



## **Contract Management Committee**

4. Contract Management Report 17<sup>th</sup>  
April 2024

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## **KPM Reporting (March reporting period)**

Agenda item 4.1

# DSC Credit and Risk Performance Indicators

Energy Performance Indicators		
Measure Detail (Right First Time)	Target	March 24
Energy Balancing Credit Rules adhered to, to ensure adequate security in place	100%	100%
Measure Detail (Cycle Time)	Target	March 24
% of revenue collected by due date	98%	99.40%
% of revenue collected by due date (+2 days)	100%	100%
CDSP Performance Indicators (Cycle Time)		
Measure Detail (Cycle Time)	Target	March 24
% of revenue collected by due date	98%	99.98%
% of revenue collected by due date (+3 days)	98%	99.9%



# **Monthly Contract Management reports and updates**

Agenda Item 4.3

# Communications Highlights – March 2024

## Publications in March 2024

- [Delivering Decarb March 2024](#)

## Looking ahead

- [12 April – CMS Rebuild Customer Focus Group](#)
- [22 April Gemini Sustain Plus Focus Group](#)
- [23 April Customer Process Day \(Invoicing\)](#)

## Events

- 5 March NTSCMF
- 6 March DESC
- 7 March DN Constituency
- 7 March Transmission Workgroup
- 8 March IGT Constituent Change Meeting
- 8 March CMS Rebuild Customer Focus Workgroup
- 12 March Performance Assurance Committee
- 13 March Change Management Committee
- 14 March Governance workgroup
- 14 March IGT UNC Modification Workstream
- 15 March AUG sub-committee
- 18 March Shrinkage Forum
- 18 March Gemini Sustain Plus Focus Group
- 20 March Contract Management Committee
- 21 March UNC Mod Panel & UNCC
- 22 March IGT UNC Mod Panel
- 25 March Offtake Arrangements Workgroup
- 25 March DSC Delivery Sub-Group
- 26 March DNCMF
- 26 March IGT Constituency Operational Meeting
- 28 March Distribution Workgroup

# Meter Count Report (March 2024 )

Class	MPRN Count	Smart Count	Total	Smart %
1	627	0	627	0.00%
2	836	0	836	0.00%
3	179649	3495253	3674902	95.11%
4	10509186	11001073	21510260	51.14%

Overall, 57% of the entire Meter Portfolio is Smart

# Performance monitoring (March 2024)

- Additional Services and Third-Party Services Invoicing

Reporting Area	March	Year to date
Additional Services	£16,204.20	£70,938.42
Third Party Services	£8,867.27	£186,352.34

- Gemini Performance and UK Link Availability

Gemini Service Performance	
Target	Actual
99%	99.99%

UK Link Availability and Performance		
	Target	Actual
Batch Transfer	99%	100%
Service Desk Availability	99%	100%

