

**UNC DSC Contract Management Committee Minutes**  
**Wednesday 20 December 2023**  
**Via Microsoft Teams**

| <b>Attendees</b>   |       |                           |                             |
|--|-------|---------------------------|-----------------------------|
| Mark Cockayne (Chair)                                      | (MC)  | Joint Office              | Non-Voting                  |
| Tanaka Tizirai (Secretary)                                 | (TT)  | Joint Office              | Non-Voting                  |
| <b>Shipper User Representatives (Voting)</b>               |       |                           |                             |
| Andy Eisenberg   | (AE)  | E.ON Next                 | Class A & Class C           |
| Steve Mulinganie + Alternate for Oorlagh Chapman           | (SM)  | SEFE Energy               | Class B & Class C & Class A |
| <b>Transporter Representatives (Voting)</b>                |       |                           |                             |
| Helen Chandler   | (HC)  | Northern Gas Networks     | DNO Voting                  |
| Edward Allard for Sally Hardman                            | (SH)  | Scotia Gas Networks       | DNO Voting                  |
| Richard Loukes + Alternate for Andrea Godden               | (RL)  | National Gas Transmission | 2 x NTS Voting              |
| Jenny Rawlinson + Alternate for Tom Jenkins                | (JR)  | BU-UK                     | 2 x IGT Voting              |
|  |       |                           |                             |
| <b>CDSP Change Management Representatives (Non-Voting)</b> |       |                           |                             |
| James Rigby  | (JRi) | Xoserve                   |                             |
| David Addison  | (DA)  | Xoserve                   |                             |
| Jayne McGlone  | (JMc) | Xoserve                   |                             |
| <b>Observers/Presenters (Non-Voting)</b>                   |       |                           |                             |
| Angela Clarke  | (AC)  | Xoserve                   |                             |
| Bob Fletcher   | (BF)  | Joint Office              |                             |
| Charlotte Gilbert  | (CG)  | BU-UK                     |                             |
| Dean M Johnson   | (DJ)  | Xoserve                   |                             |
| Emma Smith   | (ES)  | Xoserve                   |                             |
| Helen Bennett  | (JB)  | Joint Office              |                             |
| James Spicer   | (JS)  | Xoserve                   |                             |
| Kate Lancaster   | (KL)  | Xoserve                   |                             |
| Marina Papathoma   | (MP)  | Wales & West Utilities    |                             |
| Michael Orsler   | (MO)  | Xoserve                   |                             |
| Michele Downes   | (MD)  | Xoserve                   |                             |
| Molly Haley  | (MH)  | Xoserve                   |                             |
| Paul Orsler  | (PO)  | Xoserve                   |                             |
| Phil Wood  | (PW)  | Xoserve                   |                             |
| Richard Cresswell  | (RC)  | Xoserve                   |                             |
| Sharon Dudley  | (SD)  | Xoserve                   |                             |
| Steve M Deery  | (SDe) | Xoserve                   |                             |
| Tracy O'Connor   | (TC)  | Xoserve                   |                             |

*DSC Change Management meetings will be quorate where: Committee Representatives of at least two (2) shall be Shipper Representatives and three (3) shall be DNO Representatives, NTS Representatives or IGT Representatives, are present at a meeting who can exercise seven (6) votes.*

*Please note these minutes do not replicate/include detailed content provided within the presentation slides, therefore it is recommended that the published presentation material is reviewed in conjunction with these minutes. Copies of all papers are available at: <https://www.gasgovernance.co.uk/dsc-change/130923>*

## 1. Introduction

Mark Cockayne (MC) welcomed all to the meeting and confirmed that the meeting was quorate.

MC briefly explained that Bob Fletcher (BF), the Chair for the DSC Contract Management Committee will officially be retired from Thursday 21 December 2023 and confirmed that he will succeed BF in the role of the Chair for this Committee.

MC, along with the Committee members issued their positive well-wishes and thank you messages to BF for all of the work he has carried out for the organisation and this Committee over the years.

