

UNC DSC Contract Management Committee Minutes
Wednesday 14 October 2020
via Teleconference

Attendees

Bob Fletcher (Chair)	(BF)	Joint Office	Non-Voting
Helen Bennett (Secretary)	(HB)	Joint Office	Non-Voting

Shipper User Representatives (Voting)

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

Transporter Representatives (Voting)

Sally Hardman	(SH)	SGN	DNO Voting
Helen Chandler	(HC)	Northern Gas Networks	DNO Voting
Teresa Thompson (+ Alternate for Richard Loukes)	(TT)	National Grid	NTS Voting
Rebecca Cailles (+Alternate for Brandon Rodrigues)	(RC)	IGT Representative	IGT Voting

CDSP Contract Management Representatives (Non-Voting)

Jayne M ^o Glone	(JMc)	Xoserve
Michele Downes	(MD)	Xoserve

Observers/Presenters (Non-Voting)

Alexander Mann	(AM)	Gazprom Energy
Angela Clarke	(AC)	Xoserve
Angharad Williams	(AW)	National Grid
Dan Donovan	(DD)	Xoserve
David Addison	(DA)	Xoserve
David Turpin	(DTu)	Xoserve
Denis Regan	(DR)	Xoserve
Dionne Thompson	(DTh)	Xoserve
Emma Lyndon	(EL)	Xoserve
Fiona Cottam	(FC)	Xoserve
Guv Dosanjh	(GD)	Cadent
Ian Leitch	(IL)	Xoserve
Jane Goodes	(JG)	Xoserve
Joanne Williams	(JW)	Xoserve
Leteria Beccano	(LB)	Wales & West Utilities
Lorna Lewin	(LL)	Orsted
Kirsty Dudley	(KD)	E.ON
Linda Whitcroft	(LW)	Xoserve
Mandeep Pangli	(MP)	Xoserve
Molly Haley	(MH)	Xoserve

Owen Mason	(OM)	Bulb Energy Ltd
Peta Haworth	(PH)	Xoserve
Rebecca Roden	(RR)	Xoserve
Simon Harris	(SH)	Xoserve

Copies of all papers are available at: www.gasgovernance.co.uk/dsc-contract/141020

1. Introduction

Bob Fletcher (BF) welcomed all to the meeting, confirming the meeting to be quorate.

1.1. Apologies for absence

Brandon Rodrigues. IGT Representative
 Richard Loukes, NTS Representative
 Stephanie Clements, Shipper Class A Representative

1.2. Alternates

Claire Louise Roberts for Stephanie Clements
 Rebecca Cailes for Brandon Rodrigues
 Teresa Thompson for Richard Loukes

In terms of provision of an Alternate, Andrew Green (AG) requested that Steve Mulinganie is temporarily made his Alternate until such time a 'non-member' can be appointed.

1.3. Confirm Voting rights

Following the recent UNC Elections results, BF welcomed new voting members, as of 01 October 2020, Oorlagh Chapman (OC) and Andrew Green (AG).

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

1.4. Approval of Minutes (16 September 2020)

The minutes from the previous meeting were approved.

1.5. Approval of Late Papers

There were no late papers to note.

1.6. Review of Outstanding Actions

0601: Xoserve/CDSP (JMc/LW) to consider the best way to engage with customers to develop the Customer Effort measure and whether this should be conducted via a survey or Workshop.

Update: The update to action is covered in agenda item 13.4. **Closed**

0801: Xoserve (FC) to liaise with National Grid (TT) on compiling the statistics for Modification 0726 Relief Claims.

Update: In providing an update for this action, Fiona Cottam (FC) advised that National Grid managed this process without any support from Xoserve and that the final set of statistics are

published on the Joint Office website: <https://www.gasgovernance.co.uk/dnCovidReliefScheme>. When asked, FC confirmed the statistics are now published for the full three months that Modification 0726 was eligible for.

SM raised the concern that on how this would be monitored going forward and if any parties fail to pay back all or part of the funding. BF suggested this may need some sort of Committee authorised to look at this topic as it does not seem to fall under the remit of any existing Committee and questioned how this would be established other than a process under UNCC.

JMc said that this feels like it could fit within a committee that is similar to the Energy Balancing Credit Committee (EBCC) or perhaps the scope of this committee could be extended.

SM clarified he will ask EBCC and seek their views. **Closed**

Action 0901: Xoserve (FC/ASz) to provide a view on the possible use of Machine Learning for the NDM Algorithm and the next steps of engagement.

Update: FC confirmed this action update was communicated to members last week in the form of an email.

