

UNC DSC Contract Management Committee Minutes
Wednesday 19 July 2023
via Teleconference

Attendees			
Bob Fletcher (Chair)	(BF)	Joint Office	Non-Voting
Ben Mulcahy (Secretary)	(BM)	Joint Office	Non-Voting
Shipper User Representatives (Voting)			
Clare-Louise Roberts	(CLR)	Scottish Power	Class A & Class C Voting
Oorlagh Chapman	(OC)	Centrica	Class A Voting
Steve Mulinganie	(SM)	SEFE	2x Class B & 1x C Voting
Transporter Representatives (Voting)			
Helen Chandler (+ Alternate for Sally Hardman 11:25am to End)	(HCh)	Northern Gas Networks	DNO Voting
Guv Dosanjh (+ Alternate for Sally Hardman 10am to 11:25am)	(GD)	Cadent	DNO Voting
Richard Loukes (+ Alternate for Andrea Godden)	(RL)	National Gas Transmission	2x NTS Voting
Jenny Rawlinson (+ Alternate for Brandon Rodrigues)	(JR)	BU-UK	2x IGT Voting
CDSP Contract Management Representatives (Non-Voting)			
David Addison	(DA)	Xoserve	
Jayne McGlone	(JMc)	Xoserve	
Observers/Presenters (Non-Voting)			
Andy Eisenberg	(AE)	Eon	
Angela Clarke	(AC)	Xoserve	
Charlotte Gilbert	(CG)	BU-UK	
Edd Green	(EG)	Eon	
Fiona Cottam	(FC)	Xoserve	
Hannah Brown	(HBr)	Xoserve	
Joanne Williams	(JW)	Xoserve	
Kate Lancaster	(KL)	Xoserve	
Michele Downes	(MD)	Xoserve	
Sharon Dudley	(SDu)	Xoserve	
Steve Deery	(SD)	Xoserve	
Apologies			
Sally Hardman	(SH)	Scotia Gas Networks	
Andrea Godden	(AG)	National Gas Transmission	
Brandon Rodrigues	(BR)	ESP	
<p><i>DSC Contract Management Committee 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 six (6) votes.</i></p> <p><i>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-contract/190723</i></p>			

1. Introduction

Bob Fletcher (BF) welcomed all to the meeting, confirming the meeting to be quorate.

1.1. Apologies for absence

Sally Hardman	DNO Voting
Andrea Godden	NTS Voting
Brandon Rodrigues	IGT Voting

1.2. Alternates

Guv Dosanjh for Sally Hardman 10am to 11:25am, DNO Representative
 Helen Chandler for Sally Hardman 11:25am to meeting end, DNO Representative
 Richard Loukes for Andrea Godden, NTS Representative
 Jenny Rawlinson for Brandon Rodrigues, IGT Representative

1.3. Confirm Voting rights

BF confirmed the voting rights as detailed below:

Representative	Classification	Vote Count
Shipper		
Claire-Louise Roberts	Shipper Class A + Class C	1 A vote 1 C Vote
Oorlagh Chapman	Shipper Class A	1 A vote
Steve Mulinganie	Shipper Class B + Class C	2 B votes 1 C vote
Transporter		
Helen Chandler (+ Alternate for Sally Hardman 11:25am to end)	DNO	1 (+1) vote
Guv Dosanjh (Alternate for Sally Hardman to 11:25am)	DNO	1 vote
Richard Loukes (+ Alternate for Andrea Godden)	NTS	2 votes
Jenny Rawlinson (+ Alternate for Brandon Rodrigues)	IGT	2 votes

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1.4. Approval of Minutes (14 June 2023)

The minutes from the previous meeting were approved.

1.5. Approval of Late Papers

BF advised that some papers had been updated recently, but no new papers had been received outside of those previously notified so there were no late papers to report.

1.6. Review of Outstanding Actions

Action 0601: CDSP (JRi) to feedback as to whether the proposed audit activities for the Charging Methodology are being conducted by an external third party or by Xoserve.

Update:

Jayne McGlone (JMc) advised that the Charging Methodology and Allocation process audit is on the plan for this year and is due to be completed towards the end of the year. CDSP will propose to the Audit & Risk Committee (ARC) that this is one of the audits that is carried out under Xoserve's co-source audit arrangement and performed by KPMG. As a co-source arrangement, the audit report will be branded as Xoserve but will be carried out by KPMG. ARC is required to approve this. The next ARC is scheduled for 26 July. JMc agreed to provide an update to CoMC reps once ARC had made their decision.

