Contract Management Committee

4. Contract Management Report
19th June 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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- 4.1 KPM (Reporting (Final results will be published 15th June)

- 4.3 Monthly Contract Metrics

- 4.4 Incident summary (Including Action Updates for 0501 and 0502)

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- 4.6 GRDA Update

- Appendixes

KPM Reporting
(May reporting period)

Agenda item 4.1

DSC Credit and Risk Performance Indicators

Energy Performance Indicators		
Measure Detail (Right First Time)	**Target**	**May 24**
Energy Balancing Credit Rules adhered to, to ensure adequate security in place	100%	100%
Measure Detail (Cycle Time)	**Target**	**May 24**
% of revenue collected by due date	98%	99.91%
% of revenue collected by due date (+2 days)	100%	100%
CDSP Performance Indicators (Cycle Time)		
Measure Detail (Cycle Time)	**Target**	**May 24**
% of revenue collected by due date	98%	96.81%
% of revenue collected by due date (+3 days)	98%	99.92%

Monthly Contract Management reports and updates

Agenda Item 4.3

Meter Count Report (May 2024)

Class	MPRN Count	Smart Count	Total	Smart %
1	624	0	624	0.00%
2	859	0	859	0.00%
3	177114	3456090	3633204	95.13%
4	10355900	11214875	21570776	51.99%

Overall, 58% of the entire Meter Portfolio is Smart

Performance monitoring (May 2024)

- Additional Services and Third-Party Services Invoicing

Reporting Area	April	Year to date
Additional Services	£0	£36,709.00
Third Party Services	£1,124.29	£13,682.76

- Gemini Performance and UK Link Availability

Gemini Service Performance	
Target	Actual
99%	100.00%

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

All Transportation Invoice Charging obligations were achieved

Communications Highlights – May 2024

Publications in May 2024

- [Blog: Fostering inclusion & diversity in the energy & utilities industry](#)

- [Stakeholder Event – thank you from Steve Brittan - CEO](#)

- [Blog: Reshaping the UK's gas infrastructure – what can we learn from the past?](#)

- [Delivering Decarb – May 2024](#)

Looking ahead

- [4 June 2024: UKLink Release awareness session](#)

- [18 June 2024: Customer Process Day (SPA)](#)

Events

- 2 May DN Constituency
- 2 May Transmission Workgroup
- 3 May Constituent Change Meeting
- 7 May NTSCMF
- 8 May Change Management Committee
- 9 May DDP Shipper Forum
- 13 May Governance workgroup
- 14 May Performance Assurance Committee
- 15 May Contract Management Committee
- 15 May Strategy Stakeholder Engagement Event
- 16 May UNC Mod Panel & UNCC
- 20 May DSC Delivery Sub-Group
- 20 May Gemini Sustain Plus Focus Group
- 21 May DSC Credit Committee
- 21 May EBCC
- 21 May Customer Induction Day
- 22 May DESC
- 23 May Distribution Workgroup
- 24 May IGT UNC Mod Panel
- 28 May Offtake Arrangements Workgroup
- 28 May IGT Constituent Operational Meeting
- 20 May DSC Delivery Sub-Group

Xoserve Incident Summary

Agenda Item 4.4

Action 0501 Update

ACTION -CDSP (DJ) to explain assurance on the non-reoccurrence of the three similar Gemini incidents identified in May summary report given the lack of specifics in crash logs.

UPDATE- Gemini May incidents (3) - As the root cause could not be determined on this occasion, then we are not in a position to guarantee this exact event won't happen again. However. issues with Gemini are very rare, we have not seen any occurrence of Gemini issues in the last 13 months and have not seen any occurrence of these 3 issues since. The change to the enhanced event logging process introduced as a result of these issues will allow identification of root cause if they reoccur. We have very good monitoring and alerting in place to enable us to act quickly and our fail-over is automated to reduce the impact to service if issues are seen.

Action 0502 Update

ACTION -CDSP(DJ) to provide root cause analysis for SAP PO Incident detailed in May meeting