All Transportation Invoice Charging obligations were achieved





# **Xoserve Incident Summary**

Agenda Item 4.4

# Summary

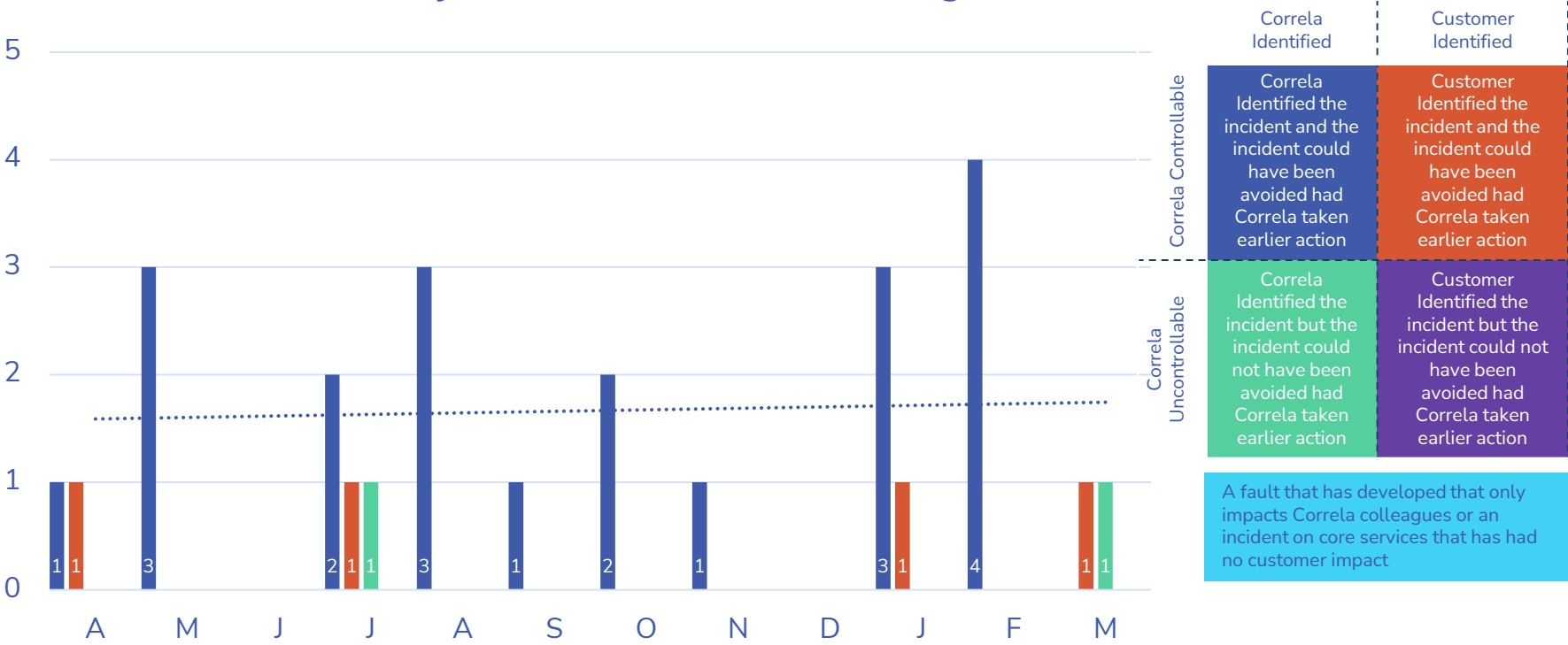
System Affected	Priority	Impact	Remedial Actions	KPM Breach	Resolved	Customer Segment Impacted
Microsoft Teams	P2	Customers attempting to contact the Customer Operations teams were held in a queue, until the call connectivity failed.	Analysis determined that there was a partial loss of configuration of the Audio Code Session Border Controllers, resulting in calls not routing correctly. The missing configuration was retrieved from backups and applied again restoring service.	No	Yes	End users for Consumer Enquiry Service, Find my supplier, Commercial helpline/Data search and Contact Management
SwitchStream	P2	Switches with an effective start date of the 1st of April contained an inaccurate end date of 30th March within the loss notification flow (D0058). The issue may have caused Electricity suppliers to incorrectly object to site losses which resulted in unsuccessful switching.	A code fix was implemented to ensure that date calculations were not required when deriving the settlement end date.	No	Yes	Suppliers

# High Level Summary of P1/P2 Incidents: Mar 2024

Ref.	What happened?	Why did it happen?	What do we understand our customers experienced?	What did we do to resolve the issue?	Incident Date	Resolved Date
INC0450656	Colleagues reported that inbound calls weren't being routed via Microsoft Teams, calls were held in a queue with all agents incorrectly showing as busy.	Analysis determined that there was a partial loss of configuration of the Audio Code Session Border Controllers, resulting in calls not routing correctly.	Customers attempting to contact the Customer Operations teams were held in a queue, until the call connectivity failed.	The missing configuration was retrieved from backups and applied again restoring service.	6 <sup>th</sup> Mar	6 <sup>th</sup> Mar
INC0450495	It was identified that MPANs held an incorrect settlement end date for switches with an effective date of the 1st of April.	The date derivation did not correctly consider the effect of the spring clock change when determining the end date and converting it to local time.	Switches with an effective start date of the 1st of April contained an inaccurate end date of 30th March within the loss notification flow (D0058). The issue may have caused Electricity suppliers to incorrectly object to site losses which resulted in unsuccessful switching.	A code fix was implemented to ensure that date calculations were not required when deriving the settlement end date.	5 <sup>th</sup> Mar	8 <sup>th</sup> Mar