Action 0601 Carried Forward

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 to DSC Contract Management Committee

Update:

David Addison (DA) shared with the Committee that he had prioritised the recent DCC P1 incident (as discussed under item 9.2 REC Updates to DSC below) and thus had not had the opportunity to make progress on this action, asking if it could be deferred for the time being. The Committee accepted and agreed with this, deferring the action until the September meeting.

Action 0602 Deferred to September

Action 0603: CDSP (MD) to obtain DNO feedback regarding the implementation of the changes to AQs for new connections.

Update:

Michele Downes (MD) confirmed that the CDSP had received confirmation from all but one of the DNOs that the updated AQs for new connections had been implemented. The excepted network had advised that system changes were required and that it may be December 2023 before the update is in place. MD noted an email summary of these responses had been sent to Oorlagh Chapman (OC) who confirmed receiving it.

OC asked that it be recorded in the minutes that the DNOs had originally stated it would take six months to get the replacement values in place and that she felt it likely that the time had already passed since this commitment was made. Accordingly, she was disappointed to hear that it was going to be December 2023 before the new Annual Quantities (AQs) had been completely rolled out.

Action 0603 Closed

2. Approvals

There were no items for approval in this meeting.

3. Business Plan Updates

3.1. BP Updates

JMc confirmed that the CDSP had published the first draft of the Principles and Approach for the Business Plan 2024 on 30 June and had followed up with a customer roundtable meeting two weeks ago, ahead of a re-released version of the draft. She commented that it was seen as a beneficial meeting in which they were able to hear feedback about the plan's direction and any areas needing additional emphasis, citing transparency as an example that customers had highlighted to them.

Steve Mulinganie (SM) agreed it was a useful meeting, noting that transparency had been proposed to be a separate principle in contrast to originally being embedded as part of another, wider one. He asked if any follow-up documentation had been produced.

JMc stated that Parties should have received a summary which was sent on 14 July, and Members were then able to confirm receipt. She added that it will also be uploaded on the newly improved BP hub on the Xoserve website to provide an ongoing view of the feedback provided and the actions taken to address them.

3.2. Efficiency Review

JMc confirmed that the Stakeholder Review Group has assessed the responses to the RFI issued and a preferred bidder has been identified, with all aspects currently on track for the Efficiency Review.

OC informed the Committee that she had sent an email to the CDSP following a conversation she had had with a Correla representative in which they expressed concern that Correla had not been party to the discussions held regarding what was required within the Efficiency Review. OC did want assurance from Xoserve that it had the mechanisms in place to ensure Correla takes part effectively in the review. She asked that before matters proceed with the contract award, the commentary that the representative gave that Correla had not seen the contract and might not be able to meet its requirements, needed to be addressed.

SM asked that as a principal party to the service provider, Correla must surely be obligated to contribute and comply regarding such reviews, audits, and the like, as is standard in such relationships. He noted that Correla seemed to be suggesting they have the ability not to take part in the review.

OC concurred, adding that it would be a waste of time if the industry is unable to get an end-to-end review.

JMc stated that there are provisions in the contract to share all information with professional advisers and suggested that the Correla representative communicated with may not have been close to the Review's development.

Helen Chandler (HCh) commented that any review of Xoserve's services should include any services contracted out to other parties, so from her view as a DNO Representative she was supportive of the concerns expressed and the need for confirmation from the CDSP.

SM proposed that the action be to obtain some form of assurance that arrangements are in place to assure that Correla will be obligated to ensure a successful review. If Correla is implying that those arrangements do not exist and that they will not support the review as they do not need to, then there is no point wasting the money.

OC advised that having spoken with Correla there was no hesitancy from them about sharing the DSC+ Contract and its Heads of Terms.

SM observed that it was often the case that the industry has found itself trying to work out what the DSC+ contract says, and Xoserve have always said they would share the contract but cannot do so under its terms, but if Correla is indeed happy to share it there should not be a reason not to do so. With the visibility of the full document, Parties can address a lot of issues and concerns and self-serve a lot of their questions.

OC advised that she had received confirmation that DSC+ was originally shared with customer Contract Managers when it was introduced but had Non-Disclosure Agreements (NDAs) attached that it could not be shared with other parties or colleagues due to the tender process that was underway at the time. She observed that those circumstances have long since changed so those concerns no longer applied.

The following actions were subsequently agreed.

New Action 0701: CDSP (JMc) to provide assurance that the arrangements in place between Xoserve and its sub-contractors are such that the Efficiency Review can be successfully undertaken.

If satisfactory assurance is provided in advance this action can be closed prior to the August DSC Contract Management Committee Meeting.

