

UNC DSC Contract Management Committee Minutes

Wednesday 20 February 2019

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

Attendees			
Chris Shanley (Chair)	(CS)	Joint Office	Non-Voting
Karen Visgarda (Secretary)	(KV)	Joint Office	Non-Voting
Shipper User Representatives			
Radhika Karla*	(KD)	E.ON	Voting (2) – Alternate for Kirsty Dudley and Mark Bellman
Kate Mulvany	(KM)	Centrica/British Gas	Voting (1) – Alternate for Oorlagh Chapman
Lorna Lewin	(LL)	Orsted	Voting (1)
Steve Mulinganie	(SM)	Gazprom Energy	Voting (2)
Transporter Representatives			
Helen Chandler	(HC)	Northern Gas Networks	DNO – Voting (1)
Sally Hardman	(SH)	SGN	DNO – Voting (1)
Teresa Thompson	(TT)	National Grid	NTS – Voting (2) – Alternate for Richard Loukes
John Cooper*	(JC)	IGT	IGT - Voting (2) – Alternate for Victoria Parker
CDSP Contract Management Representatives			
Raj Uppal	(RU)	Xoserve	Non-Voting
Michele Downes	(MD)	Xoserve	Non-Voting
Observers			
Alex Stuart	(AS)	Xoserve	Non-Voting
Alison Cross	(AC)	Xoserve	Non-Voting
Andy Miller	(AM)	Xoserve	Non-Voting
Dave Turpin	(DT)	Xoserve	Non-Voting
David Addison	(DA)	Xoserve	Non-Voting
David Stowe	(DS)	Xoserve	Non-Voting
Jayne McGlone	(JG)	Xoserve	Non-Voting
Leanne Jackson	(LJ)	Xoserve	Non-Voting
Mark Jones*	(MJ)	SSE	Non-Voting
Nick Stace	(NS)	Xoserve	Non-Voting
Paul Facer	(PF)	Xoserve	Non-Voting
Phil Turner	(PT)	Xoserve	Non-Voting
Ranjit Patel	(RP)	Xoserve	Non-Voting
Richard Johnson	(RJ)	Xoserve	Non-Voting
Richard Lenton	(RL)	Xoserve	Non-Voting
Shiv Singh	(SS)	Cadent	Non-Voting
Vinnie Bhanderi	(VB)	Xoserve	Non-Voting

Apologies			
Kirsty Dudley	(KD)	E.ON	Voting
Mark Bellman	(MB)	ScottishPower	Voting
Oorlagh Chapman	(OC)	Centrica/British Gas	Voting
Richard Loukes	(RL)	National Grid NTS	Voting
Victoria Parker	(VP)	ESP	Voting

1. Introduction

1.1. Apologies for absence

See table above.

1.2. Alternates

Radhika Karla for Kirsty Dudley and Mark Bellman

Kate Mulvany for Oorlagh Chapman

Teresa Thompson for Richard Loukes

John Cooper for Victoria Parker

1.3 Confirm Voting rights

For those in attendance:

Representative	Classification	Vote Count
Shipper		
Radhika Karla (Alternate for Kirsty Dudley and Mark Bellman)	Shipper Class A	2 votes
Kate Mulvany (Alternate for Oorlagh Chapman)	Shipper Class A	1 vote
Steve Mulinganie	Shipper Class B	2 votes
Lorna Lewin	Shipper Class B	1 vote
Transporter		
Sally Hardman	DNO	1 vote
Helen Chandler	DNO	1 vote
Teresa Thompson (Alternate for Richard Loukes)	NTS	2 votes
John Cooper (Alternate for Victoria Parker)	IGT	2 votes

1.4 Approval of Minutes (16 January 2019)

The minutes from the last meeting were approved.

Introduction

Raj Uppal (RU) wanted to make everyone aware that Xoserve were focusing on the communications and engagement areas as a matter of high priority and he explained that during the meeting Paul Facer (PF) would be introduced. He said Paul was the new Communications lead who would be heading up the Xoserve Communications Strategy.

CS took the opportunity to highlight that this month there were no short notice agenda items and all, but one document had been submitted on time by Xoserve.

2. Business Continuity Plan

David Stowe (DS) provided an update on the Business Continuity Plan that was circulated to the Committee prior to the meeting and explained that this was leading on from the December update and that if anyone had any feedback or questions to contact him directly.

3. Contract Assurance Audit

DS apologised that due to unforeseen circumstances Eve Bradley (EB) was not able to provide an update on the Contract Assurance Audit and that this would have to be deferred until the March meeting.