# What is Happening Overall?

## Major Incident Chart – Rolling 12 months



# What is Happening Overall?

Key:

Mar 2024

Financial Year to Date

	Correla Identified	Customer Identified		Correla Identified	Customer Identified		Correla Identified	Customer Identified
Correla Controllable	Correla Identified the incident and the incident could have been avoided had Correla taken earlier action	Customer Identified the incident and the incident could have been avoided had Correla taken earlier action	Correla Controllable	0	1	Correla Controllable	20	4
Correla Uncontrollable	Correla Identified the incident but the incident could not have been avoided had Correla taken earlier action	Customer Identified the incident but the incident could not have been avoided had Correla taken earlier action	Correla Uncontrollable	1	0	Correla Uncontrollable	2	0

# Incident Priority Matrix

Category	Time to Fix	Description	Example Usage
P1	<4 hours	Critical Incident	<ul style="list-style-type: none"><li>• Complete loss of more than one critical service</li><li>• IT incident leading to high risk of serious Health &amp; Safety incident</li><li>• Confirmed uncontrolled security incident</li></ul>
P2	<8 hours	Major Incident	<ul style="list-style-type: none"><li>• Complete loss of any service (critical or non-critical)</li><li>• Partial loss of critical business service causing significant operational issues (caveat assess at time)</li><li>• Multiple Organisations<sup>1</sup> (3 or more) are affected</li><li>• Critical users are unable to undertake their activities</li><li>• Subject to CDSP triage, an incident escalated to this level by the Customer</li></ul>



## **Customer Issue Dashboard**

Agenda item 4.5

# Open Issues Impacting Customers

Issue Area	Issue Summary	Further Information and Action Being Undertaken	Customers Impacted
Missing Secured Active Messages (SAMs)	<ul style="list-style-type: none"> <li>- Circa. 83,000 missing SAM's relating to switching activities (includes all missing messages to date).</li> </ul>	<ul style="list-style-type: none"> <li>- One outstanding missing message which remains as pending customer response</li> <li>- Seven missing messages in March 2024, all of which have been resolved.</li> </ul>	Shippers DNs IGTs
Portfolio files	<ul style="list-style-type: none"> <li>- Consumer contact data is not complete when sent in the portfolio files to IGTs &amp; DN's</li> </ul>	<ul style="list-style-type: none"> <li>- All issues identified were fixed prior to the submission of the January 2024 quarterly portfolio files.</li> <li>- A further issue was identified during testing of the last fix, this will be corrected prior to the next quarterly file being issued in April 2024.</li> <li>- Issue identified with the DN quarterly portfolio file issued in January, records missing. A fix has been applied &amp; this will be checked prior to the submission in April 2024.</li> </ul>	IGTs DNs
Meter Readings	<ul style="list-style-type: none"> <li>- Estimated Shipper Transfer Meter Reading not Calculated</li> </ul>	<ul style="list-style-type: none"> <li>- From June 2023 an estimated meter reading for the Shipper transfer effective date was not calculated or recorded in UKLink</li> <li>- Impacted c. 2,000 meter points across 6 Shippers, 99% with 1 Shipper.</li> <li>- Root cause identified a defect for a specific scenario impacting a small number of MPRNs, fix applied weekend of 6/7 April.</li> <li>- Communication continues to be issued to impacted customers.</li> </ul>	Shippers
Registration	<ul style="list-style-type: none"> <li>- Shipper registration not recorded on UKLink</li> </ul>	<ul style="list-style-type: none"> <li>- On 13 February 2024, the Central Switching Operator notified the CDSP of new registrations to become effective on 14 February 2024. The registrations were not actioned in UKLink.</li> <li>- This impacted 139 MPRNs across 17 Shippers (Incoming &amp; Outgoing).</li> <li>- Registrations processed on 23 February, effective on 24 February 2024.</li> <li>- Estimated transfer meter readings were issued to customers on 22 March 2023.</li> </ul>	Shippers DNs IGTs



