

**UNC DSC Contract Management Committee Minutes**  
**Wednesday 16 December 2020**  
**via Teleconference**

**Attendees**

Alan Raper (Chair)	(AR)	Joint Office	Non-Voting
Helen Cuin (Secretary)	(HCu)	Joint Office	Non-Voting

**Shipper User Representatives (Voting)**

Claire Louise Roberts (Alternate for Stephanie Clements)	(CLR)	Scottish Power	Class A Voting
Oorlagh Chapman	(OC)	Centrica	Class A Voting
Steve Mulinganie (+Alternate for Andrew Green)	(SM)	Gazprom Energy	Class B&C Voting

**Transporter Representatives (Voting)**

Leteria Beccano (Alternate for Helen Chandler)	(LB)	Wales & West Utilities	DNO Voting
Sally Hardman	(SH)	SGN	DNO Voting
Richard Loukes	(RL)	National Grid	NTS Voting
Angharad Williams (Alternate for Teresa Thompson)	(AW)	National Grid	NTS Voting
Brandon Rodrigues (+Alternate for Rebecca Cailles)	(BR)	IGT Representative	IGT Voting

**CDSP Contract Management Representatives (Non-Voting)**

Jayne M <sup>o</sup> Glone	(JMc)	Xoserve
Michele Downes	(MD)	Xoserve

**Observers/Presenters (Non-Voting)**

Alex Stuart	(ASt)	Xoserve
Alison Jennings	(AJ)	Xoserve
Andrew Szabo	(AS)	Xoserve
Angela Clarke	(AC)	Xoserve
Daniel Donovan	(DD)	Xoserve
David Addison	(DA)	Xoserve
David Turpin	(DT)	Xoserve
Denis Regan	(DR)	Xoserve
Ellie Rogers	(ER)	Xoserve
Fiona Cottam	(FC)	Xoserve
Guv Dosanjh	(GD)	Cadent
Joanne Williams	(JW)	Xoserve
Kate Batsford	(KB)	Xoserve
Kathryn Adeseye	(KA)	Xoserve
Linda Whitcroft	(LW)	Xoserve
Mark Perry	(MPe)	Xoserve
Mark Pollard	(MP)	Xoserve
Nasara Mughal	(NM)	Xoserve
Neil Laird	(NL)	Xoserve
Nick Stace	(NS)	Xoserve
Peta Haworth	(PH)	Xoserve
Reece Emanuel	(RE)	Xoserve

Richard Pomroy	(RP)	Wales & West Utilities
Sean McSweeney	(SMc)	E.ON
Simon Harris	(SH)	Xoserve
Steve Pownall	(SP)	Xoserve
Tristian Unwin	(TU)	Xoserve

Copies of all papers are available at: [www.gasgovernance.co.uk/dsc-contract/161220](http://www.gasgovernance.co.uk/dsc-contract/161220)

## 1. Introduction

Alan Raper (AR) welcomed all to the meeting, confirming the meeting to be quorate.

### 1.1. Apologies for absence

Stephanie Clements, Shipper Representative  
 Andrew Green, Shipper Representative  
 Helen Chandler, DNO Representative  
 Teresa Thompson, National Grid Representative  
 Rebecca Cailes, IGT Representative

### 1.2. Alternates

Claire Louise Roberts for Stephanie Clements  
 Steve Mulinganie for Andrew Green  
 Leteria Beccano for Helen Chandler  
 Angharad Williams for Teresa Thompson  
 Brandon Rodrigues for Rebecca Cailes

### 1.3. Confirm Voting rights

Representative	Classification	Vote Count
<b>Shipper</b>		
Claire Louise Roberts (Alternate for Stephanie Clements)	Shipper Class A	1 vote
Oorlagh Chapman	Shipper Class A	1 vote
Steve Mulinganie (Alternate for Andrew Green)	Shipper Class B	2 votes
Steve Mulinganie	Shipper Class C	2 votes
<b>Transporter</b>		
Leteria Beccano (Alternate for Helen Chandler)	DNO	1 vote
Sally Hardman	DNO	1 vote
Richard Loukes	NTS	1 vote
Angharad Williams (Alternate for Teresa Thompson)	NTS	1 vote
Brandon Rodrigues (+Alternate for Rebecca Cailes)	IGT	2 votes

### 1.4. Approval of Minutes (18 November 2020)

The minutes from previous meetings were approved.

### 1.5. Approval of Late Papers

AR advised of the late papers and these were accepted.

### 1.6. Review of Outstanding Actions

**1001:** Policy paper on Revenue and Customs Brief 12 (2020): CDSP (JMc) to regularly seek a view from VAT experts Group regarding the Policy paper on Revenue and Customs Brief 12 (2020): VAT early termination fees and compensation payments.