New Action 0702: CDSP (JMc) to Confirm if DSC+ can be shared with either: all DSC Contract Managers; or DSC Contract Management Committee Representatives.

3.3. Investment Paper Update

JMc advised the Committee that the CDSP had considered doing this item within the DSC Contract Management Committee agenda but in response to feedback received at their recent roundtable industry event, it had been agreed to hold a dedicated webinar for the update in August. They will confirm the date within the next week and will circulate invites to customers accordingly.

4. Monthly Contract Management Report

A copy of the presentation provided for this item can be found at <https://www.gasgovernance.co.uk/dsc-contract/190723>

4.1. KPM Update

Fiona Cottam (FC) talked through the KPM Update slide, noting that the CDSP had KPM failures on measures that related to exceptions triggered to protect processes and had a low number of these, firstly on Meter Read / Asset processing. She advised that these would get turned around promptly, with the performance being 99.99% of the 100.00% target.

The second failure related to issues around Primes and Subs with exception process again protecting downstream processes. She commented that there are some Change Proposals being considered in the industry change pipeline to address such issues which are subject to industry prioritisation, though observed that Primes and Subs are something of a niche issue so probably will not be prioritised over other more pressing Change Proposals for the time being. Performance was 99.91% of the 100% Target.

FC also commented on the DSC Credit and Risk Performance Indicator that one customer was delayed in making payment for a single day and that this was resolved within 24 hours of occurring.

4.2. KPM – Customer Relationship Survey Results

Hannah Brown (HBr) presented the KPM Relationship Management scores measured as part of the DSC contract on a quarterly basis. She advised that the questions issued in the survey were detailed on the right of the first slide with the survey having been issued to 270 contacts and resulting in 40 respondents. She advised that Customer Satisfaction had reduced to 82.81%, and whilst many positive measures came through, the key element contributing to the reduction was IGT dissatisfaction, which Xoserve is now focusing specific actions on.

SM asked if was the case that the majority of the Customer Satisfaction downshift was attributed to IGTs.

HBr confirmed this, indicating the IGT satisfaction was at 35.71%, which SM observed was a significant figure.

HBr moved to the second slide which detailed key customer feedback themes. In the Management of third-party and service delivery transparency, they had some positive feedback, but improvements were required. She informed the Committee that the CDSP was working to collate resources to show where third-party responsibilities started and ended and were to produce materials for training and induction purposes.

In relation to Help and support for queries and incidents, some feedback had been received about the Service Desk being quick and responsive, though other feedback comments raised issues regarding 'right first-time' considerations and the quality of responses. HBr stated that Xoserve is analysing feedback on these from all sources, and not just from the KPM measures with the aim of finding the root causes. They intended to review their quality check process and training resources to ensure customer impact and 'right first-time' receive appropriate focus.

Engagement sentiments were very positive with lots of good feedback about the workshops and one-to-one engagements, with one area proving to have specific issues proving to be Gemini Sustain Plus, which has prompted some internal consideration.

HBr acknowledged the sentiment theme for Understanding IGTs and stated that actions had been taken with a delivery plan to be shared with the IGTs for actions and ownership on their pain points.

SM noted that the whole bar was red, meaning all were asking for improvement. He asked how Xoserve were going to feedback on this to the DSC Contract Management Committee and what actions they were taking to improve the relationship with the IGTs, observing that other industry Parties may be directly impacted by a poor relationship between the CDSP and IGTs, adding that there was clearly significant frustration and dissatisfaction.

MD stated that Xoserve have held discussions with one of the IGTs and have subsequently taken a different approach to the concerns, producing problem statements for each of the IGTs. The IGT they have spoken with has agreed their problem statement and Xoserve now intend to hold similar discussions with each the IGTs regarding the problem statements produced for them and feedback to the DSC Contract Management Committee.

Jenny Rawlinson (JR) stated that the CDSP/IGT relationship had been fairly distant for a while, with a lot of churn in Contract Managers at Xoserve and many IGT concerns have not made it to this reporting suite in the past, so she was glad to see them now being included. She advised that the approach MD described above, with problem statements leading to point plans MD was now giving a lot of comfort to IGTs and agreed that updates needed to be shared at subsequent DSC Contract Management Committee meetings.

New Action 0703: CDSP (MD) to feedback on Problem Statement discussions with all IGTs.

HBr resumed talking through the feedback themes, noting that all the feedback regarding People knowledge and behaviours had been very positive before explaining that the feedback covered by the 'Other' category was concerning specific issues raised by individual customers and that Xoserve intended to engage with each of these Parties to address these.

HBr noted that whilst there was some positive feedback about Communications, concerns about the file flow issue communications not being provided in May, had raised some requests for improvement.