# Open Issues Impacting Customers

Issue Area	Issue Summary	Further Information and Action Being Undertaken	Customers Impacted
Data displayed in Data Discovery Platform (DDP)	<ul style="list-style-type: none"> <li>- Data displayed &amp; reported via DDP not correct</li> </ul>	<ul style="list-style-type: none"> <li>- Identified that some Meter Points captured in the AQ at Risk Dashboarding had accepted reads within the expected time standard and so should not be included.</li> <li>- This means that read performance as analysed by the Performance Assurance Committee is understated and will not reflect Shippers' actual read performance.</li> <li>- There is no impact to actual settlement. Issue for this one DDP dashboard. PAFA are aware of the issue and are not currently using this data.</li> <li>- A message has been added to the DDP landing page to make users aware that there is a known issue with the AQ at risk dashboard.</li> <li>- Options are being explored to correct the data.</li> </ul>	Shippers DNs IGTs
Incorrect charges issued on Commodity Invoice	<ul style="list-style-type: none"> <li>- February 2024 Commodity invoice issued with incorrect values</li> </ul>	<ul style="list-style-type: none"> <li>- The February 2024 Commodity invoice contained incorrect aggregated charges.</li> <li>- This has impacted 18 Shippers for 2 Networks.</li> <li>- The aggregated invoice values were incorrect for Northern Gas Networks (GT3) and Cadent Gas (TGT) networks.</li> <li>- The highest value the invoice is incorrect for a Shipper is £43.</li> <li>- The adjustments were issued on 21 March 2024.</li> </ul>	



# GRDA Performance

Agenda Item 4.6

# GRDA Performance – March 2024

target actual



## Key points to note from March 2024

- Figures quoted based on draft RPA report due to CoMC paper deadline – indicates:
- 7.1.1 & 7.1.3 - Failures due to missing messages from CSS:
  - 1 of 18 days at average volume
  - 3 of 18 days at peak volume

## Missing messages on the following dates - ( dates based on gate closure )

- 1 on 6th March,
- 2 on 10th March,
- 1 on 20th March and
- 3 on 31st March

Service Provider	Service Definition	Service Definition Section	Section number	Metric Description	Performance Level	Metric Type	Value
Xoserve	GRDS	Service Availability	5.2	Percentage Service Availability for the receipt and acknowledgement of Market Messages from the CSS Provider (excluding scheduled maintenance)	0.9975	DECIMAL	0.9997
Xoserve	GRDS	Service Availability	5.3	Number of instances where scheduled maintenance occurred between 16:00 and 01:00 hours	0	INT	0
Xoserve	GRDS	Service Availability	5.4	In the event of an unplanned outage how many instances had the system not resumed operation within one hour	0	INT	0
Xoserve	GRDS	Service Levels	7.1.1	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below an average daily volume what percentage of days was the mean response time from GRDS 20 minutes or less	1	INT	0.9231
Xoserve	GRDS	Service Levels	7.1.2	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below an average daily volume what percentage of days was the 90th Percentile response time from GRDS 25 minutes or less	1	INT	1
Xoserve	GRDS	Service Levels	7.1.3	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below peak daily volume what percentage of days was the mean response time from GRDS 35 minutes or less	1	INT	0.8333
Xoserve	GRDS	Service Levels	7.1.4	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below peak daily volume what percentage of days was the 90th percentile response time from GRDS 40 minutes or less	1	INT	1
Xoserve	GRDS	Service Levels	7.1.5	Number of days in the reporting month where market messages from the CSS Provider (relating to secured switches at gate closure) were at or below the average daily volume	N/A	INT	13
Xoserve	GRDS	Service Levels	7.1.6	Number of days in the reporting month where market messages from the CSS Provider (relating to secured switches at gate closure) were at or below the peak daily volume	N/A	INT	18
Xoserve	GRDS	Service Levels	7.1.6	Number of days in the reporting month where market messages from the CSS Provider (relating to secured switches at gate closure) were above the peak daily volume	N/A	INT	0
Xoserve	GRDS	Service Levels	7.2.1	Where market messages from the CSS Provider (other than at gate closure) are at or below an average hourly volume what percentage of hours was the mean response time from GRDS 6 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.2	Where market messages from the CSS Provider (other than at gate closure) are at or below an average hourly volume what percentage of hours was the 90th percentile response time from GRDS 10 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.3	Where market messages from the CSS Provider (other than at gate closure) are at or below peak hourly volume what percentage of hours was the mean response time from GRDS 10 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.4	Where market messages from the CSS Provider (other than at gate closure) are at or below peak hourly volume what percentage of hours was the 90th percentile response time from GRDS 15 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.5	Number of hours in the reporting month where market messages from the CSS Provider (other than at gate closure) were at or below the average hourly volume	N/A	INT	60
Xoserve	GRDS	Service Levels	7.2.6	Number of hours in the reporting month where market messages from the CSS Provider (other than at gate closure) were at or below the peak hourly volume	N/A	INT	407
Xoserve	GRDS	Service Levels	7.2.7	Number of hours in the reporting month where market messages from the CSS Provider (other than at gate closure) were above the peak hourly volume	N/A	INT	277
Xoserve	GRDS	Service Levels	7.5	Where a BCDR event is invoked what number of instances was the maximum recovery time objective for the GRDS greater than 8 hours	0	INT	0
Xoserve	GRDS	General	N/A	7.1.1, 7.1.3 - This failure is currently being investigated and failure commentary will be made available as soon as possible - Provisional view - Performance failure caused by 7 missing SAMs from DCC (1 on 6th Mar, 2 on 10th Mar, 1 on 20th Mar and 3 on 31st Mar - dates based on gate closure). We responded to all received SAMs in milliseconds and the metric would score 100% if messages were received in the stated windows.	N/A	FREE TEXT	