**Update:** Jayne McGlone (JMc) confirmed that analysis is being undertaken internally for review by the Xoserve Finance Managers and Distribution Network (DN) VAT Managers. An action has been taken to look at the charges and provide a report back in the new year. It was understood that HMRC will provide guidance on how this change should be applied, and consideration will be given on how this may impact the Data Service Contract (DSC). **Carried Forward.**

**1003:** DD to provide a draft quarterly invoice dashboard for the Committee to review ahead of the November meeting.

**Update:** See item 17.6. Initial draft has been circulated. **Closed.**

**1004:** Committee members to consider what information would be required on a quarterly invoice dashboard and feedback to the November 2020 Committee.

**Update:** See item 17.6. Dashboard produced and published, further feedback welcomed before closing this action. **Carried Forward.**

**1101:** Xoserve (AJ) to consider how projects would be managed and how deliverables would be measured under the new operating model

**Update:** See item 16.0. **Closed.**

**1102:** Xoserve (JG) to consider the availability of the DSC Shipper Class breakdown.

**Update:** Angela Clarke (AC) confirmed that Xoserve are working to collate an accurate view and hope to provide an update in February. **Carried Forward.**

**1103:** Xoserve (LW) to publish a diary plan of the Contact Management System (CMS) Replacement Project Workshops.

**Update:** AC confirmed a diary plan had been published on the Xoserve website and this would be provided for publication along-side the minutes. **Closed.**

**1104:** Xoserve (JMc) to provide a list of proposed dates for the 2021 Contract Management Committee meetings.

**Update:** JMc confirmed the intention to move DSC Contract meetings to the 4<sup>th</sup> Wednesday and provided a list of dates for 2021. SM expressed concern about being able to support DSC Contract meetings as the 4<sup>th</sup> Wednesday would clash with the SPAA Executive meetings. JMc agreed to look at alternative day within the 4<sup>th</sup> week. **Carried Forward.**

## 2. Project Mercury

Andy Szabo (AS) provided a verbal strategy update on Project Mercury. Due to the confidential nature of this project, separate briefing notes will be provided to DSC Contract Managers. A further update will be provided next month.

## 3. KPM Overview

Tristian Unwin (TU) provided an overview of the Key Performance Measures (KPMs) presenting a table detailing the KPM measures for November 2020. TU provided an update on the ASM Invoice Exceptions, confirming two Change Requests (CRs) had been raised to resolve the exceptions. He also commented that the exceptions in question equated to 0.3% of the total invoices issued, which was relatively low.

AS asked the Committee if they found these metrics useful and if the Contract Management Committee was the right forum to provide these updates. Steve Mulinganie (SM) welcomed the updates and suggested focus should be given to the amber/red items, possibly only reporting the exceptions.

Alex Stuart (ASt) provided an overview of the remaining failures relating to Customer Contact Queries, AQ Calculations, AQ at Risk, Meter Read/Asset Processing and AQ Notifications.

ASt reported:

- the reason for the red status against Customer Contact Queries, was that the new CRM allows customers to provide a satisfaction response and 25 customers had responded to report they were not satisfied with the original response/resolution provided. Following further investigation there appeared to be a trend with these responses whereby customers needed to undertake further enquiries in response to the original query. SM suggested to help Shippers to put this into context, whether Xoserve could provide total query numbers along with percentages and some additional commentary.
- 4109 technical exceptions for AQ Calculations, all of which had been resolved with some manual interventions within the normal billing cycle.
- AQ at Risk was 2% against the total LDZ capacity, with 19 defects impacting customers having had data fixes. The next phase would be to process the financial adjustments contributing to the 2% and confirmed that the AQ Task Force Task Force was confident that the KPM would come back down in the next 2 months.
- 15 read and 69 assets updates under Meter Reading Asset Processing had not been responded to within 2 days, however these were all now resolved.
- A number of AQ Notifications had not issued due to a defect, which has now been resolved and will shortly turn green.

#### 4. Covid-19 Update

AS provided a brief update on the operational capabilities noting there was nothing new or material to flag to the Committee, and Xoserve continue to work with the new ways of working.

