Contract Management Committee

4. Contract Management Report 17th 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%

KPMs Overall Summary: March 2024

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
KPMs (20 total)	17 (Pending KPM.13 on 14th Apr)	2	N/A

KPMs Failure Summary: March 2024

KPM Ref	Measure Detail	Journey / Process	Measure Type	Target	Performance	Failure / Remedial Action	Impacted Constituent/s (GT / iGT / NG / Shipper)
KPM.04	Monthly AQ Processes	Alex Jessup / Neil Laird	Right First Time	100%	99.98%	15,193,448 AQs were calculated in UK Link. 3,339 were impacted due to exceptions being raised and resolved. 98% occurred when the AQ job runs over the workflow that processes class changes and are flagged for information, these are checked to ensure the AQ has calculated and then closed. 2% were raised requiring a recalculation. All AQs were issued correctly and on time.	GT / iGT / Shipper
KPM.07	Percentage of requests processed within the Completion Time Service Level in DSC.	Meter Read / Asset Processing	Cycle Time	100%	99.99%	143,937,032 reads and 256,164 asset updates were received. 677 reads and 173 asset updates were not processed due to Exception processes. Examples: • Shipper provided records do not have all the mandatory data for response file generation, response file gets stuck. • Prime and Sub exceptions managed manually. • Non-Standard site exceptions managed manually offline. • Meter read or asset update upload failure requiring manual investigation.	GT / iGT / Shipper

PIs Overall Summary: March 2024

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
PIs (26 total)	16	1	9

PIs Failure Summary: March 2024

PI Ref	Measure Detail	Journey / Process	Measure Type	Target	Performance	Failure / Remedial Action	Impacted Constituent/s (GT / iGT / NG / Shipper)
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Cycle Time	100%	99.80%	2 instances of 1 report (RA02, commodity invoice values) failed to be sent within SLA due to an issue which was identified within the initial run of these reports. As a result, these reports had to be re-run and subsequently missed their SLA for 2 DNs by 3 days. The root cause of this issue is still being investigated.	GT

Monthly Contract Management reports and updates

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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
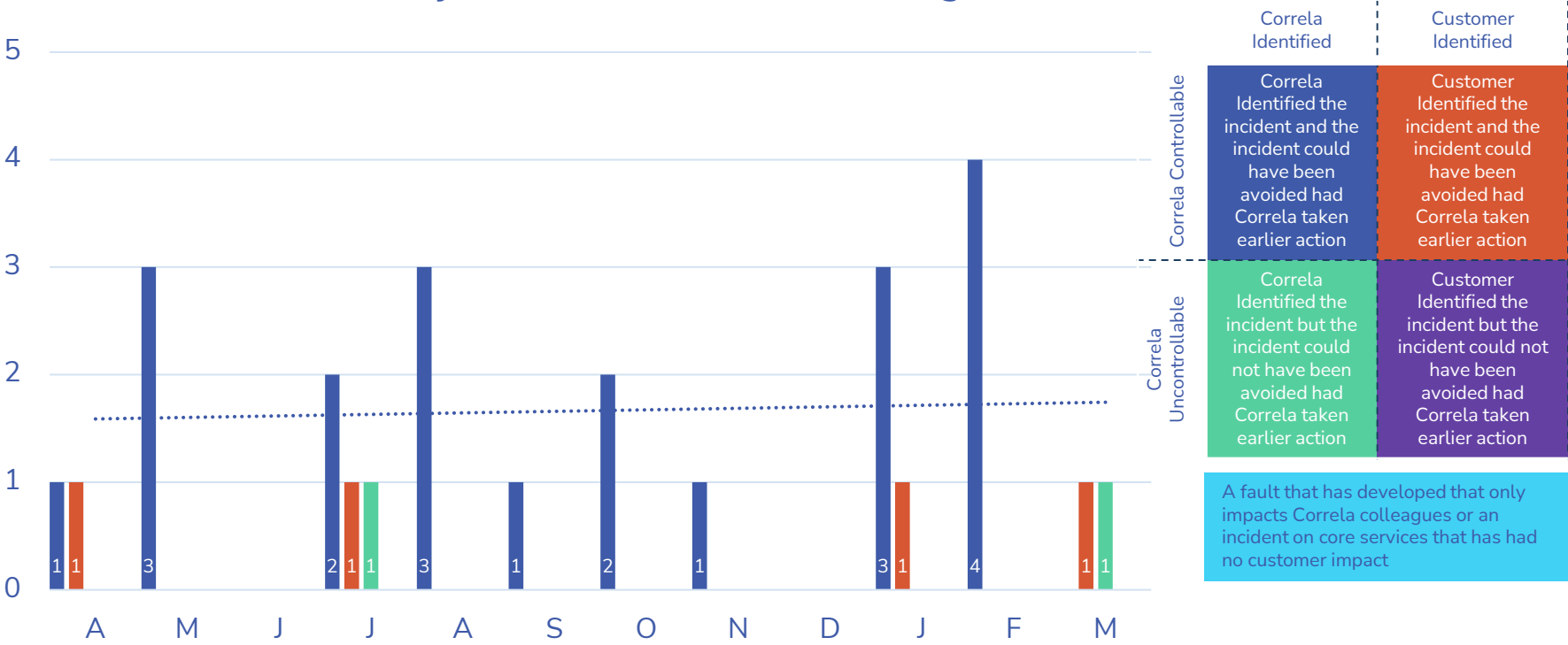
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Summary