Steve Mulinganie (SM) said that he was expecting an update on the Xoserve status with General Data Protection Regulation (GDPR) and DS said that he would brief EB on this matter.

New Action 0201: Xoserve (DS/EB) to include an update on the Xoserve status with GDPR in next month's Contract Assurance Audit update.

4. Monthly Contract Management Report (KPIs)

4.1. KPI reports

Michele Downes (MD) talked through the summary provided and advised the KPI's were on track except for 3 as detailed below:

KPI Obligation

DS-NCS SA18-06

Send the Allocation Agent for a SSMP (not telemetered) the allocated volume & energy for the previous day

Comments - Issue caused due to defect deployment performed (RFC 8106).

Shippers did not receive the daily Class 1 read files within SLA

Remedial Action - Due to an issue in the deployment of a defect, alerts were not captured early enough to resolve before SLA. IS Ops have key processes and times for alerts to be actioned by but it was not followed in this case. This has been reiterated & new measures in place to monitor.

KPI Obligation

ASGT-CS SA7-04

Submission of complete & accurate supporting data for Invoice documents issued

Comments - Supporting information files for the December 2018 Amendment Invoice (ASP) were not issued on the due date for 2 customers. This was due to the size of the file.

Remedial Action - Customer was contacted and agreed to split the file by Network.

All files were delivered on 26th January 2019.

For 1 customer discussions taking place to upgrade their IX equipment to ensure issue does not recur with other large files.

KPI Obligation

ASGT-CS SA5-14

Validation of the Meter Reading or Check Read and send the Registered User the valid accepted Meter Reading following receipt from the DMSP for Class 1 Supply Meter Points

Comments - Issue caused due to defect deployment performed (RFC 8106).

Allocation Agent did not receive daily energy file within SLA

Remedial Action - Due to an issue in the deployment of a defect, alerts were not captured early enough to resolve before SLA. IS Ops have key processes and times for alerts to be actioned by, but it was not followed in this case. This has been reiterated & new measures in place to monitor.

4.2. Issue Management Update

MD presented the Issue Management Update slide and explained that this KVI was presently at 88.5% but only 52 had responded to the feedback request. She said she was aware that more detail was required in the KVI summary that this was currently being looked into and a change had been raised for the system change (Birst) to produce onto a single slide all the salient information on the KVIs, and she said she was hopeful this would be available in April. Ranjit Patel (RP) reiterated that this was on his radar as a priority.

Customer Issue Register

Michele Downes (MD) introduced the Customer Issue Register and explained that the information contained within the Customer Issue Register was now also being shared with the Performance Assurance Committee (PAC), and that a new column was going to be added in relation to the impact on PAC.

Alex Stuart (AS) added that the way the Customer Resolution process was presently executed was being investigated and he would welcome any specific feedback relating to this topic.

SM said he was only interested in the issues that were likely to have a material impact and that these issues should be focused on as these had a direct impact on customers. Dave Turpin (DT) said that this was being investigated as to which was the most appropriate way to prioritise these customer issues. SM added that from an Industry perspective the data analysis should be improved. Ranjit Patel (RP) agreed that these issues needed to be looked at and prioritised accordingly and he said that this would be addressed.

P1 and P2

MD explained that there had been two P1 and P2 incidents as detailed below:

- 945238 - Daily Read file (.MDR) not issued before 14:00 hrs.
- 950723 - Incorrect energy and incorrect estimated daily reads for Class 1 and 2 meter points

She said that the required resolutions had now been put in place. Please see the Customer Issue Tracker via the link for more detail: <http://www.gasgovernance.co.uk/dsc-contract/200219>

MD then provided a verbal summary of the difference between rolling AQ and Formula Year AQ (FYAQ), as detailed below:

Rolling AQ

- Used for demand estimation for the purposes of gas nominations & gas allocations
- Monthly AQ process
- AQ is revised following receipt of a valid meter reading
- NDM SOQ is derived from the AQ

Formula Year AQ (FYAQ)

- Only applies to Class 3 & 4 meter points and used to determine GT transportation charges
- Set on 01 December each year using the Rolling AQ and effective from 01 April the following year
- Uses the AQ effective as at 1st December
- The FYAQ is set for 12 months, can only be changed by the Shipper if an AQ Correction has been submitted

MD and AS explained that there was now a dedicated area of the Xoserve website for the AQ process and all information would be displayed in that section, but any updates would be communicated via email.

