



Contract Management Committee

4. Contract Management Report 15th May 2024

This reporting pack is the Monthly Contract Management Report ("Report") that Xoserve is required to provide in accordance with the CDSP Service Document Contract Management Arrangements, paragraph 3.1. This Report is compiled by Xoserve to demonstrate its performance of the services listed in the DSC. Some of the performance data included in this Report is provided by Xoserve's third party supplier, Correla, under the terms of the outsourcing agreement between the parties. Xoserve has reviewed the data provided in the Report and is satisfied that this information included is an accurate reflection of the service provided for the relevant month.

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KPM Reporting (April reporting period)

Agenda item 4.1

DSC Credit and Risk Performance Indicators

Energy Performance Indicators		
Measure Detail (Right First Time)	Target	April 24
Energy Balancing Credit Rules adhered to, to ensure adequate security in place	100%	100%
Measure Detail (Cycle Time)	Target	April 24
% of revenue collected by due date	98%	99.41%
% of revenue collected by due date (+2 days)	100%	100%
CDSP Performance Indicators (Cycle Time)		
Measure Detail (Cycle Time)	Target	April 24
% of revenue collected by due date	98%	99.80%
% of revenue collected by due date (+3 days)	98%	99.88%

KPMs Overall Summary: April 2024

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
KPMs (20 total)	17 (Pending KPM.13 on 14/05)	2	N/A

KPMs Failure Summary: April 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%	99.99%	16,240,805 AQs were calculated in UK Link. 120 (0.0007%) were impacted due to exceptions being raised and resolved. 89% 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. 11% were raised requiring a recalculation. All AQs were issued correctly and on time. We may continue to see this however monitoring and altering is in place to ensure all AQs are 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%	128,457,727 reads and 257,062 asset updates were received. 1,576 reads (0.001%) and 206 (0.08%) asset updates were not processed due to Exception processes including: <ul style="list-style-type: none"> Shipper provided records do not have all the mandatory data for response file generation. Prime and Sub exceptions managed manually. Non-Standard site exceptions managed manually offline. Meter read or asset update upload failure requiring manual investigation. 	Shipper

PIs Overall Summary: April 2024

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
PIs (26 total)	15	2	9

PIs Failure Summary: April 2024

PI Ref	Measure Detail	Journey / Process	Measure Type	Target	Performance	Failure / Remedial Action	Impacted Constituent/s (GT / iGT / NG / Shipper)
PI.02	% CMS Contacts processed within SLA (80% in D+4)	Manage Updates To Customer Portfolio	Cycle Time	80%	79.26%	<p>Root Cause 1: A large increase in RFA (Request for Adjustment) submissions have been seen since Jan-24, primarily due to two customers who have submitted large volumes since Jan-24. This volumes peaked in April, specifically towards the end of the month. 6018 RFA contacts were raised during April '24, the highest monthly number ever recorded. April saw a 17% increase on Mar-24 volumes and an unprecedented 102% increase on Apr-23 volumes. In addition, 28% of the RFA contacts submitted and included in the target measure were received in the last week of the month. The 4 day SLA was missed by only 153 contacts, 0.2% of all contacts cleared in April. Options to enhance CMS RFA process are now being progressed to reduce the resolution time for RFAs</p> <p>Root Cause 2: An unforeseen operational issue on the Amendment invoice resulted in key staff members being required to pivot to resolve this high profile issue at a critical point when they were planned to support the resolution of RFAs. A wider pool of resources have now been trained in the RFA process</p> <p>Root Cause 3: Gaps in internal communications between teams were seen and the RFA team were not made aware early enough of customer activity which is resulting in additional RFAs. Better ways of working have now been introduced.</p> <p>NOTE a number of singular, specific issues were seen with other CMS contacts that took longer than 4 days in April, but these were due to common issue seen previously and primarily around delays in customer actions taking the contact above 4 days.</p>	GT / Shipper
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Cycle Time	100%	99.24%	<p>Root cause: Following a customer raised ticket, analysis identified data was not transferring from new CMS to a UKLink table which feeds the report resulting in the report being blank. This has been raised with the CMS Project team as a requirement and are investigating the options for the report fix. In the meantime, the CMS rebuild team will be contacting the iGT constituency group to discuss this report in more detail, specifically if the report is still needed.</p>	iGT