Fiona Cottam (FC) provided a brief verbal update confirming that:

- Unidentified Gas (UIG) continues to be tracked and that it did not dip below -5% over the last 4 weeks.
- UNC Modification 0730: "Covid-19 Capacity Retention Process" is being presented to the UNC Modification Panel on 17 December 2020 along with a Variation Request.
- Xoserve are continuing to gather information from Shippers on supply points which remain isolated under Modification 0723 (Urgent): "Use of the Isolation Flag to identify sites with abnormal load reduction during Covid-19 period". FC wished to note that the Performance Assurance Committee (PAC) also have an interest in monitoring Shipper activity for this Modification. FC provided further details on the work being undertaken confirming that all Shippers have been contacted for Isolations undertaken since 12 May to understand how many are Covid related isolations. Only 2 of the 17 Shippers who responded had used the facility, with 5 outstanding isolation that are Covid related so take-up has been low. Xoserve are contracting the remaining Shippers which have not yet responded.

#### 5. Approvals

##### 5.1. Research Body Request (Coventry City Council)

David Newman (DN) provided an update in relation to this Research Body Request on behalf of Coventry City Council, (CCC), and confirmed the background and activities undertaken in support of the request. DN clarified that the Council, along with the Regional Energy System Operator (RESO), are undertaking a project to look at de-carbonisation initiatives.

DN provided an updated request document to provide a clear understanding of what information would be released to CCC and provided reassurances in relation to GDPR and data control of addresses. DN provided an overview of the attributes that will not be provided to CCC, using mark-up to make sure this was clear.

SM welcomed the clarification added to the request which had made the request easier to understand and which data items would be provided.

Claire Louise Roberts (CLR) asked about the terms of the provision of data, JMc explained that there will be a third-party contract put in place, no personal data will be provided to CCC, and addresses for which data is required would be provided to Xoserve by CCC.

Unanimous approval was provided for the CCC Research Body Request as follows:

Voting Outcome:		
Shipper	Voting Count	For/Against
Claire Louise Roberts	1	For
Oorlagh Chapman	1	For
Steve Mulinganie (+Alternate for Andrew Green)	4	For
<b>Total</b>	<b>6</b>	<b>For</b>
Transporter Representatives	Voting Count	For/Against
Leteria Beccano (Alternate for Helen Chandler)	1	For
Sally Hardman	1	For
Richard Loukes	1	For
Angharad Williams (Alternate for Teresa Thompson)	1	For
Brandon Rodrigues (+Alternate for Rebecca Cailles)	2	For
<b>Total</b>	<b>6</b>	<b>For</b>

### 5.2. MDD Meter point Approach Document

This item was deferred until January 2021.

### 5.3. DRR Additional data items to be made available to Suppliers in Community View

Simon Harris (SH) provided an overview of the Disclosure Request Report (DRR), highlighting the data items required. SH explained that following on from the TPI/PCW approval last month, for supply point switching APIs, some responses had been provided about Suppliers and the community view of data items to Suppliers. A request had therefore been created to allow Suppliers to have access to the data items.

Leteria Beccano (LB) enquired about the benefit of providing the previous Supplier. SH clarified that this was to support the switching process.

Unanimous approval was provided for the DDR for changing the Supplier community view as follows:

Voting Outcome:		
Shipper	Voting Count	For/Against
Claire Louise Roberts	1	For
Oorlagh Chapman	1	For
Steve Mulinganie (+Alternate for Andrew Green)	4	For
<b>Total</b>	<b>6</b>	<b>For</b>
Transporter Representatives	Voting Count	For/Against
Leteria Beccano (Alternate for Helen Chandler)	1	For
Sally Hardman	1	For
Richard Loukes	1	For
Angharad Williams (Alternate for Teresa Thompson)	1	For
Brandon Rodrigues (+Alternate for Rebecca Cailles)	2	For
<b>Total</b>	<b>6</b>	<b>For</b>

#### 5.4. MAP Portfolio Service – logic clarification

SH provided an overview of the changes to the Meter Asset Provider (MAP) Portfolio Reporting, and a background to the data items included to facilitate a MAP Portfolio reporting service. SH confirmed that Xoserve wished to ratify the approach around the MAP ownership for feedback/objectives to further assist developing this service. SH went on to give an overview of the already approved DRR for context and the data items to be provided to MAPs and provided an illustration of how this would work in practice, specifically in relation to a portfolio view.

SM challenged the releasing of certain historic information and that this should be restricted to the confirmed period of ownership of a MAP, as recorded on UK Link. SH explained that if an asset is sold, only the new owner should be provided with the information, i.e. Xoserve should provide data to the MAP pertained to the period they are associated with that meter point and confirmed asset ownership.

JMc confirmed that the data items were approved in July and today's discussion was to approve the approach of supplying the data to MAPs in specific scenarios.

SM again expressed concern about sharing other MAP details and the consequences of this when there is no commercial relationship in the scenarios presented. SM was concerned about some of the assumptions being made and potentially sharing retrospective data that MAPs do not have the right to, in terms of the contractual relationships and GDPR. SM summarised by saying Xoserve should not be sharing information parties are not entitled to receive.