4.2.1 Amendment Invoice Invoice Taskforce Update

Amendment Invoice supporting information (AML & ASP) files

AS and Phil Turner (PT) provided an overview of the presentation '*Amendment Invoice AML/ASP Task Force Progress Report*'. AS said there had been a dramatic reduction in issues relating to this area, however in December (in relation to the production of the November invoice) significant further issues had been identified. He explained as a result of these issues, additional resources had been allocated to help with the root cause analysis. He said 7 defects related to reconciliation had been identified and 3 actions relating to these were to be resolved by 26 February 2019 in time for the next invoice run, with the remaining 4 being targeted for the February billing cycles. PT reiterated that the issues were being investigated in more depth and that the system design issues were also in focus.

SM said that this was still an unacceptable level of progress after 18 months of waiting, as the Shippers were still having to pay the invoices which was affecting their accruals and their bottom lines. He said due to this issue, that he was considering raising a new Modification proposing that no invoices should be paid unless the data is accurate.

RP apologised and said he understood SM comments, that this situation was unacceptable and that further analysis would be instigated to resolve this matter, in order to allow greater transparency. SM said he required actual dates of when these issues would be resolved and that he needed something tangible and defined with regards to a resolution timeline. RP said that work was being done to determine which issues were an operational material level and ones that were presently a manageable defect level. Chris Shanley (CS) proposed that the planned development of a detailed fix plan and status would assist with defining resolution dates. AS agreed to provide further details on planned resolution dates.

New 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.

4.3. KVI Performance

Alison Cross (AC) joined the meeting and provided an overview of the KVI Change management Survey results as summarised below:

- 3 Surveys completed for year 2018/2019 - July, October and January.
- Issued to approx. 450 Industry contacts
- KVI achieved against the target of 90% rated as 'Always' or 'Usually':
 - July 82.2%
 - October 67.8%
 - January 86.7%
 - Overall score for the year 76.1%

She provided an overview of the results from the individual questionnaire responses from October 2018 and January 2019 and said there was an overall improvement.

RU said that this whole area of engagement was being investigated as it was clear there were areas and periods when the overall engagement with Xoserve's customers was falling short.

A brief general discussion took place regarding if the 450 contacts were still appropriate and if these were still the correct target audience in relation to the numerous surveys. AC said these were re-vetted once a year to make sure they were up to date. Kate Mulvany (KM) suggested that the type and format of the survey was not customer friendly and that an easier and more simplistic format might help, in order to receive the feedback that was required. She added that a 'full' survey could be completed once a year with quick views captured in between.

AC then briefly overviewed the feedback comments that had been documented from the previous survey and she added the whole area was still a focus for improvement.

AC said that a further pack would be available for the meeting in March and would detail the Xoserve response to the specific comments.

4.3.1. January KVI Performance

MD talked through the monthly view of KVI performance document and highlighted the following areas: Issue Resolution for January was 88.5%, Service Delivery was 94.5% Change Management was 86.7%, Data Services was 100% and Relationship Management: Customers First (Quarter) was 11.1%. She said that the resolution of the defects affecting AQ's would be monitored against the Data Services KVI, the survey requesting feedback will be issued early March 2019.

Relationship Management

DT provided an overview of the Relationship Management status as summarised below:

- The percentage scores for 'Don't Trust' and 'Trust' categories have reduced driving up the percentage for 'Starting to Trust'.
- The December survey has had a significantly lower response rate compared to previous surveys.
- Action plans identified to address comments received around:
 - Timeliness of response
 - Using clearer language
 - Consistency of service throughout Xoserve

He talked through the results of the 'per question' results and explained that the December 2018 cycle had the lowest response rate to date, and this could have been the time it was circulated with Christmas having an impact.

A brief general discussion took place and Lorna Lewin (LL) said the Xoserve Customer Advocates no longer seemed to engage with their customers and this could be the reason for the lack of response rate. DT said he would look into this area further, as this was disappointing feedback and there was no reason for this lack of engagement from an Xoserve perspective.

MD said she was looking into the whole KVI area and was keen to set up a KVI sub group to discuss the approach to ensure Xoserve improved. She said she would be asking for volunteers to assist her with this and anyone interested should contact her directly.

RP said that the KVI's themselves were being re-evaluated to ensure they were fit for purpose and applicable.

4.4. UIG Updates

Leanne Jackson (LJ) explained the UIG Task Force work was presently green on the RAG Status and that the UIG Task Force Recommendations Workshop meeting on 28 January 2019 had been worthwhile.