ICS Customer Relationship Survey Results

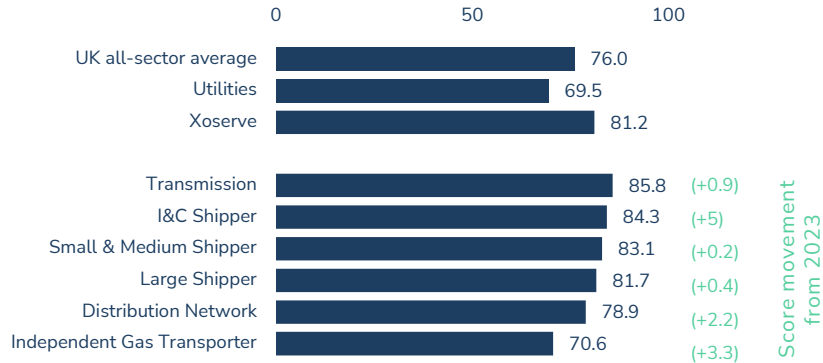
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ICS survey headline scores

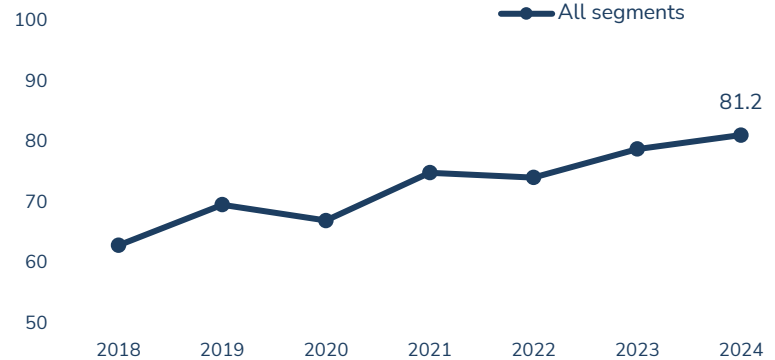
ICS survey results

We've achieved our highest ever customer service levels, with a score of 81.2, rising by 2.3 points since 2022/23.

UK Customer Satisfaction Index (UKCSI)



Trends



Net Promoter Score (How likely you would recommend Xoserve to others)

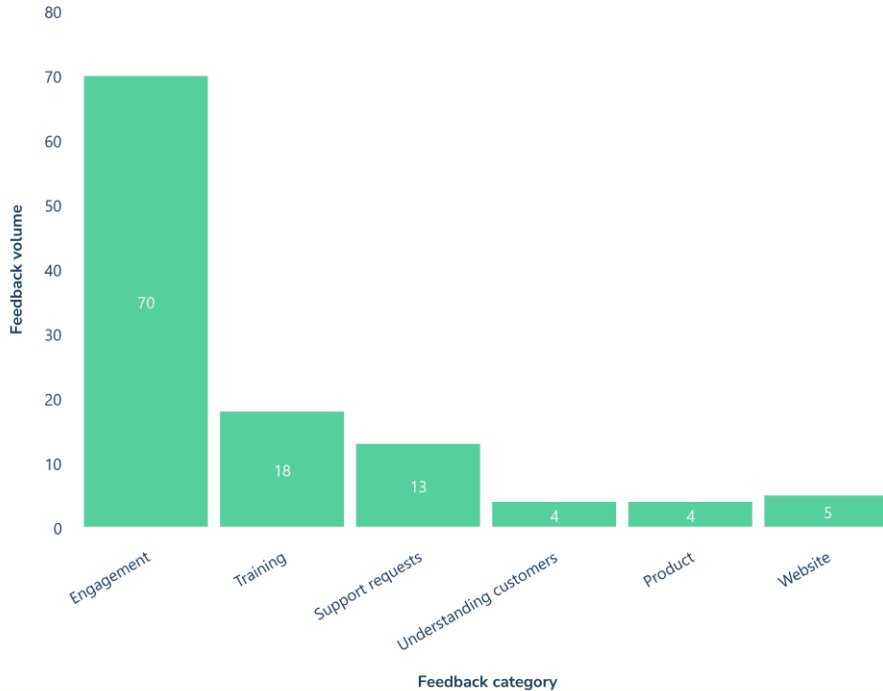
Decreased by 7.5, from 26.1 in 2022/23 to 18.6.

Customer Effort

3.6 out of 10 (a lower score means less effort was required by the customer); a 0.2 improvement from 2022/23.