Under DDP, HBr advised that there had been feedback stating how the data provided was proving valuable to customer processes and suggested opportunities for development including rejected reads, real-time reads and more data for DMs and Xoserve were working with customers to understand the development requirements involved. She noted that the DDP Forums, held monthly, are attended by the DDP team to facilitate customer engagement, and all Parties are welcome to attend.

Discussing the Training metric HBr noted they had received positive feedback about the e-learning Xoserve provides, and moved on to the feedback on Change, detailing how more consideration of IGTs had been requested as well as the perception that the Change process was slow with the updates proved needing improvement. She advised there had been specific concerns raised around the specification for one of the Modification related Changes and they were looking to address these with the customers that had raised them.

HBr concluded by thanking customers for the feedback and asking that Parties do not wait for the KPM surveys to provide any feedback they have and were welcome to get in touch with the Xoserve Support teams and/or their Customer Service Manager at any time.

JR observed that Xoserve appeared to be using a different approach to the KPMs and were looking at a level of detail for IGTs as seen for other constituencies which was good to see.

4.3. Monthly Contract Management Reports

Angela Clarke (AC) provided a review of the Monthly Contract Management Reports for June 2023, advising that the Communications Highlights slide provided links to useful items on the Xoserve website on recent developments.

She described how the Performance monitoring figures for June provided a positive story with all targets met and that the Meter Count Report showed no surprises, noting that the percentage of the entire Meter Portfolio now Smart had risen from 53% in May to 54%.

4.4. Xoserve Incident Summary

AC advised that there had been no P1 or P2 incidents in June so no reporting had been produced though warned that this will be different next month, (see item 9.2 below for more details)

4.5. Issue Management Dashboard

MD reviewed the Open Issues Impacting Customers noting that a couple more issues had been added to the list as a result of a request to add 'bubbling under' issues. Accordingly, the Winter Consumption (WC) calculation and LDZ Input Measurement Error had been added following communications that have been issued on these. MD stated the CDSP would be looking ahead and adding, if agreed by the DSC Contract Management Committee, a 'bubbling under issues' slide to the Customer Issue Dashboard as potential issues. She noted this would not capture all issues early, giving examples of GES or DCC matters that land on the CDSP without prior visibility.

MD went through the detailed issues, highlighting that the Missing Secured Active Messages (SAMs) entry had been compiled on 02 July 2023, before the recent DCC P1 event on 06 July 2023. As such it only details 362 SAMs with only 1 still pending that was awaiting a customer response.

For the WC MD stated that a communication had been sent out on 03 July 2023 advising of a system issue where the calculation for 2,000 MPRNs was not correct. Xoserve had notified customers and asked them to provide a correction or WAR themselves. In the cases where the customer had only recently taken over supply, the CDSP will calculate replacements on their behalf and, providing the customers do not object, these will be used. MD advised that a Change request had been created and prioritised to ensure the calculation corrections are in place before the process restarts in April 2024.

MD then discussed the LDZ Input Measurement Error, noting that the Offtake meter in LDZ EM had been under recording between 01 April 2022 to 31 July 2022 with an approximate impact of 790 GWh. She advised that Xoserve had asked customers if they wanted their related values beforehand, which some did, and these have subsequently been provided.

Under the AQ Defects entry, MD noted there had been 6 AQ impacting defects, of which most had been addressed in July and resolved to keep reporting on this issue.

Consumer Contact Data was an IGT pain point that MD explained was related to a known data quality issue in the quarterly file provided to IGTs where the consumer contact data is not complete. The root cause is a special character related. MD advised that BW cannot cope with these valid entries, in contrast to the UK Link, which Xoserve are producing a fix for, to be deployed before the next quarterly file is due, (the last file was issued at the weekend). For completeness, all DNO portfolio reports are also being reviewed. MD noted that at Project Nexus go live the files were originally designed to come from BW, but that Xoserve is now looking at the potential of getting these files to come from the UK Link instead.

SM agreed that such IGT issues that have crosscut impacts should be shown in this reporting.

JR concurred, advising that Xoserve should have those problem statements previously alluded to soon and it makes sense to include this issue here too.

4.6. GRDA (Gas Retail Data Agent) Reporting

DA presented this item, noting everything that was required of the CDSP concerning GRDA Performance had been done with some failures relating to three specific missing messages in the period.

He advised that Xoserve are still seeing registrations where the current supplier has de-activated the supply before the switching date. In such instances, DA stated that the DCC/CSS advise Parties to cancel the registrations and reinstate the supply, making a resolution that has no requirements regarding settlement considerations, though acknowledged that there was an impact for retail.

