification on whether Xoserve have the right contacts for reporting breaches. She encouraged parties to advise of any changes to the nominated DSC Contract Managers.

**New Action 1002:** Xoserve to issue a communication to ensure that the correct Customer contact details and permissions are held on distribution lists for reporting breaches.

**5.3.2. KVI Customer Service**

See item 5.4.

**5.4. KPI/KVI Review Plan (actions 0701 and 0704)**

MD briefed the committee on the plan to review both the KPIs and KVIs, she noted that actions 0701 and 0704 had been taken to confirm to the Committee the approach and plan. She confirmed that Xoserve are looking at the KPIs and the measures. MD confirmed there will be a complete service line and KPI review, with target dates for each stage of the review process. SH asked for early provision of the service line updates.

MD provided a brief update on the KVI Review Plan and confirmed a further update will be provided in November.

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**6. CSS Update**

Members voted unanimously to accept the short notice update paper provided by Xoserve.

EL provided a brief overview on the switching programme, confirming the primary CSS interface design had concluded with the approval by Ofgem's Design Authority.

The Core System and Services Integration Plan (CSSIP) and the Core System and Services Integration Approach (CSSIA) have both been approved at delivery group and authority group.

EL confirmed that some concerns have been raised and that there is a risk that the design will not be fully scoped in readiness for the end of October and this might impact data migration design and build activities.

EL confirmed that an extraordinary CSSC DSG meeting may be required at the beginning of November to address any concerns before the next DSC Change Manage Committee meeting.

**7. Information Security Arrangements**

VB introduced Dee Deu (DDe) to the Committee and provided an update on the Security Improvement Programme. He confirmed the key updates for Phase 1 and Phase 2 and provided a list of potential Workstream dates.

DD asked for feedback on the frequency of future IS updates. The Committee agreed quarterly updates would be sufficient unless there was something significant to report in-between.

**8. Business Continuity Plan**

Next status update due November 2019.

**9. Contract Assurance Audit**

Next status update due November 2019.

**10. Financial Information**

**10.1. Cost Allocation Model and Methodology**

Next status update due November 2019.

**10.2. CDSP Budget**

Next status update due November 2019.

**10.3. Annual Charging Statement**

Next status update due November 2019.

**11. Key Committee Updates**

**11.1. DSC Change Management Committee**

JR provided the Performance Assurance Committee (PAC) update from 08 October, noting the impact on the Performance Assurance Report Register (PARR) reporting in relation to Modification 0700 and Change Proposal XRN 4991. The Data Discovery Platform (DDP) roll-out was deemed crucial for future data provision.

He highlighted that PAC has requested PAFA access to DDP, for daily access to data. He explained that there is a strong drive for PAFA to have access to MPRN data and he asked for views from the Committee on what data items PAFA should have access to within DDP.

SH believed each new additional item should be considered. She suggested once the DDP has been delivered, PAC and PAFA should consider what data items would be beneficial, and that there should be some challenge/justification on the benefit of needing to see all data items without restriction.

JR went on to provide an update from the DSC Change Management Committee from the 09 October.

**12. Any Other Business**

**12.1. Invoicing Update**

MK provided an overview on the progress of invoicing and the specific service invoices, sent out at D+16. She confirmed for telephone bands the total number of calls will be included within the actual invoice, rather than within a separate email. As this was deemed to be as cosmetic change to the invoice and not a change to the contract, this did not require formal Committee approval.



**12.2. CSS Adaptor Services**

DT provided an overview of the CSS Adaptor Services. He explained the messenger service which uses primary and secondary interfaces and a switch stream service (CSS Adaptor) and that Xoserve are looking at 3<sup>rd</sup> party Adaptor Services to open up communication flows.

He explained that Xoserve started to look at the concept of using an Adaptor Service to reduce the overheads of creating an interface. DT provided an overview of the 3 Options currently considered.

DT explained the need for Xoserve to provide visibility and to canvas customers on the suitability of options. He confirmed that Xoserve will continue to engage with customers to assess if the options will be of value and the likely demand.

DT confirmed further information will be available on the Xoserve website with an ability to sign up to updates, encouraging parties to become involved.

**12.3. Mod 0697 – Alignment of the UNC TPD section V5 and the Data Permissions Matrix**

ERo gave a brief update on Modification 0697 and the review of UNC TPD Section V5 following implementation of the Data Permissions Matrix. She confirmed that UNC Workgroup 0697 had requested this to be brought to the Contract Committee for awareness.