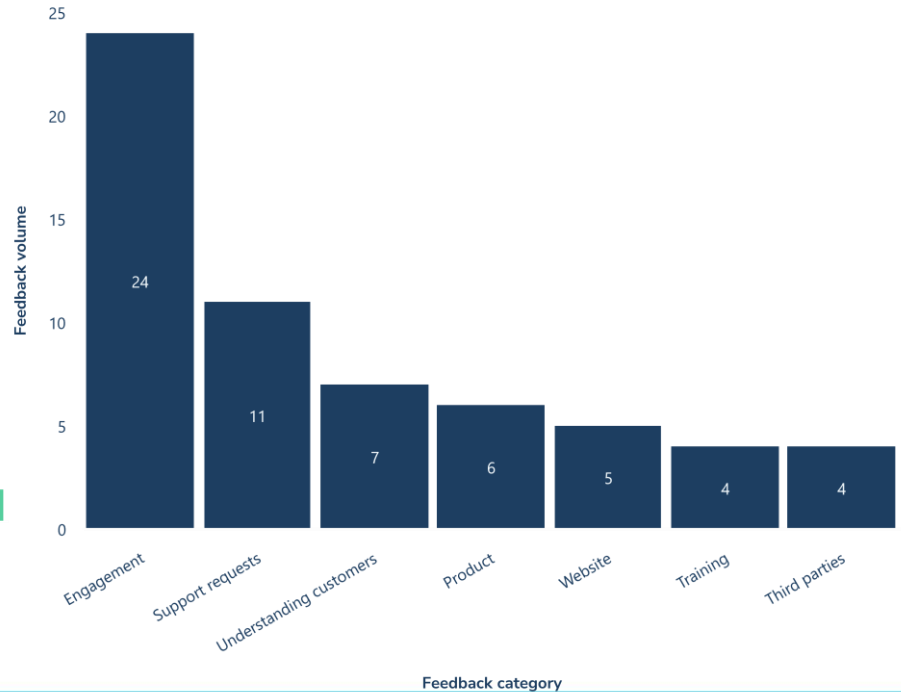
What are Xoserve doing well?

When customers were asked what do Xoserve do well, these were the most common themes received...



What can be done to improve the service?

When customers were asked what is the one thing that can be done to improve the service, these were the most common themes received...



ICS focus areas

Focus areas	Context
Complaints – Outcome, speed and handling of your problem or bad experience	Although customers have seen improvements to complaint handling, and it is the most improved area for 2024, it remains where customers are least satisfied and therefore further improvements are required.
Engagement and communication standards	Feedback indicates that ease of engagement requires improvements, as well as communication to customers.
Support requests resolution – Quality and speed	Feedback indicates there is opportunity for improvement to quality & timeliness of support request resolutions & communications. This supports previous feedback received via other sources, and analysis and root cause is already underway to identify possible solutions to improve the customer experience.
Understanding customers	Xoserve need to understand the needs & priorities of their customers and the differences between those customer constituencies.
Product	Reporting improvements and requests for additional data in GES and DDP.

The survey results will help us produce definitive action points to address feedback and opportunities for improvement.

Root Cause Analysis is underway on the focus areas to help us determine next steps and action plans.

We will provide quarterly updates via Constituency meetings on progress.



Monthly Contract Management reports and updates

Agenda Item 4.3

Meter Count Report (April 2024)

Class	MPRN Count	Smart Count	Total	Smart %
1	630	0	630	0.00%
2	854	0	854	0.00%
3	177662	3457223	3634885	95.11%
4	10424605	11135506	21560112	51.65%

Overall, 57% of the entire Meter Portfolio is Smart

Communications Highlights – April 2024

Publications in April 2024

- [A rainbow of possibilities: Hydrogen colours explained](#)
- [Gemini Sustain Plus: connectivity & onboarding](#)
- [Xoserve Executive team Appointments](#)
- [Decarb discussions Podcast: Championing and supporting women in energy and utilities](#)
- [Delivering Decarb: April 2024](#)

Looking ahead

- [Wednesday 15 May 2024: Strategy Stakeholder Engagement Event](#)
- [Tuesday 21 May 2024: Customer Induction Day](#)