### 1.1. Apologies for absence

Andrea Godden – NTS Representative  
 Oolargh Chapman – Shipper Representative  
 Sally Hardman – DNO Representative  
 Tom Jenkins – IGT Representative

### 1.2. Alternates

Edward Allard for Sally Hardman  
 Jenny Rawlinson for Tom Jenkins (and his alternate Charlotte Gilbert)  
 Richard Loukes for Andrea Godden  
 Steve Mulinganie for Oolargh Chapman

### 1.3. Confirm Voting rights

The voting rights were confirmed as below:

| Representative                                   | Classification                      | Vote Count |
|--|-------------------------------------|------------|
| <b>Shipper</b>                                   |                                     |            |
| Andy Eisenberg                                   | Shipper Class A & C                 | 2 votes    |
| Steve Mulinganie + Alternate for Oolargh Chapman | Shipper Class B + Class C + Class A | 4 votes    |
| <b>Transporter</b>                               |                                     |            |
| Helen Chandler                                   | DNO                                 | 1          |
| Edward Allard + Alternate for Sally Hardman      | DNO                                 | 1          |
| Richard Loukes + Alternate for Andrea Godden     | NTS                                 | 2          |
| Jenny Rawlinson + Alternate for Tom Jenkins      | IGT                                 | 2          |

### 1.4. Approval of Minutes (15 November 2023)

The minutes of the previous meeting were approved.

### 1.5. Approval of Late Papers

There were no late papers to record.

### 1.6. Review of Outstanding Actions

**Action 0602:** CDSP (DA) to undertake a case study into the Governance between DSC Change Management and DSC Contract Management Committee interactions using recent Hydrogen Change XRN5531 and report back.

**Update:** David Addison (DA) requested for this action to be carried forward to the meeting in January 2024. **Carried Forward.**

**Action 0902:** GRDA Update: CDSP (DA) to draft a notice to be sent to REC regarding DCC ticket performance; circulate to Committee members and decide who is best to send the notice.

**Update:** DA advised that this action has been completed and confirmed that BF sent the notice to the REC’s Chair in November 2023. **Closed.**

For a copy of the notice please reference to: [DSC Contract Management Committee 20 December 2023 | Joint Office of Gas Transporters \(gasgovernance.co.uk\)](https://www.gasgovernance.co.uk/news/dsc-contract-management-committee-20-december-2023).

## 2. Approvals

### 2.1 XRN5714 Updates to CDSP Service Description Table v32

Angela Clarke (AC) presented the Change Pack relating to XRN5714.

For full details of the change, please reference to the published Change Pack.

Shipper, DNO, NTS and IGT Members were asked to vote in respect of approving the proposed change. A unanimous approval was recorded as follows:

| <b>Voting Outcome:</b>                             |                     |                    |
|--|---------------------|--------------------|
| <b>Shipper Representatives</b>                     | <b>Voting Count</b> | <b>For/Against</b> |
| Andy Eisenberg                                     | 2                   | For                |
| Steve Mulinganie                                   | 4                   | For                |
| <b>Total</b>                                       | <b>6</b>            | <b>For</b>         |
| <b>Transporter Representatives</b>                 | <b>Voting Count</b> | <b>For/Against</b> |
| Helen Chandler (DNO)                               | 1                   | For                |
| Edward Allard (DNO) + Alternate for Sally Hardman  | 2                   | For                |
| Richard Loukes (NTS) + Alternate for Andrea Godden | 2                   | For                |
| Jenny Rawlinson (IGT) + Alternate for Tom Jenkins  | 2                   | For                |
| <b>Total</b>                                       | <b>6</b>            | <b>For</b>         |

### 2.2 Re-association of OVOs Supplier Short Codes

Michael Orsler (MO) informed the Committee that OVO requested that he presents this item on their behalf due to being unable to attend today’s meeting. MO presented OVO’s derogation request which is in regards to the re-association of OVO’s short codes and explained that they are seeking approval to realign their supplier short codes to a new supplier licenced OVO entity.

MO explained that, currently, the market verification rules stipulate that OVO cannot reallocate a supplier short code to another supplier licenced entity. Hence, OVO is requesting the approval of this proposal on the basis of evidence and the rationale contained within in the presented pack. MO confirmed that in practice, the impact on the systems is to the extent of changing the legal entities associated with the relevant short codes i.e. displaying the new OVO legal entity alongside the relevant short codes.

Jenny Rawlinson (JR) queried whether anything different will be viewed on the systems compared to the current position, and whether any changes are required to the back end systems. She asked about the timescales associated with this proposal.

MO confirmed that changes may be required to the systems to reflect the change of the organisations associated with the relevant short codes i.e. reflecting the new legal entity. Furthermore, in terms of timescales, he noted that phase one will involve obtaining approval in principal; and phase two is the creation of a timeline, with OVO, for the implementation of the proposal, anticipated to be sometime in 2024.