She then overviewed the recommendations that were discussed pre/during and post the UIG Task Force Workshop day and these are summarised as below:

- 13 findings = 85 recommendations/options
 - 6 PAFA / Xoserve
 - 3 Modifications - E.ON with support from PAFA/Xoserve
 - 41 Propose Close – no support
 - 13 require UIG progress
- 22 of the recommendations/options are for Xoserve action
 - 6 pause review April – July

- 2 CPs raised
- 2 CRs raised
- 2 options completed
- 1 defect
- 4 Customer Engagement actions
- 5 with UIG WG

Alex Stuart (AS) explained that from the budgetary perspective to date, the amount of overall spend was under £600k.

LJ and AS then gave an overview of the next steps, as detailed below:

- The Taskforce will continue to use the UIG working group as the mechanism to share progress on all recommendations.
- Provide updates to the newly produced “Recommendations Tracker” in line with UIG Working Group timescales.
- Continue analysis on investigation lines & publish investigation tracker updates bi-weekly.
- Publish any new findings/recommendations drawn from investigation lines which are currently “work in progress”.
- Continue the customer engagement, development of CPs, development of CRs to support the recommendation options agreed at 28 January 2019 UIG Recommendation session.
- Offer support/guidance to develop Modifications.
- Support the creation of new PAC reports.
- Consider any investigation lines which are not currently being analysed where requested by our customers.

LJ added that within the UIG Tracker a ‘completed’ and ‘implemented’ set of columns were going to be included to provide clarity on the status of each area.

AS highlighted that a new Change Proposal had been raised by npower in relation to National temporary UIG Monitoring, as npower proposed there was currently no independent view as to when levels of temporary UiG would reach permanency, hence the Change Proposal was seeking to procure a budget (ideally from existing / remaining UiG Task Force funds). CDSP subject matter experts would be required to analyse the available industry data to provide a central national ‘forecast’ for UiG reconciliation. AS explained that the budget for the UIG Task Force present investigations was already allocated up until the end of March 2019 and expected some work would need to be conducted after this date in order to be completed. AS highlighted that the UIG Taskforce Modification envisaged work being undertaken up to October 2019.

A lengthy general discussion took place and both SM and LL thought that it was not appropriate for funds to be used in this proposed manner, as this was out of the original scope of the UIG Change Proposal regarding the allocation of funds. CS suggested that interested parties responded to the consultation on the npower Change Proposal as the funding was only one aspect and alternative funding arrangements could be progressed if the change has support.

LL said she wanted to raise an observation about the UIG Task Force approach and specifically in relation to the way the UIG Task Force workshop was conducted. She said that Xoserve had to make the decisions with regards to which Modifications should be raised and instil confidence within the Industry as to the benefits of the recommendations, as this was not evident at the workshop.

SM agreed with LL and said it was up to Xoserve to lead the Industry, especially as the Shippers had provided the funds for the investigations to take place. AS said that Xoserve had proposed numerous Modifications at the UIG Task Force Workshop day, and yet only E.ON had agreed to sponsor 3 of them and no other Shippers had come forward to sponsor the other Modifications. DT suggested that Xoserve could draft the further Modifications to enable the Shippers to have more background and detail on the Modification in question. RP said this topic would be accelerated and given the required focus it required. CS reiterated that the workshop was well attended, and any shipper could still sponsor any of the recommendations not currently supported and they should contact the UIG Taskforce if they wished to do so.

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

Vinnie Bhanderi (VB) joined the meeting and presented a verbal update of the IS status, as summarised below:

- As part of the new Security Incident Management process Xoserve now have integrated Security Incident Reporting and Management within the overall Incident Management Process.
- Staff awareness delivered via onsite screens, email and weekly sessions on how to identify and report security events and incidents. This may lead to increased reporting of security incidents.
- Since the last update Xoserve have recruited a further three information security staff to support the delivery of the Security Improvement Plan (SIP).
- On 07 February 2019 Information Security presented at the Energy Cyber Security Seminar. The UK Energy Emergencies Executive is a UK government committee run by the department of Business Energy and Industrial Strategy (BEIS). It is a key forum to assess risk and promote delivery on security and resilience improvement programmes.
- As part of Information Security Management Systems (ISMS), BSI audited Xoserve against the ISO27001 standard. Xoserve are pleased to announce that no new audit issues were identified.

5. Financial Information

Q3 Forecast Update 2019/20

Nick Stace joined the meeting and presented the information with regards to the Q3 Forecast update that was circulated to the Committee prior to the meeting.

