

## Agenda

### DSC Contract Management Committee

**10:00 Wednesday 17 April 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 (20 March 2024)		Approval
1.5.	Approval of Late Papers		Approval
1.6.	Review of Outstanding Actions		Discussion
<b>2. Approvals</b>		CDSP	None
<b>3. Business Plans Updates</b>			
3.1.	Efficiency Review	CDSP (JRi)	Information
3.2.	BP Update & Energy Code Refore	CDSP (Jri)	Information
3.3.	CX Themes and Principles	CDSP (JV)	Information
<b>4. Monthly Contract Management Report</b>			
4.1.	Key Performance Management (KPM)*	CDSP (DJ)	Information
4.2.	KPM Customer Relationship Survey Results	CDSP	Due May
4.3.	Monthly Contract Metric Reports	CDSP (AC)	Information
4.4.	Xoserve Incident Summary	CDSP (DJ)	Information
4.5.	Customer Issue Management Dashboard	CDSP (MD)	Information
4.6.	Gas Retail Data Agent (GRDA)	CDSP (DA)	Information
4.7.	Key Value Indicators (KVI) Change Management	CDSP	Due May
<b>5. Information Security</b>		CDSP (LW)	Information
<b>6. Financial Information</b>		CDSP	Due May
<b>7. Business Continuity Plan</b>		CDSP	Due May
<b>8. Contract Assurance Audit</b>		CDSP	Due May
<b>9. Key Committee Updates</b>			
9.1.	DSC Change Management Committee*	CDSP (PO)	Information
9.2.	Retail Energy Code (REC)	CDSP (DA)	Information
<b>10. Any Other Business</b>			
10.1.	Contact Management Services (CMS)	CDSP (JW)	Information

Contact Details: [enquiries@gasgovernance.co.uk](mailto:enquiries@gasgovernance.co.uk)

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

<b>10.2.</b> Consider requirements for May 2024 Agenda	Chair	Discussion
<b>10.3.</b> Consumer Data: Unlocking our path to tackling Key Industry Issue Together	CDSP (DA)	Information
<b>11. Recap of decisions made during meeting</b>	CDSP (AC)	Information
<b>12. Diary Planning</b> Next Meeting: 15 May 2024	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>0203</b>	14/02/24	3.2	CDSP (JRi) to produce a format suggestion for quarterly CAB Updates.	CDSP (JRi)	April 2024	<b>Pending</b>
<b>0301</b>	20/03/24	1.5	CDSP (MD) to provide a proposal as to how best to resume the provision of weekly Defect Report to Users	CDSP (MD)	April 2024	<b>Pending</b>
<b>0302</b>	20/03/24	1.5	CDSP (JMc & JRi) to provide enhanced reporting in May to deliver required Contract Management assurance with a view to subsequent DSC Contract Management Committee consideration and potential suggestions for Improvement.	CDSP (JMc & JRi)	May 2024	<b>Pending</b>
<b>0303</b>	20/03/24	10.2	CDSP (DT) to provide insight as to what had been communicated to PAFA regarding the DDP Data and its accuracy, especially AQ at risk.	CDSP (DT)	April 2024	<b>Pending</b>
<b>0304</b>	20/03/24	10.2	CDSP to explain the absence of the DDP Data issue recorded in January 2024 from reporting issued up to and inclusive of March 2024	CDSP (JMc & AC )	April 2024	<b>Pending</b>
<b>0305</b>	20/03/24	10.2	CDSP to provide insight as to the level of DDP data assurance performed	CDSP (JMc & AC )	April 2024	<b>Pending</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)	April 2024	<b>Pending</b>
<b>0307</b>	20/03/24	12	JO & CDSP (MC & JMc) to review May Agenda and a potential date for additional May DSC Contract Committee should it prove required.	JO & CDSP (MC & JMc)	April 2024	<b>Pending</b>