Andy Eisenberg (AE) raised a governance related question regarding OVO's proposal. He noted that considering this proposal is a derogation, in their view it would be connected to the UNC, particularly when considering that the MDD MPIV document referenced within OVO's presentation pack is a part of the UK Link manual, which is a UNC related document. AE questioned whether the DSC Contract Management Committee is the appropriate forum to consider and approve this proposal given the connection to the UNC, and in view of the terminology use of 'derogation'.

MO explained that the background surrounding the MDD MPIV's ownership confirming that it fell under the remit of CoMC. He mentioned that there is document published on the website explaining why it is covered by the DSC. He further explained that essentially OVO and the related entities are not UNC parties. He further explained that essentially OVO are asking as a licence supplier and as such are not UNC/DSC parties.

Helen Chandler (HC) mentioned that they have had internal conversations regarding this, the conclusion of which it was determined: (1) yes, it would be possible for them to facilitate the proposal (i.e. ensuring that the correct terms and contracts are in place); (2) but, they are not sure as to whether it should be done considering, it falls outside of the rules. HC noted an interest to hear the views of the Shippers on this matter.

Bob Fletcher (BF) noted, upon being requisitioned by the Chair to provide a view of the governance element, that from his perspective there is no issue as the matter relates to suppliers who are not DSC signatories. However, he suggested that it may be best to defer the matter to the upcoming meeting to conduct a comprehensive review of the rules.

Stephen Mulinganie (SM) explained that the rules are in existence for a reason. Therefore, should OVO wish to make a proposal which is contrary to the current position stipulated under paragraph 4.3 of the MDD MPIV, they should seek to raise a *change* to paragraph 4.3 and suggested wording along the lines of "*other than where material customer impact occurs*" following the requisite change process.

AE also raised a question on the potential risk of customer impacts which may arise from OVO's proposal. He explained that currently there is not enough information on the potential impacts and justifications to allow the Committee to reach a proper informed decision, particularly without a deep understanding of the impacts.

Following discussions under this agenda item, the Committee agreed for MO to provide feedback to OVO regarding the Committee's views on this matter, as represented above.

For useful information on the rules relating to market participants, please refer to the following: [Market Participant Rules](#)

### **2.3 DRR RPA Report Amendment**

Molly Haley (MH) presented the Disclosure Request Report (DRR) and provided an overview of the data items contained within the report. She explained that the proposal was for 7 data items to be removed from the list within the report and for 5 data items to be added to the list.

MH further noted, however, that approval in this meeting is sought for only 2 data items to be released to RECCo in the DMP, namely:

1. Current MAP Short Code; and
2. Current MAP EFD.

For full details of the amendments, please reference to the published Disclose Request Report RPA Report Amendment v1.2 (12 December 2023).

Shipper, DNO, NTS and IGT Members were asked to vote to approve the proposed change, with unanimous approval recorded as follows:

| <b>Voting Outcome:</b>                             |                     |                    |
|--|---------------------|--------------------|
| <b>Shipper Representatives</b>                     | <b>Voting Count</b> | <b>For/Against</b> |
| Andy Eisenberg                                     | 2                   | For                |
| Steve Mulinganie                                   | 4                   | For                |
| <b>Total</b>                                       | <b>6</b>            | <b>For</b>         |
| <b>Transporter Representatives</b>                 | <b>Voting Count</b> | <b>For/Against</b> |
| Helen Chandler (DNO)                               | 1                   | For                |
| Edward Allard (DNO) + Alternate for Sally Hardman  | 2                   | For                |
| Richard Loukes (NTS) + Alternate for Andrea Godden | 2                   | For                |
| Jenny Rawlinson (IGT) + Alternate for Tom Jenkins  | 2                   | For                |
| <b>Total</b>                                       | <b>6</b>            | <b>For</b>         |

### 3. Business Plans Updates

#### 3.1. BP updates

James Rigby (JRi) provided an update on the Business Plan 2024 (BP24). JRi confirmed that the final draft BP24 was published on 14 December 2023. He noted that it shall be considered by Xoserve’s board next month in January 2024 (approximately the 3<sup>rd</sup> of the January).

JRi informed the Committee that the only difference between the final version and the previous version is that the board assurance statement has been made considerably more comprehensive. He also confirmed that they are happy to receive feedback or representations regarding the published final draft BP24.

#### 3.2. Efficiency Review Update

James Spicer (JS) provided an update on the efficiency review following the recent roundtable event. He explained that they are inviting people to provide any comments / feedback in relation to the terms of reference for the Customer Advisory Board (CAB), which was established following a number of roundtable discussions.

JS explained that the CAB is in need of representative from a DN , as the r customer groups have all provided a volunteer to represent them. He further explained that the role of the CAB is to advise the program and assist in steering it, via the voice of the customers, together with helping with the delivery of the program.