Events

- 2 April NTSCMF
- 3 April IGT Constituent Change Meeting
- 4 April DN Constituency
- 4 April Transmission Workgroup
- 9 April Offtake Arrangements Committee
- 10 April Change Management Committee
- 11 April UNC Modification Workstream
- 11 April Governance workgroup
- 12 April CMS Rebuild Customer Focus Workgroup
- 12 April AUG sub-committee
- 16 April Performance Assurance Committee
- 17 April Contract Management Committee
- 18 April UNC Mod Panel & UNCC
- 22 April IGTAD Sub Committee
- 22 April DSC Delivery Sub-Group
- 22 April Gemini Sustain Plus Focus Group
- 23 April Customer Process Day (Invoicing)
- 23 April IGT Constituent Operational Meeting
- 24 April DESC
- 24 April Shipper Constituency
- 25 April Distribution Workgroup
- 26 April IGT UNC Mod Panel

Performance monitoring (April 2024)

- Additional Services and Third-Party Services Invoicing

Reporting Area	March	Year to date
Additional Services	£36,709.00	£36,709.00
Third Party Services	£14,807.05	£14,907.05

- Gemini Performance and UK Link Availability

Gemini Service Performance	
Target	Actual
99%	99.52%

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

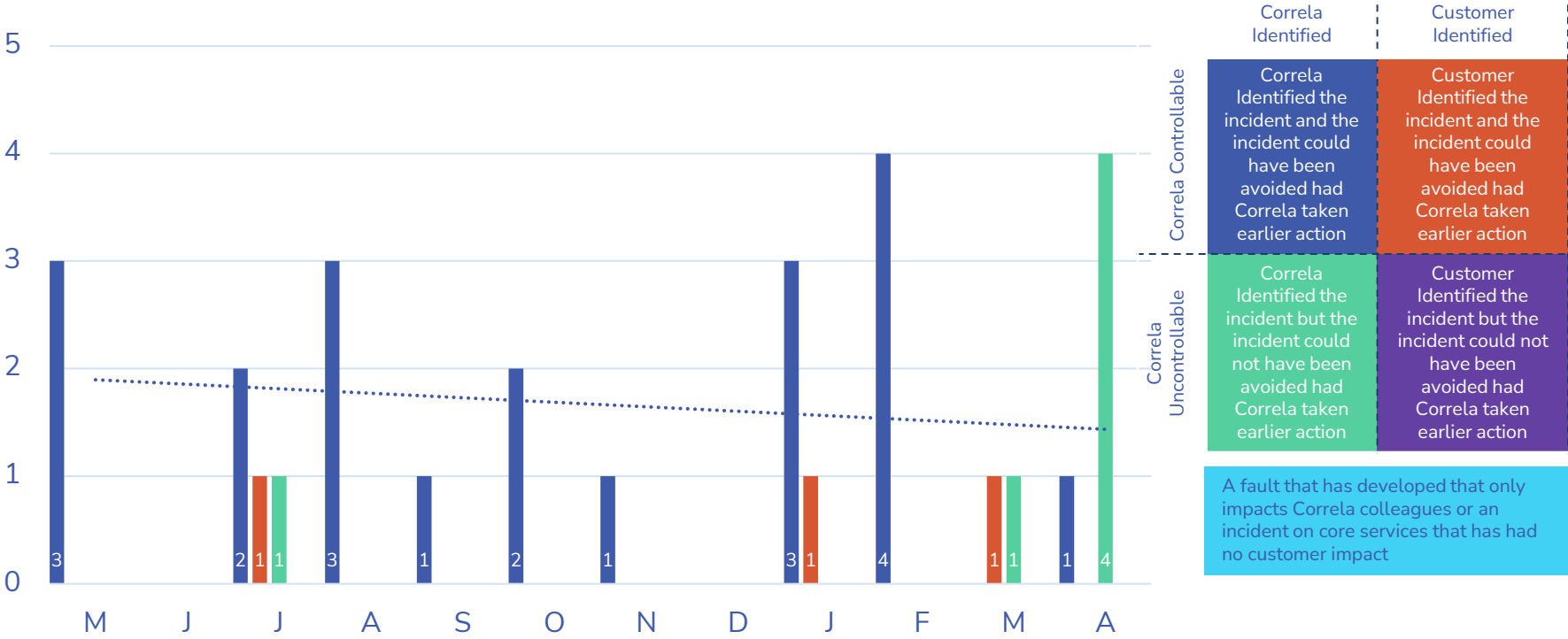
System Affected	Priority	Impact	Remedial Actions	KPM Breach	Resolved	Customer Segment Impacted
Gemini	P2	Customers not already logged into the service during the incident were unable to access the Gemini service.	A manual restart of the affected nodes was carried out, in parallel to this a rollback of two recently deployed scheduled changes were undertaken whilst root cause was established.	No	Yes	Shippers & National Gas
Gemini	P2	Customers were able to access Gemini however, no processing could be actioned within the system.	Following a failure on the primary server, an automated failover to the cluster services was initiated. Due to a delayed response from the cluster during the failover process, an automated restart of the database services was initiated restoring service.	No	Yes	Shippers & National Gas
Gemini	P2	Customers were able to access Gemini however, no processing could be actioned within the system.	The standard failover procedure was initiated which diverted traffic to the secondary server to mitigate the immediate impact on customers. Gemini batch catch up activity was performed to ensure all processes were completed.	No	Yes	Shippers & National Gas
Gemini	P2	Customers were unable to access the Gemini Service. The issue impacted the processing of EU Nomination, file processing and monitoring jobs	A restart of the Gemini services was undertaken. Following the restart files were successfully processing as expected. Gemini batch catch up activity was also performed to ensure all processes were completed.	No	Yes	Shippers & National Gas
SAP PO	P2	Customers were unable to access the UK Link Portal during the restart. Any contacts attempted to be raised in new CMS during the restart would not have been successful.	A full restart was undertaken on SAP PO restoring service.	No	Yes	DMSP's, Shippers, DNs and IGTs

