

## Agenda

### DSC Contract Management Committee

**10:00 Wednesday 19 June 2024**

**via Microsoft Teams**

(Please refer to your Microsoft Teams invite for the Teleconference details for this meeting)

*Short notice items are in italics*

*\* indicates where the material is expected to be provided late*

Item	Topic	Lead	Category
<b>1. Introduction</b>			
1.1.	Apologies for absence	Chair	Information
1.2.	Alternates		Information
1.3.	Confirm Voting rights		Information
1.4.	Approval of Minutes (15 May 2024)		Approval
1.5.	Approval of Late Papers		Approval
1.6.	Review of Outstanding Actions		Discussion
<b>2. Approvals</b>			
2.1.	MDD MPid ToR	CDSP (JM)	Voting
<b>3. Business Plans Updates</b>			
3.1.	Efficiency Review	CDSP (JR)	Information
3.2.	BP25 Update	CDSP (JR)	Information
<b>4. Monthly Contract Management Report</b>			
4.1.	Key Performance Management (KPM)*	CDSP (DJ)	Information
4.2.	KPM Customer Relationship Survey Results		Due August
4.3.	Monthly Contract Metric Reports	CDSP (AC)	Information
4.4.	Xoserve Incident Summary	CDSP (DJ)	Information
4.5.	Customer Issue Management Dashboard	CDSP (LJ)	Information
4.6.	Gas Retail Data Agent (GRDA)	CDSP (DA)	Information
4.7.	Key Value Indicators (KVI) Change Management		Due August
<b>5. Information Security</b>			No Update this month
<b>6. Financial Information</b>			Due August
<b>7. Business Continuity Plan</b>			Due August
<b>8. Contract Assurance Audit</b>			Due August
<b>9. Change Investment and Assurance</b>			Due August
<b>10. Key Committee Updates</b>			
10.1.	DSC Change Management Committee	CDSP (PO)	Information

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Papers available at: [www.gasgovernance.co.uk/DSC-Contract](http://www.gasgovernance.co.uk/DSC-Contract)

<b>10.2. Retail Energy Code (REC)</b>	CDSP (DA)	Information
<b>11. Any Other Business</b> 11.1 DDP Data 11.2 CDSP Document Updates 11.3 CIX Update 11.4 Customer Experience Update	CDSP (JHJ) CDSP (JM) CDSP (SH) CDSP (JV)	Information Information Information Information
<b>12. Recap of decisions made during meeting</b>	CDSP (AC)	Information
<b>13. Diary Planning</b> <b>Next Meeting: 17 July 2024</b>	Chair	Information

**DSC Contract Management Committee Action Table**

Action Ref	Meeting Date	Min Ref	Action	Owner	Reporting Month	Status Update
<b>0201</b>	14/02/24	1.5	JO (MC) to produce an outline for a new members introduction for an in-person October 24 DSC Contract Committee meeting	JO (MC)	August 2024	<b>Deferred</b>
<b>0306</b>	20/03/24	10.3	JO & CDSP (MC & JMc) to publish Terms of Reference for MPidVAD Review Sub-committee	JO & CDSP (MC & JMc)	May 2024	<b>Pending</b>
<b>0404</b>	17/04/24	10.4	CDSP (JMc) to review Issues and Incidents processes to confirm Xoserve/Correla responsibilities throughout.	CDSP (JMc)	May 2024	<b>Pending</b>
<b>0501</b>	15/05/24	4.4	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.	CDSP (DJ)	June 2024	<b>Pending</b>
<b>0502</b>	15/05/24	4.4	CDSP(DJ) to provide root cause analysis for SAP PO Incident detailed in May meeting	CDSP (DJ)	June 2024	<b>Pending</b>
<b>0503</b>	15/05/24	4.5	CDSP SME (FC) to attend June DSC Contract Management Committee to provide specifics of UIG Reconciliation for Non-Meter Point Issue	CDSP SME (FC)	June 2024	<b>Pending</b>
<b>0504</b>	15/05/24	10.1	CDSP (JHJ) to provide DPP Assurance around data in both BAU and Change, addressing the key three points raised in the May meeting discussion.	CDSP (JHJ)	June 2024	<b>Pending</b>