5. Information Security Update

The next update for this agenda item is due August 2023.

6. Financial Information

The next update for this agenda item is due August 2023.

7. Business Continuity Plan

The next update for this agenda item is due August 2023.

8. Contract Assurance Audit

The next update for this agenda item is due August 2023.

9. Key Committee Updates

9.1. DSC Change Management Committee

Kate Lancaster (KL) provided a summary of the last DSC Change Management Committee held on 12 July 2023. A copy of the full summary can be found at <https://www.gasgovernance.co.uk/dsc-contract/190723>.

KL noted there was no change to total committed spend since last reported, and that Paul Orsler had taken the DSC Change Management Committee through the Change Budget BP24 proposal, suggesting retaining the same size budget from BP23 to BP24 based on Major Release bandwidth, historic trends/costs and anticipated REC demand.

Shippers voted to approve XRN5658 Allocation of LDZ UIG to Shippers Based on a Straight Throughput Method (Modification 0831) and Allocation of LDZ UIG to Shippers (Class 2, 3 and 4) Based on a Straight Throughput Method (Modification 0831A) into Capture and updates were provided for information on CMS Rebuild Changes XRN5556G (v1.6) and XRN556H (v1.7)

One HSMO change pack was reviewed for XRN5607 (Modification 0816S Update to the AQ Correction Process) and Solution Option 2 was approved by Shippers and DNOs at 100% Shipper funding.

The Detailed Design for XRN5556F Contact Management Service (CMS) Rebuild V1.5 which was approved by Shippers, DNOs and IGTs. Similarly, the revised BER for XRN5567 Implementation of Resend Functionality for Messages from CSS to GRDA (REC CP R0067) was approved by Shippers.

KL advised that the XRN5647 Minor Release Drop 11 Scope (including XRN5316, XRN5547 and XRN5651) was approved and will go through as a Change proposal next month.

Xoserve confirmed that they would clarify what the impacts would be to the existing IGT Must Read pause and associated CMS Must Read delivery.

9.2. REC and GRDA Update

DA suggested that, given the severity of its nature, the Committee move straight to the summary of the Major Incident on 06 July 2023. He advised that the slides had been produced on 07 July and would provide the latest position verbally as the matter was discussed.

A copy of the full presentation is available at <https://www.gasgovernance.co.uk/dsc-contract/190723>.

DA gave a chronology of the events, stating that an issue was identified at gate closure at 18:30 on 06 July 2023 at which point Xoserve went through SOP processes to ensure the problem was not at Xoserve's end. At that point of the day, 409 Registrations had been successfully processed and this helped Xoserve understand what the incident was from a DCC perspective. DA advised that they did not yet have a root cause analysis from DCC, but reasonable speculation was that at 09:00 on 06 July 2023, the messages at the pending status on the DCC estate were either lost or moved to a status that could not be progressed, DA stated that the CDSP have been independently collating anticipated volumes to be assessed and these have proven close to the mark with later confirmed figures to date.

With this said, DA advised that the CDSP projection of registrations affected is 84k, with AQs at risk of 1,250,000,000kWh (1.25TWh). Furthermore, 79k to 80k of these switches have either reached or passed the registration effective date, with the circa 4k switches yet to happen accounting for a quarter of the AQ mentioned. DA advised that the vast majority of large AQ sites affected have effective dates of 01 August 2023.

DA stated that Xoserve have been very careful not to express a preferred position, despite DCC statements to the contrary, and noted there is no simple 'silver bullet' fix so Parties will need to make their own assessments.

SM replied that he was grateful for the information and said that Shippers might be able to self-serve their way out of this situation but wanted to know what it means to have a disconnect between a UK Link registration date and the CCS equivalent, especially regarding which takes priority from a legal perspective.

DA commented that he would take the DSC Contract Management Committee through the two options that the DCC were considering and then will look to answer SM's question. He stated that as a service provider, he needed to defer to other parties and asked that the Joint Office and DNOs not be offended by his view and that he welcomed feedback.

DA advised that the DCC are currently only focusing on retrospective supplies, being supplies that have reached or passed their start dates, in the main these are the only ones they can identify and DA shared that on the latest DCC update call a number of parties expressed their dissatisfaction with this. He shared that all the values he was providing were sourced from Xoserve and reasserted that such figures have been close to any values the DCC have subsequently released and were the best available at the time. He noted that customer Contract Managers will already have their portfolio impact figures from Xoserve.