NS explained that the Totex forecast was £0.1m lower than Q2 and the Constituent Funding requirements had been adjusted by £1.6m against the Q2 forecast, and there was a balance of c£0.5m funding adjustment required.

NS provided an overview of the next steps as detailed below:

- The CDSP Annual Charging Statement for 2019/20 has been published on the Joint Office website.
- Any 2018/19 rebates / additional charges from the Q3 forecast are netted off / added to your 2019/20 charges.
- Individual company Charging Schedules are being prepared and will be issued by 15 February.

A brief general discussion took place regarding the naming convention of the Charging statement and the version control, as there had been a previous issue with using out of date information. NS said he would address this to make it clear to the Joint Office team. He also proposed that he thought a Charging Methodology refresher session may be worthwhile, all at the meeting were in agreement with this suggestion. NS suggested that the refresher would most likely be presented in April or May 2019.

6. Disclosures

6.1. AltHanCo Disclosure Report (Verbal Update)

Richard Johnson (RJ) confirmed that AltHanCo had delayed the decision regarding the appointment of their 3rd Party Service provider and this would now not be known until the end of March or mid April 2019.

6.2 Disclosure of data to MAMs to support Faster Switching

RJ provided an overview of the presentation regarding the 'Assessment of Release of data to MAMs via API / DES – following the SPAA RFI Meter Asset Manager Appointment Timescales RFI'.

RJ said that he knew some people were aware of the background to this topic and he then explained the process in relation the release of data to the MAMs as detailed in Option 3, below:

- Solution Option 3 within the RFI seeks views on a 'Centralised Meter Data' source for perspective MAMs to extract the asset information they require.

A preliminary assessment has compared the data items in the ONDET file provided to MAMs, as specified in the Data Permissions Matrix (DPM), and what we have in UK Link. He added, that they don't believe that they have the data items associated with these sections of the ONDET file.

SM enquired as to who was the custodian of this asset data. Andy Miller (AM) had joined the meeting and explained that this would not change the current UK Link process, it merely gave the MAMs the ability to get the data quicker from a Faster Switching perspective.

RJ highlighted a number of points that required further discussion and RJ requested that any relevant feedback be sent to him directly at Richard.johnson@xoserve.com

7. Review of Outstanding Action(s)

0803: Xoserve (PF) to produce a Communications Strategy for notification of incidents with timelines for resolution, with an indication of importance and the potential customer impact.

Update: MD requested that the owner of this action was now moved to Paul Facer (PF) and that it was to be Carried forward. **Carried forward.**

Action 0101: Xoserve (AM) to provide evidence of what the contract with AltHanCo was aiming to do and to share the boiler plate information.

Update: AM asked for this action to be Carried forward. **Carried forward**

Action 0102: Xoserve (AM) to document the risk of information exchange between AltHanCo and their service provider and clarify how the contract, covers information and data being released to this 3rd party.

Update: AM asked for this action to be Carried forward. **Carried forward**

8. Key Committee Updates

8.1. DSC Change Management Committee

RJ talked through the presentation and highlighted that 9 new change proposals, 2 to be withdrawn and 8 were approved; and 2 solution/delivery option approvals that were discussed at the DSC Change Management Committee on 13 February 2019.

RJ went on to explain that updates had also been made to the Committee on the following Releases:

- Release 3 (due to be delivered 02 November 2019)
- February 2019 release - Minor and major release both on track for delivery
- June 2019 release

8.2. PAC/PAFA

DT explained that there was increased activity in relation to more letters being sent out regarding poor performance and that Xoserve were working with the PAFA on this matter. He said that the key focus was to ensure accurate MPRN level data was being supplied to the Shippers to enable them to respond to the letters.

9. CSS Update – (Verbal Update)

Ofgem Switching Programme - Bid

DT provided a verbal update and explained that the DCC had delayed the decision on the bid, and that Xoserve were hopeful to be informed shortly.

CSS Consequential Workgroups

DT said the Consequential area was still moving forward and there were two more meetings as listed:

- 19 February 2019
- 07 March 2019

He said work was continuing and the high-level design BRD's had now been produced, together with the process flows. He said a data cleansing procedure would need to be undertaken during the detailed planning phase. He said he also wanted to thank everyone for their support and engagement so far.

10. Any Other Business

10.1 DAR Enquiry Schedule

David Addison (DA) joined the meeting and provided a summary of the present DAR Enquiry Schedule and highlighted that the release of data to parties is controlled by DSC Contract Management Committee following approval of a 'Disclosure Request Report'.