High Level Summary of P1/P2 Incidents: April 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	Controllable / Uncontrollable
INC0462291	An automated alert was received notifying technicians that the Gemini Service was unavailable.	An issue occurred within the adaptive authentication service responsible for processing requests received via Citrix. Citrix have acknowledged this is a known bug that has been experienced by other customers and have recommended actions to remediate this.	Customers not already logged into the service during the incident were unable to access the Gemini Service.	A manual restart of the affected nodes was completed, in parallel to this, a rollback of two recently deployed scheduled changes were undertaken as a precaution and to rule them out as root cause, which they were not.	17 th April	17 th April	Uncontrollable- Monitoring alerting was acted upon promptly, 3 rd party technology failure
INC0463015	An automated alert was received notifying technicians that the Gemini Service was unavailable.	RCA currently being investigated with software vendors.	Customers were able to access Gemini however, no processing could be actioned within the system.	Following the failover procedure, a restart of the Gemini services was undertaken restoring service. Full quality assurance checks were carried out and batch job catch up activity was performed to ensure all processes were completed.	18 th April	18 th April	Uncontrollable- Monitoring alerting was acted upon promptly and automation worked to design
INC0464297	An automated alert was received notifying technicians that the Gemini Service was unavailable.	RCA currently being investigated with software vendors.	Customers were able to access Gemini however, no processing could be actioned within the system.	Following the automated failover procedure full quality assurance checks were carried out. Service was restored.	23 rd April	23 rd April	Uncontrollable- Monitoring alerting was acted upon promptly and automation worked to design
INC0464582	During heightened monitoring, an automated alert was received notifying technicians that the Gemini Service was unavailable.	RCA currently being investigated with software vendors.	Customers were unable to access the Gemini Service. The issue impacted the processing of EU Nomination, file processing and monitoring jobs.	Following the failover procedure, a restart of the Gemini services was undertaken restoring service. Full quality assurance checks were carried out and batch job catch up activity was performed to ensure all processes were completed.	23 rd April	23 rd April	Uncontrollable- Monitoring alerting was acted upon promptly and automation worked to design
INC0466452	Technical support teams identified connectivity issues affecting SAP Process Orchestration (SAP PO).	RCA currently being investigated with software vendors.	Customers were unable to access the UK Link Portal during the restart. Any contacts attempted to be raised in the new CMS service during the restart would not have been successful.	A full restart was undertaken on SAP PO restoring service.	30 th April	30 th April	Controllable – improved alerting may have identified the issue sooner

What is Happening Overall?

Major Incident Chart – Rolling 12 months



What is Happening Overall?