Bearing in mind the concerns raised, the Committee further considered the approach, and it was agreed that the services would need to be defined so as to not disclose data under certain scenarios.

AR checked that Xoserve had sufficient clarity to proceed with developing the solution. David Addison (DA) recapped his understanding from the discussions and confirmed he understood the logic (specifically around exposing data outside of a MAP's ownership, where it was agreed these would be left blank) and would progress forward to define the service based on the previous paper approved.

#### 5.5. XRN5183 – Access to Biomethane injections Permissions discussion

SH provided an overview of the changes proposed and the background to making data available to Shippers to facilitate the investigation into newly sourced biomethane sites. SH explained the current process and how the information is extracted by the CDSP from Gemini and shared with DNs and BEIS.

Noting there is not currently a DSC Service Line in relation to the current process, SH provided an overview of the proposed solution to provide the information to Shippers. SH suggested that sharing the relevant information may be covered by the release of information under the DSC T&C (specifically 7.5) of the DSC Contract and wished to also ask CoMC if this service would need a new DSC Service Line.

SM expressed concern about the commercial advantages this would provide to Shippers, the appropriateness of sharing this information and extending information provision beyond the DNs and the Government, when these particular parties would have no commercial advantage receiving this data. It was agreed that Xoserve should provide more details on the justification for providing biomethane statistics to Shippers.

**New Action 1201:** Xoserve (SH) to provide more justification for providing biomethane statistics to Shippers.

LB asked about an XRN which had been raised for releasing Flow Weighted Average CVs and if XRN5183 would be required in addition to this other XRN. SH agreed to liaise internally and provide further clarity next month.

#### 5.6. Advice Direct Scotland - Request for free accounts

Kathryn Adeseye (KA) provided an overview of the proposal to provide 10 free DES accounts to Advice Direct Scotland Ltd, a company working alongside Scotland Citizens Advice Bureau to resolve certain customer queries.

Unanimous approval was provided for the 10 free accounts as follows:

<b>Voting Outcome:</b>		
<b>Shipper</b>	<b>Voting Count</b>	<b>For/Against</b>
Claire Louise Roberts	1	For
Oorlagh Chapman	1	For
Steve Mulinganie (+Alternate for Andrew Green)	4	For
<b>Total</b>	<b>6</b>	<b>For</b>
<b>Transporter Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Leteria Beccano (Alternate for Helen Chandler)	1	For
Sally Hardman	1	For
Richard Loukes	1	For
Angharad Williams (Alternate for Teresa Thompson)	1	For
Brandon Rodrigues (+Alternate for Rebecca Cailles)	2	For
<b>Total</b>	<b>6</b>	<b>For</b>

### 5.7. a) DPM Conditionality Document

Ellie Rogers (ER) provided an overview of the changes to the Data Permissions Matrix (DPM) Conditionally Document, which had been updated to clarify the different organisation types and the previously advised item 5.6 above relating to the Scotland Citizens advice bureau changes.

ER explained the changes had been separated to Version 3.0, adding context for the above change and Version 3.1 to include considerations relating to the definitions of Price Comparison Websites (PCWs) and Third-Party Intermediaries (TPIs).

JMc also provided a separate presentation on data access requests from third parties that do not always fit with the regular price comparison website type services. Examples given were organisations that provide a service to end consumers that initiates a switch when a better tariff becomes available; and organisations that provides an end consumer with assistance to change energy provider/tariff when moving to a new house. It was agreed that these types of organisations fit with the definition of either a PCW or a TPI and satisfy the permitted purpose for access to be given. JMc provided examples of organisations typically requesting access and the options for adding a new organisation type for Digital Comparison Tool Providers. AR asked if this was a new type of user and noted, if so, would require a UNC to add them into the DPM.

Views were requested from the Committee on the way forward for Digital Comparison Tool Providers. It was agreed that this type of organisation did not meet the definition of either a PCW or a TPI and a Mod would need to be raised if this type of organisation is to be added to the DPM.

Unanimous approval was provided for the Data Permissions Matrix (DPM) Conditionally Document amendments Versions 3.0 and 3.1 as follows:

<b>Voting Outcome:</b>		
<b>Shipper</b>	<b>Voting Count</b>	<b>For/Against</b>
Claire Louise Roberts	1	For
Oorlagh Chapman	1	For
Steve Mulinganie (+Alternate for Andrew Green)	4	For
<b>Total</b>	<b>6</b>	<b>For</b>
<b>Transporter Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Leteria Beccano (Alternate for Helen Chandler)	1	For
Sally Hardman	1	For
Richard Loukes	1	For
Angharad Williams (Alternate for Teresa Thompson)	1	For
Brandon Rodrigues (+Alternate for Rebecca Cailles)	2	For
<b>Total</b>	<b>6</b>	<b>For</b>

**b) Third Party data Requests**

ER confirmed there was no approval required. This item was presented to support agenda 5.7a for the amendment to the DPM Conditionally Document (Version 3.0)

**6. Business Plan Updates**

**6.1. BP20 Centrica Appeal**

JMc informed the Committee that there is no further update in terms of an Ofgem decision concerning the appeal. However, the Xoserve Board have met with Ofgem and anticipate a decision in due course.