Option 1 for the CSS, DA explained, will generate a cancellation on the Supplier's behalf for the affected switches and then either the supplier or the CSS will issue a new registration for a future dated start date. Although the situation needs resolving, DA did not think this option was REC compliant but understood that the DCC had a differing view in this regard, however, a major issue existed in that electricity processes cannot support this route, as they have set the supplies live already and so are petitioning strongly against this Option.

Option 2 sees the use of retrospective start dates, and DA noted that several suppliers preferred this Option as, if they are not self-serving a solution, it will ensure retail impacts on Shipper estates will be minimal. Xoserve has been advising Parties concerning settlement and DA gave the example of an original CSS go-live date of 07 July 2023 where, by the time Option 2 is enacted, he believed the earliest next registration date would be 20 July 2023, creating a two-to-three-week gap. He advised that UK Link cannot process retrospective registration dates and stated that as far as the CDSP are concerned there is no requirement to do so but suspected they will be hearing some differing interpretations of the REC on this, and have raised a number of issues in regard to the related risk.

DA acknowledged that, as alluded to in the presentation for item 4.5 Customer Issue Dashboard earlier, Xoserve have had practice with this issue and can receive retrospective files, and will not necessarily have to wait 5 days after receipt to allow for the risk of BRNs becoming invalid noting that the risk was small given the time of year, adding that if it was the end of January matters would be different. As such DA advised that they will submit registrations as soon as they can, adding that they are stating they will give 1 Working Day's (WD) notice but may be able to do it quicker in the afternoon of the same day, but will probably need to give themselves 'wriggle room' as this was not tested.

DA continued that in reference to registration priority it lies within UNC Modification 0836 in that, effectively, Settlement is driven from the UK Link register, and this was why the Modification had been raised. With UNC Modification 0836 being a Self-Governing Modification it should progress smoothly to a mid-October implementation.

It gives CDSP the right, when aware CSS and UK Link is out of synchronisation, to insert meter reads and enables them to attribute the settlement value from Shipper A to Shipper B using the

Materiality Test defined in UNC Modification 0836. If the result proves to be material Shipper B would be debited Shipper A's Settlement costs, without a subsequent retrospective element.

DA noted that this relied upon a previous UNC derogation, and he was intending to attend the UNCC meeting on 20 July 2023 to ensure it still exists and was hopeful the UNCC will prove supportive. He observed that it was not his place to say how the industry wished to progress UNC Modification 0836, though he suggested it be left to progress to implementation as is, as adding a retrospective element to it would make the Modification Authority-directed and require longer to be approved and implemented.

DA elaborated that in taking this approach, and dependent upon the Options taken, a finite pot will exist for this incident, meaning the position would be specific and, hopefully, would not be treated as a retrospective or open-ended. At that point, DA suggested, it would be possible to go back and look at the Settlement charges.

SM observed that his organisation's suppliers are stating they registered successfully in accordance with the REC, not the UK Link, making for a situation that should really be impossible. As such when this ends up in court the question will be which Code takes precedence. He stated he had been thinking about UNC Modification 0836 as a potential tactical response to the P1, though it would become a selective solution which would make it more complicated. He asked if UNC Modification 0836 was implemented as is, would there be an immediate portfolio it could be applied to. If not, should it be converted to address such an immediate issue, as letting it go through as is to do nothing when there is the potential to consider addressing the current issue may not be helpful, though he agreed that such alternations would no doubt make it Authority-directed.

DA responded that he was in everybody's hands and that ultimately the approach Xoserve have been trying to take is to be directed by our customers. He felt that the only thing with UNC Modification 0836 that was suggesting to him to leave it as is, is that it is a process for any future incidents, and thereby the risk of converting it to a retrospective solution would be that it might get rejected and the industry would be left with nothing, necessitating re-raising UNC Modification 0836 as it currently stands. He was unsure if this was a consideration for Panel or the Modification Workgroup, but ultimately, Xoserve would look to be guided as it was not their code.

DA added that he thought different preferences and approaches would be suggested as Parties reacted to the situation, advising that UNC Modification 0836 very much sets the CSS date and UK Link date if anyone else is saying they cannot wait for the DCC date.

SM felt that the industry should look to self-governance its way out of the impacts and may need UNC Modification 0836 to address the energy ramifications. He asked that if Option 2 is used is the CDSP compliant if they accept the subsequent instructions or would they be in breach of Code.