System Affected	Priority	Impact	Remedial Actions	KPM Breach	Resolved	Customer Segment Impacted
Microsoft Teams	P2	Customers attempting to contact the Customer Operations teams including Find my Supplier and consumer and data enquiry service calls, were temporarily held in a queue and 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	8,998 electricity MPANs 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.	6th Mar	6th Mar
INC0450495	8,998 electricity MPANs 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.	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.	5th Mar	8th Mar

What is Happening Overall?

Major Incident Chart – Rolling 12 months

	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 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

A fault that has developed that only impacts Correla colleagues or an incident on core services that has had no customer impact

Chart data (by month A M J J A S O N D J F M):
- A: 1, 1
- M: 3
- J (Jun): 2, 1, 1
- A: 3
- S: 1
- O: 2
- N: 1
- D: 3, 1
- J: 4
- M: 1, 1

What is Happening Overall?

Key:

	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 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

Mar 2024

	Correla Identified	Customer Identified
Correla Controllable	0	1
Correla Uncontrollable	1	0

Financial Year to Date

	Correla Identified	Customer Identified
Correla Controllable	20	4
Correla Uncontrollable	2	0

Incident Priority Matrix

Category	Time to Fix	Description	Example Usage
P1	<4 hours	Critical Incident	• Complete loss of more than one critical service • IT incident leading to high risk of serious Health & Safety incident • Confirmed uncontrolled security incident
P2	<8 hours	Major Incident	• Complete loss of any service (critical or non-critical) • Partial loss of critical business service causing significant operational issues (caveat assess at time) • Multiple Organisations1 (3 or more) are affected • Critical users are unable to undertake their activities • Subject to CDSP triage, an incident escalated to this level by the Customer

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)	- Circa. 83,000 missing SAM's relating to switching activities (includes all missing messages to date).	- One outstanding missing message which remains as pending customer response - Seven missing messages in March 2024, all of which have been resolved.	Shippers DNs IGTs
Portfolio files	- Consumer contact data is not complete when sent in the portfolio files to IGTs & DNs	- All issues identified were fixed prior to the submission of the January 2024 quarterly portfolio files. - 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. - Issue identified with the DN quarterly portfolio file issued in January, records missing. A fix has been applied & this will be checked prior to the submission in April 2024.	IGTs DNs
Meter Readings	- Estimated Shipper Transfer Meter Reading not Calculated	- From June 2023 an estimated meter reading for the Shipper transfer effective date was not calculated or recorded in UKLink - Impacted c. 2,000 meter points across 6 Shippers, 99% with 1 Shipper. - Root cause identified a defect for a specific scenario impacting a small number of MPRNs, fix applied weekend of 6/7 April. - Communication continues to be issued to impacted customers.	Shippers
Registration	- Shipper registration not recorded on 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 impacted 139 MPRNs across 17 Shippers (Incoming & Outgoing). - Registrations processed on 23 February, effective on 24 February 2024. - Estimated transfer meter readings were issued to customers on 22 March 2023.	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)	- Data displayed & reported via DDP not correct	- 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.	Shippers DNs IGTs
Incorrect charges issued on Commodity Invoice	- 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 adjustments were issued on 21 March 2024.	