UPDATE -INC0466452 - connectivity issues affecting SAP Process Orchestration (SAP PO) resulting in customers being unable to access the UK Link RCA has been finalised. Microsoft & the team have confirmed that part of the application process 'Audispd' (audit and analyser system scanning) was creating high memory leakage and usage. This memory usage was leading to resource exhaustion and subsequent server boots (PO restart). On the guidance of MS, this has now been disabled to prevent recurrence and confirmed that stopping this service has no impact on any other activities
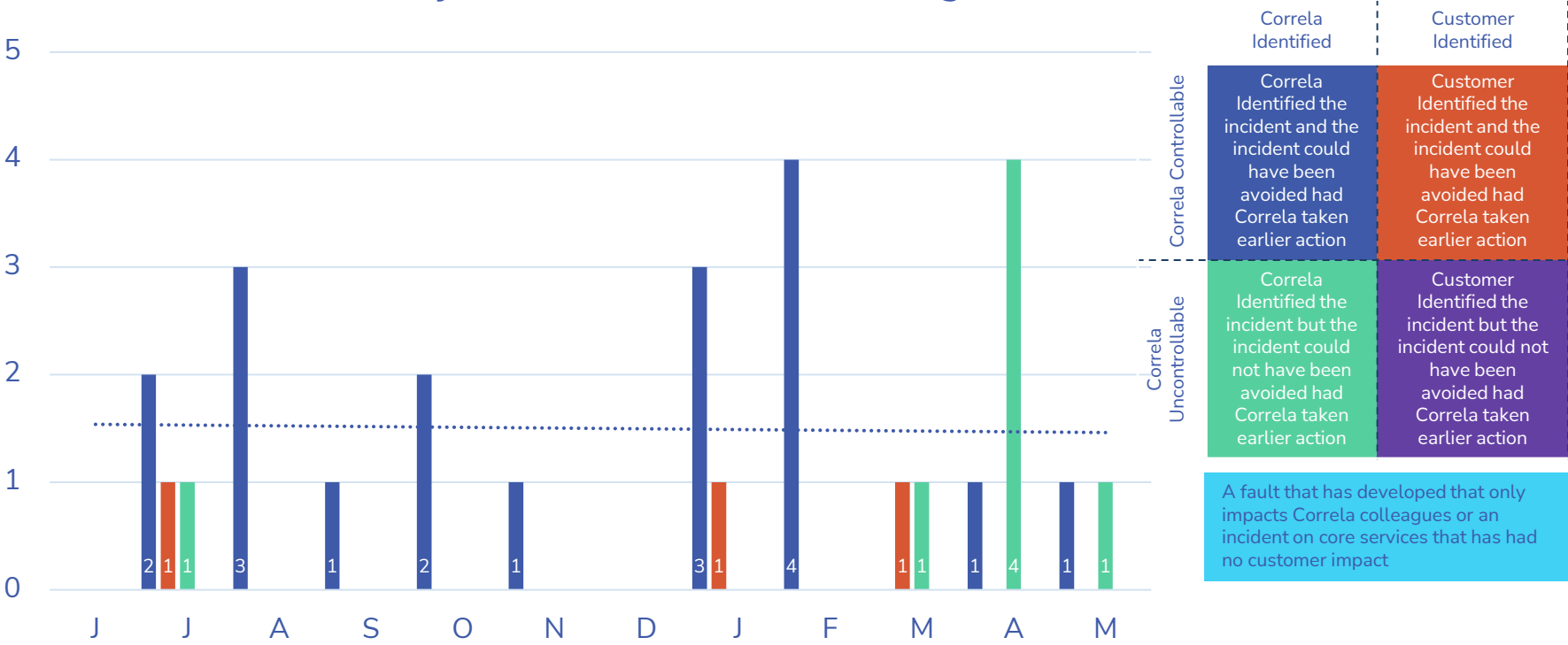
Summary

System Affected	Priority	Impact	Remedial Actions	KPM Breach	Resolved	Customer Segment Impacted
UK Link Portal /New CMS	2	Customers attempting a new login or password reset may have experienced intermittent failures. Customers already signed in would not have been impacted.	Correla investigated the issue to ensure the issue was not within the Correla domain. A high priority incident was raised with Microsoft who confirmed the issue was impacting multiple customers. Technical teams monitored the availability of systems whilst awaiting the deployment of a configuration change by Microsoft to return service back to normal.	No	Yes	Suppliers, Shippers, Meter Asset Providers, TPI's
SwitchStream	2	SwitchStream customers may have seen a short delay in receiving files from Correla	Following on from initial triage of this issue and identification of the likely cause, a manual contingency process was initiated within 90 mins of the P2 being triggered to process the outbound files. This was subsequently automated while an enduring solution was developed and tested prior to deployment.	No	Yes	Suppliers, Shippers

High Level Summary of P1/P2 Incidents: May 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
INC0466452	Through our automated monitoring, periods of unavailability were observed across the UK Link Portal, and New CMS services.	Microsoft confirmed Xoserve were part of a subset of customers impacted by a Europe wide issue affecting the Azure Active Directory B2C service.	Customers attempting a new login or password reset may have experienced intermittent failures. Customers already signed in would not have been impacted.	Technical teams monitored the availability of systems whilst awaiting the deployment of a configuration change by Microsoft to return service back to normal.	5th May	5th May	Uncontrollable - Monitoring alerting was acted upon promptly; 3rd party technology failure
INC0473458	Through our automated monitoring, errors were identified when processing outbound Switch Stream files via the Electronic File Transfer (EFT) service	The incident was likely due to an 'undocumented' Microsoft data storage change caused a key attribute to use a partial routing address in place of the full address. This was provisionally traced to an incompatibility between software libraries versions used in EFT and Microsoft. RCA is in progress with Microsoft.	SwitchStream customers may have seen a short delay in receiving files from Correla	Following on from initial triage of this issue and identification of the likely cause, a manual contingency process was initiated within 90 mins of the P2 being triggered to process the outbound files. This was subsequently automated while an enduring solution was developed and tested prior to deployment.	23rd May	26th May	Controllable – Updated software libraries may have prevented the issue occurring.