DA commented that the UNC, to his reading of it to date, implies a retrospective secured notification is invalid, though it does not specifically state it. At the REC level he had written unofficially to Aric and had approached the Joint Office about UNC compliance. The responses received so far was that there was no issue with the Licence or REC. He referred to the DCC CRD129 programme change Xoserve raised, and whilst not wanting to jeopardise Change R0067, noted that the DCC have requested that resend requests at 18:00 be left until 18:30. With all the current SLAs on DCC, he felt not defining a gate closure date is an untenable position. He added that he was satisfied that the CDSP were compliant but was sure there would be a lot of 'wriggling' observed in the next few days.

DA advised that Xoserve are suggesting Parties self-service affected future-dated registrations to curtail the numbers of impacted supplies, whilst Xoserve consider what is required of them to get information in UK Link and take into account the eventual nature of UNC Modification 0836 and what it that means for all Parties for Settlement.

He confirmed his intention to attend the UNCC meeting on 20 July 2023 to ensure Representatives are comfortable with the use of the previously agreed Derogation to enable the CDSP to take actions required for Option 2. He emphasized that whilst he was speaking of the two Options the DCC have not committed to taking both, and that the electricity industry has said that Option 1 cannot be used. DCC was likely solicit further views.

He added that there was one final consideration that he did not have the figures for, being that a number of affected switches were intra-company switches, so probably portfolio migrations. He advised that the CDSP has reached out to those parties involved to understand what this means to their programmes regarding cancelling switches and resetting them in the hope that the impact may be reduced. He suggested that of the 86k switches it was believed that around 60k are potentially intra-company switches but noted that it was not clear, and they may be the backend of other activities such as SoLRs, so Xoserve would be very interested to discuss these further with Parties.

Having discussed this priority issue, DA then picked out a few matters of interest from earlier in the presentation.

Within the REC Change Pipeline, for Changes in progress, DA gave an update for R0067, stating that Xoserve had provided feedback on the design a couple of weeks ago, and whilst having had some interim responses, advised that Landmark and the DCC have not yet provided a response to the design commentary having prioritised matters pertaining to the P1 issue discussed above. DA noted that the Change Proposal has been raised under DSC Change Management Committee and matters are progressing towards a December implementation. He commented on the need to assess if this would have addressed the P1 incident had it been in place but suggested that it probably would not have as CSS had not progressed the registrations, though that it might mean getting a clear statement from DCC as to how best to address these aspects in the future to give them the authority to act should these circumstances ever reoccur.

R0092 was noted by DA to have been raised by DCC to enable opening up their Service Levels on the provision of CSS for review and stated that they were still progressing with this. He asked an open question to the Committee that whilst Parties are progressing with the P1 analysis and looking to undertake future lessons learnt review, he was interested in a DSC Contract Management Committee view on this Change Proposal that he could share with REC Change Management.

SM gave his view that there was no way R0092 should be progressed in the middle of, what he termed 'a complete shambles' P1 incident. He stated that the industry needs to learn the lessons first and, potentially, the Service Levels tightened.

OC added that she supported this view.

DA shared that he agreed, stating that in the previous SAMs incidents, Xoserve have tried and failed to get CSS to respond in a timely manner and reflected that maybe this P1 incident could have been seen to be coming and harder efforts made to get timely CSS responses. He agreed with the view that a lessons learnt exercise should be completed first and that R0092 should be put on hold.

R0096 was highlighted by DA as of potential help in such instances in that it will identify if CSS fails to generate a message, but noted that it has also been seen that the DCC is not monitoring their systems and as such R0096 should include monitoring the success of the gate closures and regenerating messages where required. He suggested Parties ask REC colleagues to look to include these elements as a result of this incident.

10. Any Other Business

10.1. CMS Update

Joanne Williams (JW) confirmed there was only one slide for this update and was the same one issued to the DSC Change Management Committee meeting last week.

She advised that the launch of v1.4 on 01 July 2023 had been delayed and that they were now looking at a new date of 14 August 2023. She added that Xoserve were conscious this date would put it during the holiday period so were looking to hold engagement activities in both August and September to help people to get used to the new processes and enable those that may miss the first session to have another opportunity to review the particulars of the bulk contact screen and understand the details behind the delay, mainly being the complexities of the bulk files which have now been addressed with the 14 August launch now confirmed with no risk.

JW shared that the impacts of the delay were currently being assessed and that they will look to prioritise XRN5604 and XRN5605 in line with scheduled delivery dates as well as to understand any impact on customers.

10.2. RECCo Metadata Catalogue

DA talked the Committee through the presentation and explained that RECCo were creating a Metadata Catalogue for a couple of reasons, including specifically to support the Open Data Framework and Schedule 12 as they were finding the release of data quite onerous and were accordingly undertaking a review to make it more open and reduce some of the more complicated governance whilst retaining the right levels of security.