GRDA Performance

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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 availabe 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

DSC KPM Performance:- March 2024

DSC Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target	Volume	Mar-24
KPM.01	Percentage of shipper transfers processed	Manage Shipper Transfers	Alex Jessup / Neil Laird	Right First Time	100%	839,146	100%
KPM.02	Percentage of meter reads successfully processed	Meter Read / Asset Processing	Alex Jessup / Neil Laird	Right First Time	99.50%	130,045,263	99.91%
KPM.03	% of asset updates successfully processed	Meter Read / Asset Processing	Alex Jessup / Neil Laird	Right First Time	99.50%	275,755	98.97%
KPM.04	% of AQs processed successfully	Monthly AQ Processes	Alex Jessup / Neil Laird	Right First Time	100%	15,193,448	99.98%
KPM.05	Percentage of total LDZ AQ energy at risk of being impacted	Monthly AQ Processes	Alex Jessup / Neil Laird	Right First Time	0.75%	21,453	0.09%
KPM.06	Percentage processed within the Completion Time Service Level in DSC	Manage Shipper Transfers	Alex Jessup / Neil Laird	Cycle Time	100%	839,146	100%
KPM.07	Percentage of requests processed within the Completion Time Service Level in DSC	Meter Read / Asset Processing	Alex Jessup / Neil Laird	Cycle Time	100%	144,193,196	99.99%
KPM.08	% Notifications sent by due date	Monthly AQ Processes	Alex Jessup / Neil Laird	Cycle Time	100%	15,191,516	100%
KPM.09	% of invoices not requiring adjustment post original invoice dispatch	Invoicing DSC Customers	Alex Jessup / Neil Laird	Right First Time	98.00%	2,237	100%
KPM.10	% of DSC customers that have been invoiced without issues/ exceptions (exc. AMS)	Invoicing DSC Customers	Alex Jessup / Neil Laird	Right First Time	100%	230	100%
KPM.11	% of DSC customers with less than 1% of MPRNs which have an AMS Invoice exception	Invoicing DSC Customers	Alex Jessup / Neil Laird	Right First Time	97.00%	63	100%
KPM.12	% of invoices sent on due date	Invoicing DSC Customers	Alex Jessup / Neil Laird	Cycle Time	100%	2,237	100%
KPM.13	% of exceptions resolved within 2 invoice cycles of creation date	Invoicing DSC Customers	Alex Jessup / Neil Laird	Cycle Time	100%	TBC 14/04	TBC 14/04
KPM.14	Number of valid P1 and P2 defects raised within the PIS period relating to relevant change (excluding programmes)	Managing Change	Alex Jessup / Linda Whitcroft	Right First Time	0	0	0
KPM.15	Number of valid P3 defects raised within PIS period relating to relevant change (excluding programmes)	Managing Change	Alex Jessup / Linda Whitcroft	Right First Time	4	0	0
KPM.16	Number of valid P4 defects raised within PIS period relating to relevant change (excluding programmes	Managing Change	Alex Jessup / Linda Whitcroft	Right First Time	5	0	0
KPM.17	% of tickets not re-opened within period	Customer Contacts (technical)	Alex Jessup / Trefor Price	Right First Time	95.00%	751	98.44%
KPM.18	% of customer tickets (Incidents & Requests) responded to within SLA	Customer Contacts (technical)	Alex Jessup / Trefor Price	Cycle Time	90.00%	1,955	98.85%
KPM.19	UK Link Core Service Availability	UKLink	Alex Jessup / Trefor Price	Cycle Time	99.00%	N/A	99.98%
KPM.20	Gemini Core Service Availability	Gemini	Alex Jessup / Trefor Price	Cycle Time	99.00%	N/A	99.99%