Appendix 1 - KPM slides

Appendix 2 -Customer Issue Dashboard(item 4.5)

# **APPENDIXES**



Appendix1

# **KPM SLIDES (4.1)**

Appendix 2

# **XOSERVE CUSTOMER ISSUE DASHBOARD (4.5)**

# Issue Summary – Distribution Networks

- Missing Secured Active Messages (SAMs)
  - One outstanding missing message which remains as awaiting customer response before it can be resolved.
  - Seven missing messages received in March 2024, all of which have been resolved.
  - In total of c. 83,000 missing messages since CSS implementation.
    - 82,500 impacted by the P1 CSS major incident in July 2023.
- Portfolio Files
  - One remaining issue will be fixed prior to the quarterly portfolio files being issued in April 2024.
  - Issue relates to more than 1 PSR code for an MPRN is included in the same line in the file, there should be a separate line for specific PSR code per MPRN.
  - Highlighted that there were missing records in the quarterly portfolio file issued to DNs in January 2024. Cause has been identified & a fix applied. Files will be checked prior to the submission in April 2024.
- Shipper Registration not recorded in UKLink
  - On 13 February 2024, the Central Switching Operator notified the CDSP of new registrations to become effective on 14 February 2024. The registrations were not actioned in UKLink.
  - This has impacted 139 MPRNs across 17 Shippers (Incoming & Outgoing).
  - The registrations were processed in UKLink on 23 February with an effective date of 24 February.
  - Estimated transfer meter readings were issued to customers on 22 March 2023
  - For the 139 MPRNs there is a misalignment between the Supplier registration effective date (14 February 2024) and Shipper registration effective date (24 February 2024)
  - Gas Enquiry Service (GES) will show the correct Shipper & Supplier registration effective dates (complete)
  - An estimated read for the CSS registration date was calculated & issued on 22 March 2024.
  - Transportation charges will be based on the UKLink Shipper registration effective date.
- February 2024 Commodity invoice issued with incorrect values
  - The February 2024 Commodity invoice contained incorrect aggregated charges.
  - This has impacted 18 Shippers for 2 Networks.
  - The aggregated invoice values were incorrect for Northern Gas Networks (GT3) and Cadent Gas (TGT) networks.
  - The highest value the invoice is incorrect for a Shipper is £43.
  - The invoice adjustments were issued on 21 March 2024.