Edward Allard (EA) mentioned the DN constituents are meeting in January 2024 to discuss potential representation on the CAB, and he asked whether that their timescales is amendable to JS. He also asked a question on whether a model of a rota or carousel approach for the DN’s would work in this situation.

JS informed EA that they are looking to hold their first meeting (face-to-face) sometime in the last week of January 2024. He also confirmed that they would be content with a rota or carousel approach, provided that the materials and information discussed at the meetings shared between the different DN representatives.

SM enquired as to the type of individuals that are expected to be CAB members, particularly considering the wording at page 4 of version 1.0 of the terms of reference states: “CAB members will have a deep understanding of the operational processes in their own organisation and understand where these are, or are not, representative of other customers in their constituency”. He is concerned that the wording will not work in the context of what is expected from individuals, and therefore, it will need to be amended.

JS noted that essentially they are seeking individuals who have an understanding of the proposals to be discussed, and the ToR will be updated to reflect this and other feedback provided during this segment

### **3.3. UK Link updates**

Emma Smith (ES) provided an information update on UK Link Sustain and explained the intended approach to the project in 2024.

ES further noted that, as part of the BP24, there is now a drawdown aspect to the UK Link Roadmap. She explained the manner how the drawdown budget will be managed in 2024 and onwards. ES also presented their intended governance approach to the Committee regarding the utilisation of the budget.

For full details, please refer to the UK Link Roadmap information published: [DSC Contract Management Committee 20 December 2023 | Joint Office of Gas Transporters \(gasgovernance.co.uk\)](https://www.gasgovernance.co.uk/dsc-contract-management-committee-20-december-2023-joint-office-of-gas-transporters)

## **4. Monthly Contract Management Report**

### **4.1. Key Performance Management (KPM)**

CDSP provided the Key Performance Measures, and the DSC Credit & Risk Performance Indicators.

Dean Johnson (DJ) summarised the KPMs and PIs for September, providing information on the failures and remedial actions, noting the following:

- 2 out of the 20 KMPs failed;
- 1 out of the 26 PIs failed.

For the detailed update, please refer to the published presentation.

### **4.2. KPM Customer Relationship Survey Results**

No update was due this month.

### **4.3. Monthly Contract Management Reports**

Angela Clarke (AC) provided a high-level overview of the Monthly Contract Management Reports for November 2023. This included the performance monitoring; meter count report; and the communications highlights.

AC also acknowledged that there is a clerical error in the DSC Credit and Risk Performance Indicator's Table, in respect to the figures for Measure Detail (Cycle Time). She acknowledged that the November figure of 99.36% is incorrect and should reflect the target figure of 98%. AC will provide a corrected version of the slide after the meeting.

For full details of the update please refer to the presentation published.

Post Meeting Update:- AC Sent an updated pack to the JO on 20<sup>th</sup> December 2023

### **4.4. Xoserve Incident Summary**

Phil Wood (PW) provided an update for the incidents which occurred in November 2023. He presented a high level summary and explained that there was one priority two incident occurred November. The summary covered the impact of the incident and remedial action taken to address (which was successful).

For full details of the update please refer to the presentation published.

### **4.5. Customer Issue Management Dashboard**

Michele Downes (MD) provided an overview of the open issues impacting customers.

This included an overview of the following:

- Missing secured active messages (3 missing messages, and 2 resolved);
- Consumer Contact Data;

For full details of the update please refer to the presentation published.

#### **4.6. Gas Retail Data Agent (GRDA) Performance**

David Addison (DA) was unavailable to present this agenda item. However, AC noted to the Committee that the update was only scheduled for information purposes.

The Committee had no questions for CDSP regarding the information set out within their GRDA slides.

For full details on the incidents please refer to the information published: [DSC Contract Management Committee 20 December 2023 | Joint Office of Gas Transporters \(gasgovernance.co.uk\)](https://www.gasgovernance.co.uk/dsc-contract-management-committee-20-december-2023)

#### **4.7. Key Value Indicators (KVI) Change Management:**

No update was due this month.

#### **5. Information Security Update**

No update was due this month.

#### **6. Financial Information**

No update was due this month.

#### **7. Business Continuity Plan**

No update was due this month.