**6.2. BP21 Update**

Peta Haworth (PH) gave a brief update on the progress of the Business Planning 2021 (BP21) and thanked everyone for their engagement in the process. PH advised that the third stage is now being entered into for approval in January 2021.

Brandon Rodrigues (BR) enquired about Project Mercury and how this may impact the Business Plans. Dave Turpin (DT) explained that the current view is that 95% of what is in the business plan would become services in NewCo and become NewCo deliverables.

**7. Retail Energy Code (REC) Update**

JMc provided an update on the latest developments, confirming that Ofgem are assessing the management of data under the REC including protected data items under the UNC.

Consultation responses on REC V1.1 were submitted 16 November and Licence changes are due 15 January 2021. It was anticipated that there would be minimal changes to the Shipper Licence, however significant changes were expected to the Transporters Licence with Ofgem reserving the right to give a direction to relieve the licensee of its obligations under GT SSLC A31, this potentially means various elements would be moved into the REC Code from the DSC.

Consultation responses on REC V2 are due to be submitted on 23 February 2021 a change to the previously published submission date of 15 February 2021.

Consultation responses on REC V3 are due to be submitted on 10 June 2021.

**8. Modification 0710S - CDSP provision of Class 1 read service**

DA confirmed that Modification 0710S was approved October 2020. While the was little to report on at this stage, DA confirmed that Xoserve are moving forward assuming a June 2021

implementation. The first draft of the service contracts are under review and disaster recovery elements have been updated.

DA welcomed input from Shippers on the first draft detailed review and confirmed more information would be shared with parties in the new year.

## **9. Monthly Contract Management Report**

This month focused on the items 9.3 Xoserve Incident Summary and 9.4.3 AQ Taskforce Update:

### **9.1. KPM Update**

See item 3.0. No further discussion.

### **9.2. Contract Metrics**

Paper published for information. No discussions held.

### **9.3. Xoserve Incident Summary**

Neil Laird (NL) provided a high-level overview of the P1 and P2 incidents and why certain problems had occurred within Gemini.

NL provided a chart illustrating the major incidents and assured the Committee that the root causes of the incidents are being addressed, and by using data collected Xoserve will also be looking at areas where faults could arise to proactively avoid issues.

None of the issues in October or November were repeat issues.

### **9.4. Issue Management Updates**

#### **9.4.1. Issue Management Dashboard**

Paper published for information. No discussions held

#### **9.4.2. Amendment Invoice Taskforce Update**

Paper published for information. No discussions held.

#### **9.4.3. AQ Taskforce Update**

Denis Regan (DR) provided an update from the AQ Taskforce and provided an overview of the current defect position, reporting that:

- 90% of all the defects raised over the last 12 months are being identified by Xoserve as a result of the enhancements made to operational processes and increased vigilance
- Currently there are 2,000 MPRNs impacted by 13 open defects, where a data correction is required
- The age profile of AQ defects has significantly decreased to 65 days following a targeted focus
- 19 defects that have now been resolved and are awaiting processing/analysis through adjustment tools to determine eligibility for an adjustment. These were in the process of data collating for each defect with a desire to process the adjustments during December.

DR explained unless there were any objections Xoserve will be seeking to start invoicing with a suggestion of moving this to January.

SM raised a concern about the retrospective elements of this process and wanted to better understand the next steps as this retrospection affected ongoing commercial activities. SM challenged whether it was fair and reasonable for Xoserve to re-open issues. SM wished to record Gazprom would object to this process and confirmed that a formal letter had already been submitted. SM also anticipated ICoSS writing to Xoserve with regards to this matter. Noting that Xoserve are acting as agents for the Transporters, it was acknowledged this may wish to be taken up with them through the Gas Regulation Group (GRG).

SM explained that concerns have been raised through trade associations, that industry retrospection cuts across commercial arrangements, with worrying consequences of re-opening issues. SM asked Xoserve and Transporters to consider what is fair and reasonable in terms of

the arrangements, and re-emphasised that retrospection is neither fair nor reasonable and questioned if the proposed solution was appropriate.