# Issue Summary - Shippers

- Missing Secured Active Messages (SAMs)
  - One outstanding missing message which remains as awaiting customer response before it can be resolved.
  - Seven missing messages received in March 2024, all of which have been resolved.
  - In total of c. 83,000 missing messages since CSS implementation.
    - 82,500 impacted by the P1 CSS major incident in July 2023.
- Estimated Shipper Transfer Meter Reading not Calculated
  - Between June 2023 and March 2024 an estimated meter reading for the Shipper transfer effective date was not calculated or recorded in UKLink
  - Impacted 1,222 meter points across 6 Shippers.
  - Root cause identified a defect for a specific scenario impacting a small number of MPRNs.
  - Fix applied weekend of 6/7 April.
  - Communications issued to impacted Shippers with data set of impacted MPRNs.
  - Meter readings are being calculated, recorded in UKLink and sent to Shippers for impacted MPRNs.
- Shipper Registration not recorded in UKLink
  - On 13 February 2024, the Central Switching Operator notified the CDSP of new registrations to become effective on 14 February 2024. The registrations were not actioned in UKLink.
  - This has impacted 139 MPRNs across 17 Shippers (Incoming & Outgoing).
  - The registrations were processed in UKLink on 23 February with an effective date of 24 February.
  - Estimated transfer meter readings were issued to customers on 22 March 2023
  - For the 139 MPRNs there is a misalignment between the Supplier registration effective date (14 February 2024) and Shipper registration effective date (24 February 2024)
  - Gas Enquiry Service (GES) will show the correct Shipper & Supplier registration effective dates (complete)
  - An estimated read for the CSS registration date will be calculated, loaded to UKL and issued to Shippers
  - Transportation charges will be based on the UKLink Shipper registration effective date.



# Issue Summary - Shippers

- Data displayed in Data Discovery Platform (DDP)
  - Identified that some Meter Points captured in the AQ at Risk Dashboarding had accepted reads within the expected time standard and so should not be included.
  - This means that read performance as analysed by the Performance Assurance Committee is understated and will not reflect Shippers' actual read performance.
  - There is no impact to actual settlement. Issue for this one DDP dashboard. PAFA are aware of the issue and are not currently using this data.
  - A message has been added to the DDP landing page to make users aware that there is a known issue with the AQ at risk dashboard.
  - Options are being explored to correct the data.
- February 2024 Commodity invoice issued with incorrect values
  - The February 2024 Commodity invoice contained incorrect aggregated charges.
  - This has impacted 18 Shippers for 2 Networks.
  - The aggregated invoice values were incorrect for Northern Gas Networks (GT3) and Cadent Gas (TGT) networks.
  - The highest value the invoice is incorrect for a Shipper is £43.
  - The invoice adjustments were issued on 21 March 2024.

# Issue Summary – IGTs

- Missing Secured Active Messages (SAMs)
  - One outstanding missing message which remains as awaiting customer response before it can be resolved.
  - Seven missing messages received in March 2024, all of which have been resolved.
  - In total of c. 83,000 missing messages since CSS implementation.
    - 82,500 impacted by the P1 CSS major incident in July 2023.
- Portfolio Files
  - One remaining issue will be fixed prior to the quarterly portfolio files being issued in April 2024.
  - Issue relates to more than 1 PSR code for an MPRN is included in the same line in the file, there should be a separate line for specific PSR code per MPRN.
- Shipper Registration not recorded in UKLink
  - On 13 February 2024, the Central Switching Operator notified the CDSP of new registrations to become effective on 14 February 2024. The registrations were not actioned in UKLink.
  - This has impacted 139 MPRNs across 17 Shippers (Incoming & Outgoing).
  - The registrations were processed in UKLink on 23 February with an effective date of 24 February.
  - Estimated transfer meter readings were issued to customers on 22 March 2023
  - For the 139 MPRNs there is a misalignment between the Supplier registration effective date (14 February 2024) and Shipper registration effective date (24 February 2024)
  - Gas Enquiry Service (GES) will show the correct Shipper & Supplier registration effective dates (complete)
  - An estimated read for the CSS registration date will be calculated, loaded to UKL and issued to Shippers

## Further Information

Please contact the Issue Management Team  
[box.xoserve.IssueResolution@xoserve.com](mailto:box.xoserve.IssueResolution@xoserve.com)

System status, planned outages and info on current system impacting issues can be found at the following location:

<https://www.xoserve.com/news-updates/news-and-updates/system-outages/>