FC clarified discussions have been held with the Demand Estimation Sub-Committee (DESC) with regards to initiating an early and informal consultation on the future of the algorithm and future of the NDM sector. This would be a written consultation and the intention is to have some launch sessions to help Users understanding of the algorithm with the hope to provide a written report from the Consultation for DESC and Distribution Workgroup by the end of this year.

FC highlighted the timeline for the Consultation:

- An early engagement communication email to be issued w/c 19 October 2020;
- Issue Consultation 26 October 2020 with a 3-week window.

FC clarified the purpose of the Consultation would be to gather information that would inform DESC's view of the algorithm and wider industry involvement by establishing a review group.

SM reminded there would be no requirement for a review group as this is the outcome of the UIG Taskforce which was funded by the industry and therefore the recommendations should be adopted faster than a review group would allow.

KD suggested that the 3 week window for consultation should be flexible due to the impacts on resources due to the constraints around managing the Covid19 pandemic response within the industry.

Committee members supported the approach and for this action to be closed. **Closed**

Action 0902: Xoserve (LW) to consider the routes for engaging with Shippers and provide an update at the next Contract Meeting for achieving Exceptional Customer Experience (See Action 0601).

Update: This action forms part of the Action 0601 update. **Closed**

Action 0903: All Parties to review the Policy paper on Revenue and Customs Brief 12 (2020): VAT early termination fees and compensation payments and provide a view on what actions need to be taken.

Update: This topic has been added as an AOB agenda item. The Committee agreed that this topic should be regularly reviewed and recognise the outcome will come from external sources as this could become a potential issue.

It was agreed to close this action and form a new action that will regularly seek a view from the VAT Experts Group. **Closed**

New action 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.

2. COVID-19 Update

FC provided a verbal update on how Xoserve is supporting the industry and the latest information on the COVID-19 modifications.

She advised that resilience plans are working well within Xoserve, there has been a small usage of the office but Xoserve are not yet able to welcome customers.

FC clarified that the ability to submit estimated meter readings with regards to Modification 0722 (Urgent) - Allow Users to submit Estimated Meter Reading during COVID-19 and the usage of the Isolation Flag for Modification 0723 (Urgent) - Use of the Isolation Flag to identify sites with abnormal load reduction during COVID-19 period, remains and that CDSP are seeing more sites eligible as they are in the red zone of Liverpool and some areas of Scotland. Xoserve are gathering data sets to send to Shippers as a prompt to ask them to review the supply meter points in their portfolio to identify if they are still isolated, where this is no longer the case the Shipper should notify Xoserve

Modification 0730 - COVID-19 Capacity Retention Process is being presented to UNC Panel 15 October 2020 and is expected to be issued to consultation.

Post Meeting update: COVID-19 related Modification 0740 - Amending the Formula Year AQ approach for 2021/2 Formula Year, has been withdrawn following Ofgem decision not to grant Urgency.

3. Approvals

3.1. Research Body Request

Rebecca Roden (RR) presented a paper in relation to a research body request on behalf of the Office for National Statistics (ONS) and confirmed the background and activities undertaken in support of the request.

RR advised she was seeking a decision to approve the research body request on behalf of the ONS.

JMc reminded the Committee this is the first research body request and asked if anyone has any concerns. Sally Hardman (SH) clarified some data items that had caused concern initially were actually calculated fields rather than data items from the system.

Unanimous approval was provided for the research body request as follows:

Voting Outcome:		
Shipper	Voting Count	For/Against
Claire Louise Roberts (Alternate for Stephanie Clements)	1	For
Oorlagh Chapman	1	For
Andrew Green	2	For
Steve Mulinganie	2	For
Total	6	For
Transporter Representatives	Voting Count	For/Against
Helen Chandler	1	For
Sally Hardman	1	For
Teresa Thompson (+ Alternate for Richard Loukes)	2	For
Rebecca Cailes (+ Alternate for Brandon Rodrigues)	2	For
Total	6	For

3.2. DRR Price Comparison Websites (PCW/Third party Intermediaries) non-domestic)

Simon Harris (SH) provided a review of the background and drivers that have led to this request for the release of non-domestic data to PCW/TPIs.

Approval was sought to amend the DPM Conditionality document to remove reference to domestic only for both PCW Community and TPI Community. The Committee were reminded that if this request is approved, it will only come into force once Modification 0697VS - Alignment of the UNC TPD Section V5 and the Data Permissions Matrix, has been implemented.