SM asked Xoserve to reconsider how to this is taken this forward. AS noted the concerns raised and agreed to take an action or consider this further and provide a response.

**New Action 1202:** AQ Taskforce Update - Xoserve to engage the DNs in order to share a full and contextual view of the Phase 1 and 2 AQ corrections, their impact to shippers in terms of invoicing, to represent shipper feedback and action in relation to these corrections, and to obtain an updated directive from DNs on their approach at a constituency level.

DR recognised Xoserve needed to reflect on the planned invoice production, confirmed a further update would be provided next month.

## 9.5. KVI Summary

### 9.5.1. October KVI Summary

Paper published for information. No discussions held.

### 9.5.2. October Interim KVI Scorecard

Paper published for information. No discussions held.

### 9.5.3. October KVI Customer Service

Paper published for information. No discussions held.

## 10. Central Switching Service (CSS) Update

Paper published for information. No further discussions held.

## 11. Information Security Update

Nasara Mughal (NM) provided an update on where Xoserve are, in terms of the improvement programme. Papers had been sent in confidence prior to the meeting.

NM provided an update on the key workstreams for the Security Operations Centre and Cloud Access Security Broker.

SM asked about the separation arrangements, how this would impact delivery, and how this all fits together. JMc explained this will be backed off in the DSC Contract and Shippers would not see any difference.

NM went onto to provide an update to the Privacy Improvement Programmes. This included Supplier Due Diligence, Information Security Portfolio Governance, GDPR, Secure Software Development Life Cycle (SSDLC), Network Security and Security Architecture Governance and Compliance.

NM confirmed quarterly updates will continue.

## 12. Financial Information

Nick Stace (NS) confirmed a paper had been published to provide an update on the material increase to the CSS programme forecast which was not included in the Quarter 2 forecast, for information.

SM enquired about 2A subclause 2 – CSS programme costs, 2A subclause 6 - Cyber Security and 2B – retro (RAASP).

SM noted changes in CSS programme costs since the end of October of approximately £1m and requested more information about how these costs have arisen. NS confirmed this related to the CSS rebase-lining due to changes to project timescales.

SM enquired about the Cyber Security being impacted by Centrica's appeal, slowing down activity and continuing trying not to spend money, unless it was absolutely necessary and RAASP being placed on hold.

Sally Hardman (SH) understood required system changes are being established and Xoserve are reporting back to DSC Change Committee.

SM asked if Xoserve would provide a response in the form of an updated briefing note on the elements raised.

**New Action 1203:** Xoserve (NS) to create a briefing note on RASSP to confirm progress to date and outline the future plans. NS will attend the CoMC in January with an update on the Q3 forecast.

### 13. Business Continuity Plan

The next update is due February.

### 14. Contract Assurance Audit

The next update is due February.

### 15. Key Committee Updates

#### 15.1. DSC Change Management Committee

Updated Paper published on 15 December 2020 for information. No discussions held

### 16. Customer Experience Transformation

AS wished to reflect on the challenging times on rebuilding trust with customers and building a compelling customer experience, programme of activity, to package a suit of activities to focus on the main areas of pain.

ASt provided an update on the Customer Experience (CX) Roadmap for BP21, reassuring the Committee that Customer Centricity is at the very heart of Xoserve's strategy and the organisational goal is to ensure year-on-year improvements to the Customer Service Satisfaction (CSAT) scores.

Following disappointing CSAT scores last year, ASt confirmed that Xoserve have mobilised a Customer Experience Transformation Programme to centrally manage and control all in-flight customer service improvement initiatives, aiming to demonstrate customer value through significant improvement.

ASt provided an overview of customer feedback, the work in progress, planned work for 2021 and the key components which included Operational Processes, Digital/Website/Self-Services Platforms, Customer Training and Education, Service Management Improvements, CRM and Automation, and the CMS Rebuild (page 6).

Linda Whitcroft (LW) provided an overview of the CMS Rebuild (page 13), confirming feedback had been received from 127 customers in relation to the survey, 116 of which were frequent users. 6 scoping workshops have been held, 5 for address amendments and 1 for consumption adjustments. 56 attendees participated in the address amendment workshops which concentrated on capturing the high-level requirements and establishing "pain points". Positive feedback has been relayed from the Workshops.

Alison Jennings (AJ) provided an overview of the KVI survey and that a Customer Service (ICS) score of 91.67% had been achieved, above 90% for all 3 categories, and confirmed a deep dive will be provided in January.

ASt assured the Committee that Xoserve are building momentum, building on successes, continue to assess how best to address areas under performing and will provide quarterly updates.