Key:

April 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	1	0	Correla Controllable	1	0
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	4	0	Correla Uncontrollable	4	0

Incident Priority Matrix

Category	Time to Fix	Description	Example Usage
P1	<4 hours	Critical Incident	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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 (1)

Issue Area	Issue Summary	Further Information and Action Being Undertaken	Customers Impacted
Missing Secured Active Messages (SAMs)	<ul style="list-style-type: none"> - Circa. 83,000 missing SAM's relating to switching activities (includes all missing messages to date). 	<ul style="list-style-type: none"> - Two missing messages identified in April, both of which have been resolved (cancelled switches) 	Shippers DNs IGTs
Portfolio files	<ul style="list-style-type: none"> - Consumer contact data is not complete when sent in the portfolio files to IGTs & DNs 	<ul style="list-style-type: none"> - Remaining issue identified was fixed prior to April 2024 files being extracted & submitted. - Issue identified with the DN quarterly portfolio file issued in January, missing records in the file. A fix has not yet been deployed however a manual workaround was carried out to ensure the files submitted in April were complete. 	IGTs DNs
Meter Readings	<ul style="list-style-type: none"> - Estimated Shipper Transfer Meter Reading not Calculated 	<ul style="list-style-type: none"> - 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	<ul style="list-style-type: none"> - Shipper registration not recorded on UKLink 	<ul style="list-style-type: none"> - 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 (2)

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"> Data displayed & reported via the DDP 'AQ read performance dashboard', is not correct 	<ul style="list-style-type: none"> Identified that some Meter Points captured in the AQ Read Performance dashboard 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 communication has been issued and a message added to the DDP landing page. Making users aware that there is a known issue with the dashboard. Options have been explored and an approach has been decided A planned deployment date is imminent and will be provided shortly. 	Shippers
Incorrect charges issued on Amendment Invoice	<ul style="list-style-type: none"> March 2024 Amendment invoice issued with incorrect values 	<ul style="list-style-type: none"> This invoice was issued later than normal but still within agreed timescales. This was due to additional Line in the Sand (LiS) validations. Subsequently, issues were identified with the Supporting Information files (ASP & AML files) for 15 customers. The actual Amendment invoices were 100% correct. Initial communications issued to advise that invoice would be delivered later than normal (still within SLA). Subsequent updates provided to affected customers re. Supporting Information files. The financial scale (mismatch with invoice) was circa £1.4m. Corrected Supporting Information files were issued within 24hrs. We identified that this was related to a new automated LiS job, with a fix now planned. 	Shippers DNs

Open Issues Impacting Customers (3)

Issue Area	Issue Summary	Further Information and Action Being Undertaken	Customers Impacted
UIG Reconciliation for non-Meter Point	<ul style="list-style-type: none">• UIG Reconciliation for billing periods over 12 months old may have been slightly misallocated between Shippers.	<ul style="list-style-type: none">- Affects Large LDZ Measurement Error reconciliations and Annual Shrinkage adjustments only, for periods older than 12 months at point of processing.- Update to UKLink system under development.- A detailed update will be provided at the June CoMC	Shippers



GRDA Performance

Agenda Item 4.6

GRDA Performance – April 2024

target actual

Key points to note from April 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 13 days at peak volume with 1 missing message
 - 1 of 17 days at or below average volume with 1 missing message

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

- 1 on 6th April
- 1 on 30th April

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	0.9995
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	0.9412
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	0.9231
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	17
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	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 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 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	75
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	372
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	273
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 and 7.1.3 - Performance failure caused by 2 missing SAM from DCC (1 on 06/04 and 1 on 30/04) - 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)

DSC KPM Performance:- April 2024

DSC Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target	Volume	Apr-24
KPM.01	Percentage of shipper transfers processed	Manage Shipper Transfers	Alex Jessup / Neil Laird	Right First Time	100%	422,803	100%
KPM.02	Percentage of meter reads successfully processed	Meter Read / Asset Processing	Alex Jessup / Neil Laird	Right First Time	99.50%	127,186,744	99.94%
KPM.03	% of asset updates successfully processed	Meter Read / Asset Processing	Alex Jessup / Neil Laird	Right First Time	99.50%	277,266	99.96%
KPM.04	% of AQs processed successfully	Monthly AQ Processes	Alex Jessup / Neil Laird	Right First Time	100%	16,240,805	99.99%
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%	31,514	0.30%
KPM.06	Percentage processed within the Completion Time Service Level in DSC	Manage Shipper Transfers	Alex Jessup / Neil Laird	Cycle Time	100%	422,803	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%	128,714,789	99.99%
KPM.08	% Notifications sent by due date	Monthly AQ Processes	Alex Jessup / Neil Laird	Cycle Time	100%	16,237,707	100%
KPM.09	% of invoices not requiring adjustment post original invoice dispatch	Invoicing DSC Customers	Alex Jessup / Neil Laird	Right First Time	98.00%	2,286	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%	223	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%	2,286	100%
KPM.13	% of exceptions resolved within 2 invoice cycles of creation date	Invoicing DSC Customers	Alex Jessup / Neil Laird	Cycle Time	100%	TBC 14/05	TBC 14/05
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%	718	98.10%
KPM.18	% of customer tickets (Incidents & Requests) responded to within SLA	Customer Contacts (technical)	Alex Jessup / Trefor Price	Cycle Time	90.00%	1,945	98.53%
KPM.19	UK Link Core Service Availability	UKLink	Alex Jessup / Trefor Price	Cycle Time	99.00%	N/A	99.96%
KPM.20	Gemini Core Service Availability	Gemini	Alex Jessup / Trefor Price	Cycle Time	99.00%	N/A	99.52%