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

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

May 2024

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

Financial Year to Date

	Correla Identified	Customer Identified
Correla Controllable	2	0
Correla Uncontrollable	5	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 Organisations[1] (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
Customer details in UKL address field (presented in GES)	- A customer name present within the address details held in GES	- An MPRN was identified as containing a customer name within an address field (the DPA). This was investigated and said data removed. - Subsequently a search was conducted across all MPRNs held in UKLink. As a result circa 15k records were identified as *potentially* containing customer details, although this does include legitimate data i.e. Public House names. - Further analysis to be conducted to identify those MPRNs where data does need to be removed (visible on GES). - Once identified data will be removed / registered Shipper notified. - Pre-NEXUS issue, current system validations protect from repeat.	DN's Shippers
Data displayed in Data Discovery Platform (DDP)	- Data displayed & reported via DDP not correct	- 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. - Read performance analysed by the Performance Assurance Committee is understated & 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 issued / message added to the DDP landing page. Making users aware that there is a known issue with the dashboard. - A 2 stage deployment is scheduled for 22nd June & 9th July.	Shippers
UIG Reconciliation for non-Meter Point	- UIG Reconciliation for billing periods over 12 months old may have been slightly misallocated between Shippers.	- 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. - Full update to be provided by Fiona Cottam.	Shippers

Open Issues Impacting Customers

Issue Area	Issue Summary	Further Information and Action Being Undertaken	Customers Impacted
Portfolio files	- Consumer contact data is not complete when sent in the portfolio files to IGTs & DNs	- 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 manual workaround was carried out to ensure the files submitted in April were complete. - An enduring fix is planned for deployment prior to the July'24 Quarterly release.	IGTs DNs
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 2024. - Plan to issue the Adjustment Statement (which will highlight if any adjustments are due, after application of the Materiality Test) in October. - Agreed to keep open/monitor.	Shippers DNs IGTs
Incorrect charges issued on Amendment Invoice	- March 2024 Amendment invoice issued with incorrect values	- Invoice 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 for some customers (ASP & AML files). - Initial communications issued to advise that invoice would be delivered later than normal. Further update provided to affected customers. - We identified that this was related to an automated LiS job, with a fix planned. - No further issue experienced. Await date for fix.	Shippers DNs

GRDA Performance

Agenda Item 4.6

GRDA Performance – May 2024

target actual

Key points to note from May 2024

- Reporting methodology revised to report on GRDA performance related to messages received. We will no longer reflect instances where CSS fails to send a message in GRDA (or GES) performance as we weren't satisfied that the correct narrative was provided to PAB.

- We had one instance of a Missing message on

- 06/05 - Date based on gate closure

- This missing message was resolved as a cancelled switch (Shipperless scenario), with no settlement impact.

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	0.9998
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	0.9545 1
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	1
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	22
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	9
Xoserve	GRDS	Service Levels	7.1.7	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	3
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	18
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	723
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 - Performance failure caused by 1 missing SAMs from DCC (06/05 gate closure). All received SAMs were repsonded to within milliseconds and the metric would score 100% if messages were received from DCC in the stated window.	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

- 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 manual workaround was carried out to ensure the files submitted in April were complete.
  - An enduring fix is planned for deployment prior to the July'24 Quarterly release.

- Shipper Registration not recorded in UKLink
  - On 13/02/24, 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 in UKLink on 23rd February (effective date 24th February).
  - Estimated transfer meter readings were issued to customers on 22nd March 2024.
  - There is a misalignment between the Supplier & Shipper registration effective date (14th Feb & 24 Feb 2024)
  - Gas Enquiry Service (GES) displays the correct Shipper & Supplier registration effective dates.
  - 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'24 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 – Distribution Networks

- Personal data presented in GES
  - MPRN was identified as containing personal data within the address (customer name in the DPA field). This was investigated and said data removed.
  - Subsequently a search was conducted across all MPRNs held in UKLink.
  - As a result circa 15k records were identified as *potentially* containing personal data, although this does include legitimate data i.e. Company Names.
  - Further analysis to be conducted to identify those MPRNs where personal data does need to be removed (visible on GES).
  - Once identified data will be removed / registered Shipper notified.
  - Pre-NEXUS issue, so current system validations protect from repeat.

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.
  - A fix is planned which will require a 2 stage deployment. This is scheduled for 22nd June & 9th July.

- 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

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Issue Summary - Shippers

- 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) now shows the correct Shipper & Supplier registration effective dates
  - 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 – IGTs

- 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/