### 17. Any Other Business

#### 17.1. NDM Algorithm Consultation

Fiona Cottam (FC) / Mark Perry (MP) provided a presentation which had been covered at the recent DESC and Distribution Workgroup. FC provided a re-cap of the reasons behind the consultation.

FC provided an overview of the consultation objectives (page 5) and provided a series of slides giving an overview of the 8 industry responses received.

The Headline Conclusions were:

- There was strong support from all respondents to seek improvements to the performance of the NDM Algorithm, with many referencing the consequential benefits of lower/less volatile UIG.
- There was Qualified support for Machine Learning, with most responses happy to consider an option where Machine Learning is used to improve the existing parameters (i.e. ALPs/DAFs) but not to move to a full 'Blackbox' approach.
- Any significant changes from the current approach to Demand Modelling which results in the use of advanced analytical techniques (e.g. Machine Learning) should be proven using simulation and/or parallel running with clear benefits to the industry demonstrated.
- There was strong support from most respondents to continue with the current NDM Algorithm and to retain its existing parameters i.e. ALPs and DAFs.
- Responses suggested there should be a continued requirement to estimate NDM demand for several years to come and investigating alternative options would not be wasted effort.

FC confirmed in recent Gas Years there have been developments to the EUC demand modelling approach which have increased the accuracy of the NDM Allocation process. Performance analysis has shown the new Composite Weather Variable (CWV) and 2020 EUC Demand Models have reduced average Unidentified Gas, (UIG) and volatility overall, particularly in the 'pre COVID' period.

FC provided a number of simulations and confirmed that DESC will also be thinking about including rainfall in models, holiday code rules and industry providing NDM sample data.

FC explained the next steps are to keep focus, increase the visibility of options and discussions with a CDSP recommendation to establish a UNC Review Group. The objective would be to investigate whether the use of advanced analytical technique options e.g. Machine Learning, in the derivation of the parameters used in the current NDM Algorithm could further improve the accuracy of the NDM allocation and subsequent UIG. To aid this an industry party would be required to sponsor a UNC Request. Xoserve would assist by outlining the requirements of the Review Group and for this to be considered at the January Distribution Workgroup.

## **17.2. Contact Management System (CMS) Replacement Update**

Joanne Williams (JW) provided an update on the progress of the CMS rebuild to date and the Workshops. Future Workshops have been set up and an online page has been created to detail the progress and outputs. JW welcomed feedback on targeting the right audience and the next steps.

LW asked if there were any immediate views on the rollout, how organisations will manage delivery and views on the ability to receive packages of early updates. SM expressed caution with managing industry developments, and while delivering elements which could substantially improve processes Xoserve, it would need to ensure organisations also have the ability to manage these updates alongside the volume of other business process changes.

## **17.3. DES Emergency Contacts**

JMc explained that there is an obligation on Shippers to provide Emergency Contact details to Gas Transporters. This has been discharged through the DSC whereby the Shipper submits a file to CDSP and the CDSP submits a file to Transporters. JMc confirmed that the Emergency Contact details are visible in the Data Enquiry Service (DES) as a contingency for Transporters and that the details can also be viewed in DES by Shippers.

JMc explained there is a proposal to remove Emergency Contact details from the Shipper view in DES and Xoserve wished to understand if there is a valid reason for this information to continue to be held and available in the Shipper view. JMc confirmed that the visibility of Emergency Contact details would remain visible for Transporters.

DA clarified that the proposal is to remove the view for Shippers and Suppliers.

SM believed consideration should be given as to why this was added to the shipper view in the first instance and consequences of removing it.

It was agreed this needed further consideration offline and an update would be provided in January.

#### **17.4. Contact Centre Telephone Number Change**

Kate Batsford (KB) and Reece Emanuel (RE) provided a presentation on the planned Xoserve Contact Centre Telephone number changes, this included the affected numbers and reasons for the change. RE advised that the target date for go-live was planned for Monday 22 February 2021, when the existing telephone numbers would no longer be valid. RE clarified communications will be provided with the new numbers and recorded messages will be applied to the affected numbers from January 2021 to provide advance warnings.

SM enquired if any of the numbers would be used by consumers and if there would be an automatic redirection of calls, explaining there is a requirement under the Gas Safety Regulations. KB confirmed this would be available.

#### **17.5. IX Refresh Update**

Mark Pollard (MP) provided a migration update and a project roadmap, confirming Xoserve had not seen any impacts following the recent second lockdown. The project was still projected to complete by February 2021.

MP confirmed that the project had targeted to complete all physical installations by 30 November, however 6 sites (3%) had missed this milestone. Of these, 3 sites have since completed in December, 2 sites have been scheduled and the final customer is scheduled to complete by the end of January.