#### **8. Contract Assurance Audit**

No update was due this month

#### **9. Key Committee Updates**

##### **9.1. DSC Change Management Committee**

Kate Lancaster (KL) provided a summary of the outcomes from the recent DSC Change Management Committee held on 13 December 2023. A copy of the full summary is available at: [DSC Contract Management Committee 20 December 2023](https://www.gasgovernance.co.uk/dsc-contract-management-committee-20-december-2023)

##### **9.2. Retail Energy Code (REC)**

CDSP's Paul Orsler (PO) provided an update on the on-going REC Updates including:

- R0067: Introduction of CSS refresh functionality.
  - Successfully implement on 9 December 2023 and currently undergoing post-implementation work.
- R0094: Clarify obligations on gas meter exchange that occur close to CoS



- They have been asked to provide additional assessment on and they are working closely with the workgroup.
- R0118: Review of Schedule 12 and processes to manage access to data
  - This change is hoped to allow for Gas Enquiry Service related changes to be regressed more streamlined in the future.

Please refer to the presentation slide published on the website for further information on the update.

Further information on all the REC Changes can be found on the REC Portal at: [Change and Release - REC Portal](#)

## 9. Any Other Business

### 10.1. CMS Update

Richard Creswell (RC) provided an overview of the CMS rebuild delivery roadmap and the current progress to date.

RC confirmed that there was successful implementation of version 1.6 on 27 November 2023, which was launched to facilitate walkthroughs and on-boarding sessions, along with the customer support drop in call.

RC further noted that version 1.7 is targeted to be launched on 24 February 2024, and confirmed that a training session scheduled for January to walk through the new contacts KMI and SARs. He also mentioned that the Customer Focus Groups for 2024 are now available to book online.

Please refer to the presentation slide published on the website for further information on the update.

### 10.2. Removal of False Positive Tamper Alert – Data Pilot with RECCo – Future DRR

David Addison (DA) informed the Committee that they expect to bring a DRR request at upcoming meeting in January 2024. He explained that they are currently working with RECCo in connection to a pilot program which seeks to remove false positives from smart tamper devices.

DA explained that the CDSP has been requested to try to identify instances where individuals may have physically interacted with meters in an illegitimate manner. At the moment, RECCo has access to a reasonable amount of information, however, there is some data (e.g. meter inspection data), which has not been released to RECCo.

**Metadata Catalogue** DA informed the Committee that they carried out substantial work reviewing REC's Metadata Catalogue during the summer of 2023. He mentioned that the feedback so far determined that they may have been too liberal in respect to their classification of data, as being 'open' or 'requiring conditions to its release'.

DA mentioned that following recent discussions, it has been decided that it would be best to reconvene sometime in January 2024, but this time with a variety of parties from the DSC Contract Management Committee in attendance. He invited individuals to volunteer and would appreciate particularly an IGT view, DN view and customer/consumer's view.

SM further added that they would also greatly appreciate a view from a Domestic Shipper

Anyone who wishes to volunteer or requires additional information on the matter is advised to contact DA directly.

## 11. Recap of decisions made during the meeting

Angela Clarke (AC) provided an overview of the discussions, decisions and actions covered during the meeting.



## 12. Diary Planning

The upcoming January 2024 Committee meeting has been scheduled to be face-to-face at the CSDP's head office in Solihull.

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

| Time/Date                           | Meeting Paper Deadline          | Venue                             | Programme       |
|-------------------------------------|---------------------------------|-----------------------------------|-----------------|
| 10:00 Wednesday<br>17 January 2024  | 5 pm Tuesday<br>9 January 2024  | Face-to-Face /<br>Microsoft Teams | Standard Agenda |
| 10:00 Wednesday<br>14 February 2024 | 5 pm Tuesday<br>6 February 2024 | Microsoft Teams                   | Standard Agenda |
| 10:00 Wednesday<br>20 March 2024    | 5 pm Tuesday<br>12 March 2024   | Microsoft Teams                   | Standard Agenda |

| DSC Contract Management Committee Action Table |              |         |  |           |                 |                 |
|--|--------------|---------|--|-----------|-----------------|-----------------|
| Action Ref                                     | Meeting Date | Min Ref | Action   | Owner     | Reporting Month | Status Update   |
| 0602   | 14/06/23     | 4.7     | CDSP (DA) to undertake a case study into the Governance between DSC Change Management and DSC Contract Management Committee interactions using recent Hydrogen Change XRN5531 and report back. | CDSP (DA) | October 2023    | Carried Forward |
| 0902   | 22/09/23     | 6.6     | GRDA Update: CDSP (DA) to draft a notice to be sent to REC regarding DCC ticket performance; circulate to Committee members and decide who is best to send the notice.                         | CDSP (DA) | November 2023   | Closed          |