This ties with multiple data sources, being EMAR, DAM (and UK Link Manual) and should namecheck the DPM. They were asking for a lot of data and an understanding of data ownership at a Code level.

DA advised that the Meta Data Matrix was massive and complicated, noting that it had taken himself and JMc two full days to review just 60 of the 400 data items. He noted that this work was being done under the role of CDSP and not as the GES provider, as it was very much about the data itself and not the display of it, adding a clarification that it was also on behalf of the Joint Office and the IGT UNC Code Administrator, stating that it was thought important customers were happy that they were consulted on the work where it was deemed appropriate.

DA shared that the CDSP have been asked to finalise the work by the end of July, adding the deadline was originally June but the scope necessitated a delay, and the recent P1 has added to the workload but advised that they were still looking to meet the target date. For reasons of practicality, Xoserve was not going to undertake a full consultation but thought it important to discuss the work with a subset of customers.

DA referred to a precedent of this approach when a REC debate occurred in June 2020 on the ownership model, where a subset of customers eventually reviewed the proposal initially set out from the CDSP perspective and then made changes to take account of the different views expressed. He added that they were proposing using the same approach to drive this Meta Data Matrix work by forming a similar subset group of customer 'volunteers' and understood some Representatives have already offered to join. He asked if anyone else wanted to participate, noting that Xoserve did write to the original Subset group of volunteers with some limited success. He shared that progress had slowed down because of the P1 incident and advised that work would start the week commencing 31 July 2023 and added that if anyone did wish to step forward the CDSP would ensure an invite was issued.

DA also highlighted another consideration he wished to review and get customer support for was the data classification and the approach that has been taken of presumed 'Open'. He shared that Xoserve had suggested there should be considerations attached for some items, for instance, AQ Corrections as under UNC Modification 0819 (*Establishing/Amending a Gas Vacant Site Process*) could indicate if a site was vacant or not, or Meter Model, which may suggest if it is prepayment.

JMc added that where they had requested such items be changed from presumed 'Open' to 'Conditional' or 'Not Open' the RECCo have proved responsive and agreed to them all.

DA gave some further commentary that it was not thought that Parties would be interested in Physical Mapping from DAM to EMAR and advised that the Data Controller would always be RECCo and that the Data Provider considerations were very physical in nature and were either the CDSP or CSS and the Authoritative source always set for EMAR.

SND Engagement Day

JMc advised the Committee that an SND Engagement Day would follow on from the recent planning discussions and formal invites should be sent out in the next few days. She stated that a Poll had been conducted as to whether the day should be a face-to-face or dial-in event, with the majority of the few responses received stating a preference for a face-to-face event, which will now occur between 11:00 and 14:00 on 26 September.

11. Recap of decisions made during the meeting

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

12. Diary Planning

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

Time/Date	Paper Publication Deadline	Venue	Programme
10:00 Wednesday 16 August 2023	5pm Tuesday 08 August 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 20 September 2023	5pm Tuesday 12 September 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 18 October 2023	5pm Tuesday 10 October 2023	Microsoft Teams	Standard Agenda
10:00 Wednesday 15 November 2023	5pm Tuesday 07 November 2023	Microsoft Teams	Standard Agenda

DSC Contract Management Committee Action Table

Action Ref	Meeting Date	Minute Ref	Action	Owner	Target Date	Status Update
0601	14/06/23	3.1	CDSP (JMc) to provide an update on ARC approval regarding the proposed audit activities for the Charging Methodology being conducted by an external third party (KPMG) for Xoserve.	CDSP (JRi)	August 2023	Pending
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)	September 2023	Deferred
0701	19/07/23	3.2	CDSP (JMc) to provide assurance that the arrangements in place between Xoserve and its sub-contractors are such that the Efficiency Review can be successfully undertaken. *If satisfactory assurance is provided in advance this action can be closed prior to the August DSC Contract Management Committee Meeting.	CDSP (JMc)	August 2023*	Pending
0702	19/07/23	3.2	CDSP (JMc) to Confirm if DSC+ can be shared with either: all DSC Contract	CDSP (JMc)	August 2023	Pending

DSC Contract Management Committee Action Table

Action Ref	Meeting Date	Minute Ref	Action	Owner	Target Date	Status Update
			Managers; or DSC Contract Management Committee Representatives.			
0703	19/07/23		CDSP (MD) to feedback on Problem Statement discussions with all IGTs.	CDSP (MD)	August 2023	Pending
0603	14/06/23	10.1	CDSP (MD) to obtain DNO feedback regarding the implementation of the changes to AQs for new connections.	CDSP (MD)	July 2023	Closed