DSC PI Performance:- April 2024

DSC Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target	Volume	Apr-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%	16,987	99.30%
PI.02	% CMS Contacts processed within SLA (80% in D+4)	Manage Updates To Customer Portfolio	Alex Jessup / Neil Laird	Cycle Time	80.00%	13,547	79.26%
PI.03	% CMS Contacts processed within SLA (98% in D+20)	Manage Updates To Customer Portfolio	Alex Jessup / Neil Laird	Cycle Time	98.00%	17,016	99.47%
PI.04	% (P5) customer queries responded to within SLA/OLA	Customer Contacts	Alex Jessup / Neil Laird	Cycle Time	90.00%	1,727	97.97%
PI.05	Percentage of queries resolved RFT	Customer Contacts	Alex Jessup / Neil Laird	Right First Time	95.00%	1,727	99.88%
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Alex Jessup / Neil Laird	Cycle Time	100%	1,046	99.88%
PI.07	% of RFT against all reports dispatched	Customer Reporting (all forms)	Alex Jessup / Neil Laird	Right First Time	99.00%	1,046	99.24%
PI.08	% of valid CMS challenges received (PSCs)	Manage Updates To Customer Portfolio	Alex Jessup / Neil Laird	Right First Time	1.00%	7	0.04%
PI.09	% of Telephone Enquiry Service calls answered within SLA (Amended Volume and Performance)	Customer Contacts	Alex Jessup / Neil Laird	Cycle Time	90.00%	3,951	92.96%
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%	16	100%
PI.12	KPM relationship management survey	Customer Relationship Management	Alex Jessup / Neil Laird	Right First Time	95.00%	30	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%	8	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	0

Appendix 2

XOSERVE CUSTOMER ISSUE DASHBOARD (4.5)

Issue Summary – Distribution Networks

- Missing Secured Active Messages (SAMs)
 - Two missing messages received in April 2024, all of which have been resolved as cancelled switches.
 - 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
 - Remaining issue identified was fixed prior to April 2024 files being extracted & submitted.
 - Issue identified with the DN quarterly portfolio file issued in January, missing records in the file. A fix has not yet been deployed however a manual workaround was carried out to ensure the files submitted in April were complete.
- 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.
- March Amendment Invoice Incorrect & Delayed
 - Incorrect charges issued on the March Amendment invoice issued in April, this also caused delays with issuing the invoice and supporting information files.
 - This was due to two manual errors: first relating to LiS charges being removed incorrectly & the other relating to high value charges not being removed from all tables resulting in a mismatch in the invoice and the supporting information files).
 - Communications issued and the invoice re-calculated & files issued.
 - A full review will be carried out to understand cause of the manual errors and lessons learnt. The outcome of this will be shared with customers.

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.
- March Amendment Invoice Incorrect & Delayed
 - Incorrect charges issued on the March Amendment invoice issued in April, this also caused delays with issuing the invoice and supporting information files.
 - This was due to two manual errors: first relating to LiS charges being removed incorrectly & the other relating to high value charges not being removed from all tables resulting in a mismatch in the invoice and the supporting information files).
 - Communications issued and the invoice re-calculated & files issued.
 - A full review will be carried out to understand cause of the manual errors and lessons learnt. The outcome of this will be shared with customers.

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
 - Remaining issue identified was fixed prior to April 2024 files being extracted & submitted.
 - Issue identified with the DN quarterly portfolio file issued in January, missing records in the file. A fix has not yet been deployed however a manual workaround was carried out to ensure the files submitted in April were complete.
- 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/>