DSC PI Performance:- March 2024

DSC Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target	Volume	Mar-24
PI.01	% CMS Contacts processed within SLA (95% in D+10)	Manage Updates To Customer Portfolio	Alex Jessup / Neil Laird	Cycle Time	95.00%	839,146	100%
PI.02	% CMS Contacts processed within SLA (80% in D+4)	Manage Updates To Customer Portfolio	Alex Jessup / Neil Laird	Cycle Time	80.00%	130,045,263	99.91%
PI.03	% CMS Contacts processed within SLA (98% in D+20)	Manage Updates To Customer Portfolio	Alex Jessup / Neil Laird	Cycle Time	98.00%	275,755	99.97%
PI.04	% (P5) customer queries responded to within SLA/OLA	Customer Contacts	Alex Jessup / Neil Laird	Cycle Time	90.00%	1,933	98.34%
PI.05	Percentage of queries resolved RFT	Customer Contacts	Alex Jessup / Neil Laird	Right First Time	95.00%	1,933	99.74%
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Alex Jessup / Neil Laird	Cycle Time	100%	1,007	99.80%
PI.07	% of RFT against all reports dispatched	Customer Reporting (all forms)	Alex Jessup / Neil Laird	Right First Time	99.00%	1,007	100%
PI.08	% of valid CMS challenges received (PSCs)	Manage Updates To Customer Portfolio	Alex Jessup / Neil Laird	Right First Time	1.00%	45	0.23%
PI.09	% of Telephone Enquiry Service calls answered within SLA (Amended Volume and Performance)	Customer Contacts	Alex Jessup / Neil Laird	Cycle Time	90.00%	4,104	91.23%
PI.10	Confidence in DE Team to deliver DESC obligations (via Survey of DESC Members)	Demand Estimation Obligations	Alex Jessup / Neil Laird	Right First Time	75.00%	N/A	N/A
PI.11	DESC / CDSP DE obligations delivered on time	Demand Estimation Obligations	Alex Jessup / Neil Laird	Cycle Time	100%	12	100%
PI.12	KPM relationship management survey	Customer Relationship Management	Alex Jessup / Neil Laird	Right First Time	95.00%	N/A	98.28%
PI.13	Plan accepted by customers & upheld (Key Milestones Met as agreed by customers)	Management Of Customer Issues	Alex Jessup / Neil Laird	Cycle Time	90.00%	2	100%
PI.14	Provision of relevant issue updates to customers accepted at CoMC and no negativity on how the issue is managed.	Management Of Customer Issues	Alex Jessup / Neil Laird	Right First Time	100%	0	100%
PI.15	Survey results delivered to CoMC in Month +1	Customer Relationship Management	Alex Jessup / Neil Laird	Cycle Time	100%	N/A	100%
PI.16	% closure/termination notices issued in line with Service Lines (leave) Shipper	Customer Joiners/Leavers (UK Gas Market)	Alex Jessup / Neil Laird	Cycle Time	100%	N/A	N/A
PI.17	% key milestones met on readiness plan (join) Non Shipper	Customer Joiners/Leavers (UK Gas Market)	Alex Jessup / Neil Laird	Cycle Time	100%	N/A	N/A
PI.18	% key milestones met on readiness plan (join) Shipper	Customer Joiners/Leavers (UK Gas Market)	Alex Jessup / Neil Laird	Cycle Time	100%	N/A	N/A
PI.19	% of closure notices issued within 1 business day following last exit obligation being met (leave) Non Shipper	Customer Joiners/Leavers (UK Gas Market)	Alex Jessup / Neil Laird	Cycle Time	100%	N/A	N/A
PI.20	% of exit criteria approved and account deactivated within D+1 of cessation notice being issued (leave) Shippers	Customer Joiners/Leavers (UK Gas Market)	Alex Jessup / Neil Laird	Right First Time	100%	N/A	N/A
PI.21	% of exit criteria approved and account deactivated within D+1 of cessation notice being issued. (leave) Non-Shippers	Customer Joiners/Leavers (UK Gas Market)	Alex Jessup / Neil Laird	Right First Time	100%	N/A	N/A
PI.22	% of readiness criteria approved by customer (join) Non Shippers	Customer Joiners/Leavers (UK Gas Market)	Alex Jessup / Neil Laird	Right First Time	100%	N/A	N/A
PI.23	% of readiness criteria approved by customer (join) Shippers	Customer Joiners/Leavers (UK Gas Market)	Alex Jessup / Neil Laird	Right First Time	100%	N/A	N/A
PI.27	% level 1 milestones met	Managing Change	Alex Jessup / Linda Whitcroft	Cycle Time	95.00%	11	100%
PI.28	DDP Core Service Availability (0900-1700 normal business hours)	DDP	Alex Jessup / Neil Laird	Cycle Time	99.00%	N/A	100%
PI.29	Number of valid DDP defects raised per release (Post PIS)	Managing Change	Alex Jessup / Neil Laird	Right First Time	3	0	100%

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 valueswere 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

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/