**12.4. Enabling large scale utilisation of Class 3 (UNC 0700\_XRN4991)**

Members voted unanimously to accept the short notice update paper provided by Xoserve. It was agreed this would become a standard agenda item to allow regular updates to be provided.

DA provided an overview of the inner tolerance check on Class 3 MPRNs. He also provided an overview of the Supply Point Confirmation (SPC) Migration Plan and the progress of transfers in to Class 3 compared to that forecast.

**12.5. Late Agenda Item Request – TPI Third Party Intermediaries**

Members voted unanimously to accept the short notice update paper provided by Xoserve..

SH provided an update on Third Party Intermediaries (TPI) to allow faster and more efficient switching and a request for the supply of data from TPIs and Price Comparison Websites (PCWs). She confirmed that there have been requests to have access to non-domestic data, however the UNC dictates that a TPI can only have access to domestic data. Xoserve are therefore considering drafting a UNC Modification to allow access to non-domestic data which could be taken forward by a Customer.

SH confirmed that a communication will be provided to parties to explain the draft Modification objectives. SH explained customer sponsorship is being sought. It was agreed that the Modification would need to consider and include any impact to IGTs.

**12.6. Action Log Update**

JMc provided an overview of the agreements taken by Xoserve.

**13. Diary Planning**

Further details of planned meetings are available at: [www.gasgovernance.co.uk/events-calendar/month](http://www.gasgovernance.co.uk/events-calendar/month)

Meetings will take place as follows:

Time/Date	Venue	Programme
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.
10:30 Wednesday 15 January 2020	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.

10:30 Wednesday 19 February 2020	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
10:30 Wednesday 18 March 2020	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
10:30 Wednesday 15 April 2020	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.

Action Table (as at 16 October 2019)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
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)	Carried Forward
0701	17/07/19	4.1	Xoserve (MD) to review current KPI and KVI monitoring for improvements and present proposals at the October Contract Management Committee.	Xoserve (MD)	Closed
0704	17/07/19	10.1	Xoserve to review what the Key Performance Indicators for success are.	Xoserve (SJ/JM)	Closed
0803	16/08/19	2.3.2	Xoserve (ER/VM) to engage with Steve Mulinganie (SM) and Kirsty Dudley (KD) in relation to the proposed changes and management of the Operationally Excellent Operation Rhythm rollout plan.	Xoserve (ER/VM)	Closed
0901	18/09/19	3.0	UK Link Update - Xoserve to provide further details of the £600k funding, impacts on budgets, timescales, risks and benefits and how the funding will be split amongst Transporters and Shippers.	Xoserve (AS)	Carried forward
0902	18/09/19	3.0	UK Link Update - Xoserve to provide further details on the Adaptor product and how it fits in with the delivery of the UK Link performance improvement changes.	Xoserve (AS)	Closed
0903	18/09/19	4.0	BP20 - Xoserve to undertake a Cyber Security Gap Analysis and determine the likely investment to meet the required Ofgem standards. More Granularity, costs, benefits and timescales to be provided ahead of next meeting to allow feedback from the Committee Members.	Xoserve (DT)	Closed
0904	18/09/19	4.0	BP20 - Xoserve to provide the link/documentation for the BP20 Update to all Customer Account Managers and confirm how they can arrange a 1-2-1 on the topic.	Xoserve (DT)	Closed
0905	18/09/19	7.0	Xoserve to provide further information on CSS Change Pack approach and how the Adaptors programme offering will be treated.	Xoserve (SM)	Closed
0906	18/09/19	7.0	Information Security Arrangements - Parties to provide key questions to Xoserve to assist with the production of an Information Security arrangements FAQ document. CDSP to consider arranging a teleconference with interested parties to go through any questions raised.	Xoserve (VB)	Closed

Action Table (as at 16 October 2019)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0907	18/09/19	12.1	Xoserve to review the constitution of the Contract Management Committee, Voting Arrangements, Quoracy, Classes of Shipper User Groups, and the appointment process; and consider whether Shipper User Groups B&C should be combined or whether a different voting/weighting arrangement should be applied.	Xoserve (JMc)	Carried forward
0908	18/09/19	12.1	All DSC Contract Committee Representatives to review and provide standing Alternates to the Joint Office.	All Reps	Closed
<del>1002</del>	16/10/19	5.3.1	Xoserve to issue a communication to ensure that the correct Customer contact details and permissions are held on distribution lists for reporting breaches.	Xoserve (JMc)	Pending

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