SH asked about the Vodafone contract and the timing of the Distribution Network Charging Statements and if Xoserve will be able to provide a definitive response in relation to extending the Vodafone contract. MP confirmed an agreement is in place to extend support past February 2021, although a decision on the need for an extension is expected during December.

**New Action 1204:** Xoserve (MP) to confirm with DNs if the Vodafone IX contract will need to be extended for the IX Refresh, for DNs to assess the impacts on Pricing within the Charging Statements.

#### **17.6. Quarterly Invoicing Dashboard for review**

Daniel Donovan (DD) provided the Quarterly Invoicing Dashboard and asked for feedback on the information being presented. SM believed it would be useful for Shippers to have this information at a customer level and asked if this could be provided on request for an individual breakdown.

Michele Downes (MD) enquired if the industry level data should continue to be published on either a monthly or quarterly basis. DD confirmed Xoserve intend to provide a quarterly dashboard.

#### **17.7. VAT early termination fees and compensation payments**

See Action 1001 update within item 1.6. No further discussions held.

#### **17.8. Impact of Brexit**

JMc advised there is limited information to report, however Xoserve continue to monitor and follow guidance provided by Information Commissioner's Office (ICO). JMc confirmed that a Risk Register has been created and is being shared with external legal counsel to advise if we need to take any further action at this point.

### **18. Diary Planning**

Further details of planned meetings are available at: [www.gasgovernance.co.uk/events-calendar/month](http://www.gasgovernance.co.uk/events-calendar/month)

Further to Action 1104 update within item 1.6, JMc explained the reason behind proposing a change to the 2021 meeting schedule, acknowledging a request had been made to consider the schedule for SPAA meetings and agreed to consider the ability to move meetings to the 4<sup>th</sup> Tuesday as a suitable alternative.

It was agreed that the January and February meetings would take place as originally scheduled.

Meetings will take place as follows:

Time/Date	Venue	Programme
09:30 Wednesday 20 January 2021	Microsoft Teams	Standard Agenda
09:30 Wednesday 17 February 2021	Microsoft Teams	Standard Agenda

**Action Table (as of 16 December 2020)**

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
1001	14/10/20	1.6	<i>Policy paper on Revenue and Customs Brief 12 (2020):</i> CDSP (JMc) to regularly seek a view from VAT experts Group regarding the Policy paper on Revenue and Customs Brief 12 (2020): VAT early termination fees and compensation payments	CDSP (JMc)	<b>Carried Forward</b>
1003	14/10/20	6.3.3	<i>Quarterly Invoicing Update:</i> CDSP (DD) to provide a draft Quarterly Invoice dashboard for the Committee to review ahead of the November meeting	CDSP (DD)	<b>Closed</b>
1004	14/10/20	6.3.3	<i>Quarterly Invoicing Update:</i> Committee members to consider what information would be required on a Quarterly Invoice dashboard and feedback to the November 2020 Committee	All	<b>Carried Forward</b>
1101	18/11/20	5.2.1	Xoserve (AJ) to consider how projects would be managed and how deliverables would be measured under the new operating model.	Xoserve (AJ)	<b>Closed</b>
1102	18/11/20	15.3	Xoserve (JG) to consider the availability of the DSC Shipper Class breakdown.	Xoserve (JG)	<b>Carried Forward</b>
1103	18/11/20	15.4	Xoserve (LW) to publish a diary plan of the Contact Management System (CMS) Replacement Project Workshops.	Xoserve (LW)	<b>Closed</b>

1104	18/11/20	16.0	Xoserve (JMc) to provide a list of proposed dates for the 2021 Contract Management Committee meetings.	Xoserve (Jmc)	<b>Carried Forward</b>
1201	16/12/20	5.5	Xoserve (SH) to provide more justification for providing biomethane statistics to Shippers.	Xoserve (SH)	<b>Pending</b>
1202	16/12/20	9.4.3	AQ Taskforce Update - Xoserve to engage the DNs in order to share a full and contextual view of the Phase 1 and 2 AQ corrections, their impact to shippers in terms of invoicing, to represent shipper feedback and action in relation to these corrections, and to obtain an updated directive from DNs on their approach at a constituency level	Xoserve (AS)	<b>Pending</b>
1203	16/12/20	12.0	Xoserve (NS) to create a briefing note on RASSP to confirm progress to date and outline the future plans. NS will attend the CoMC in January with an update on the Q3 forecast .	Xoserve (NS)	<b>Pending</b>
1204	16/12/20	17.5	Xoserve (MP) to confirm with DNs if the Vodafone IX contract will need to be extended for the IX Refresh, for DNs to assess the impacts on Pricing within the Charging Statements.	Xoserve (MP)	<b>Pending</b>