He then explained that the Retail Energy Code (REC) will include an 'Enquiry Schedule' that will define which parties can access data and what data items that these parties can access. He added that further discussions are taking place regarding this topic.

10.2 Role of the AUGGE

SM said that Fiona Cottam (FC) had sent some communications to him on this topic and no longer had anything to raise with the Committee.

10.3 Xoserve Customer Communications Strategy – (Verbal Update)

Paul Facer (PF) joined the meeting and explained that he was now responsible for the Xoserve Communications Strategy and he was focusing on the tactical and strategic communications, together with the quality and the overall experience of the communications received from Xoserve. He said he would be presenting a detailed update at the March meeting and in the mean-time he would be contacting parties directly to share his initial thoughts and gain their feedback.

10.4 DSC Contract Management Committee – Meeting Timing

Chris Shanley (CS) explained that he had been informed that the iGT' Panel meetings had now been moved, so the Contract Management Committee could now start at 10.30am moving forward. The Committee supported this proposal.

10.5 DSC Service Description Table Amendments CDSP (AM)

AM introduced Jayne McGlone (JM) and explained that he would shortly be leaving Xoserve so Jayne would be managing the DSC Service Description Table amendments. Jayne then overviewed the latest status with the ongoing work to bring the Service Description Table fully up to date and highlighted that another XRN is likely to be raised next month to gain approval of the required changes.

10.6 Reports for Ofgem to enable RECCO invoices

DA provided an update on the Retail Energy Code Company Ltd (RECCo) invoices status and explained that CDSP will, on a transitional basis (until CSS implementation), provide the Supplier Market Share report for the purpose of assisting the RECCo calculate their invoices. The reports will continue to be sent to Ofgem and, when appointed, to the RECCo.

DA said that if anyone had any questions regarding this process that they were to contact him directly at: david.addison@xoserve.com

10.7 Market Scan

DT talked through the Market Scan Timeline for February 2019 and drew attention to some of the milestones in relation to certain areas including the upcoming impact of Brexit.

10.8 Market Domain Data (MDD)

DA said that a new Modification was in the process of being raised regarding the DSC Service Line change area which was being sponsored by E.ON, with input from Xoserve. This proposal was to be part of a suite of changes which are also being raised in the SPAA, UNC and IGT UNC – the changes are yet to be formally accepted into the change process, Mod/SCP numbers will be added to this change once formally known.

He explained, as part of the Ofgem Switching Programme there is intent to move the activities relating to creation and management of Market Participants within Market Domain Data (MDD) from the Supply Point Administrative Agreement (SPAA) into the Uniform Network Code (UNC). The intent will be for the UNC to direct the activities to be conducted by the DSC agreement.

He said that the UNC SPAA Guidance document would also be assessed by the DSC Contract Managers as this Committee was involved in the disclosure of information process. DA explained moving forward, there was a requirement for the DSC Sub-Committee (or Sub-Committee) to meet on the same day as the Electricity equivalent to ensure a cohesive approach. He added the target date is currently February 2020 to ensure it is implemented and working smoothly in time for integration testing.

It is important that changes in SPAA, UNC, UK Link and the IGT UNC all deliver at the same time or in an order which doesn't cause process disruption.

10.9 Budget 2019 Forecast

DT said he would present at the next meeting the latest Budget Forecast and the impacts of delays to the CSS bid work.

11. Diary Planning

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

Meetings will take place as follows:

Time / Date	Venue	Workgroup Programme
10.30 Wednesday 20 March 2019	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
10.30 Wednesday 17 April 2019 (<i>this may have to be moved to an alternative date</i>)	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
10.30 Wednesday 15 May 2019	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.
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 20 February 2019)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0803	15/08/18	4.2	Xoserve (PF) to produce a Communications Strategy for notification of incidents with timelines for resolution, with an indication of importance and the potential customer impact.	Xoserve (MD)	Carried Forward
0101	16/01/19	6.1	Xoserve (AM) to provide evidence of what the contract with AltHanCo was aiming to do and to share the boiler plate information.	Xoserve (AM)	Carried Forward
0102	16/01/19	6.1	Xoserve (AM) to document the risk of information exchange between AltHanCo and their service provider and clarify how the contract, covers information and data being released to this 3 rd party,	Xoserve (AM)	Carried Forward
0201	20/02/19	3.0	Xoserve (DS/EB) to include an update on the Xoserve status with GDPR in next month's Contract Assurance Audit update.	Xoserve (DS/EB)	Pending
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)	Pending