Unanimous approval was provided for the amendment of the DPM Conditionality document as follows:

Voting Outcome:		
Shipper	Voting Count	For/Against
Claire Louise Roberts (Alternate for Stephanie Clements)	1	For
Oorlagh Chapman	1	For
Andrew Green	2	For
Steve Mulinganie	2	For
Total	6	For
Transporter Representatives	Voting Count	For/Against
Helen Chandler	1	For
Sally Hardman	1	For
Teresa Thompson (+ Alternate for Richard Loukes)	2	For
Rebecca Cailes (+ Alternate for Brandon Rodrigues)	2	For
Total	6	For

3.3. DRR Price Comparison Websites (PCW/Third party Intermediaries)

SH explained this DRR is looking at enhancing the data items that are currently provided to PCW/TPIs with a view to improving end consumer switching experience, accuracy of quoting and to reduce the number of failed switches.

Approval was sought to amend the Data Permissions Document for both PCW Community and TPI Community views. Again, the Committee were reminded that if this request is approved, it will only come into force once Modification 0697VS - Alignment of the UNC TPD Section V5 and the Data Permissions Matrix, has been implemented.

SH shared a view of the current data permissions matrix which showed the proposed changes as per this DRR. SM questioned the need for the Shipper ID to be provided and asked what the justification for this information is.

SH confirmed that the reasoning provided is that it would be useful information as opposed to being an actual requirement.

SM advised that as they are acting as an agent for the Supplier and not the Shipper, he feels it is not appropriate to provide this information as a 'nice to have'.

SH confirmed that as the Shipper ID was a 'nice to have', this can be removed.

JMc confirmed Shipper ID will be removed from the list of data items.

BF raised a concern that participants are going through the list at this late stage and asked if more time should be allowed or are members happy to provide approval to amend the Data Permissions Document.

SM asked if more time can be allowed to review the amendments to the DPM. JMc agreed to defer consideration to the November DSC Contract Management Committee meeting for approval.

Claire Louise Roberts (CLR) agreed this is a sensible approach to defer consideration to November meeting.

It was agreed that a meeting will be arranged in between now and the next planned meeting to go through the data items in more detail.

New Action 1002: CDSP (JMc/SH) to arrange extra meeting to discuss the data items changes to the DPM in relation to the Price Comparison Websites (PCW/Third party Intermediaries) DRR.

Post meeting update: This meeting has been arranged for 20 October 2020. Invites have been sent to all CoMC reps.

Members voted unanimously to defer consideration to the November DSC Contract Management Committee as follows.

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

4. Business Plan Updates

4.1. BP20 Centrica Appeal

JMc informed the Committee that there is no further update in terms of an Ofgem decision concerning the appeal. She went on to provide an overview of a proposal to amend the Business Plan process following consideration and as a result of an appeal being received.

JMc explained that Centrica have indicated a requirement for an additional report that would be provided to the Board before the Business Plan is signed off, this report would be reviewed against a set of criteria to ensure it meets objectives. A Process Flow was presented which JMc talked through and highlighted additional reviews of the 1st draft of the Business Plan within the process which would be carried out by the Committee, the UNCC and Consumer Representatives.

JMc invited feedback from the Committee which was received as follows:

Helen Chandler (HCh) asked if the new step in the process is to have a group review after every draft, JMc explained there will be an actual set of criteria to review the initial draft plan against.

SM said that it sounds like there is another layer of additional administration but that he is unsure what the value is. JMc explained the intention is to have something tangible that formalises the review.

HCh said whereas she understands the reasoning, but there does seem a lot of touch points throughout the timeline and is concerned this will not provide the outcome that Xoserve are hoping for. Xoserve's customers will still raise an appeal if they feel there is a need to, particularly later in the process when the options for amendment have stopped.

SM added this will not avoid an appeal happening again, unless the right of appeal is removed as a result of these additional steps, whatever steps are put in place customers will still appeal if they consider they are disadvantaged by the proposed business plan – he could not see how these additional steps would reduce this risk.

OC advised that Centrica were hoping the UNCC step would provide wider industry scrutiny with the potential of participation in the process by consumer representatives and other parties. However, they still had concerns that there was no voting at the Committee to demonstrate if the Business Plan was widely supported or not.

SM noted the concern around voting but felt as the Xoserve Board had the final say on approval, the Committee was restricted to providing its views on approval, which Xoserve did on its behalf via a report on Committee discussions.

BF clarified that Consumer Representatives have a voting role at UNC Panel and they do attend those meetings, whereas they do not have a voting role at UNCC therefore they rarely attend – this should be considered if Consumer Representatives were to be considered as an options at DSC Committees.

In conclusion, Dave Turpin (DT) advised he will be meeting with Ofgem where he will provide views of this discussion and would reach out to Consumer representatives to seek their views.

4.2. BP21

Peta Haworth (PH) thanked everyone for their engagement in the Business Planning process and advised that over the past five weeks Xoserve have engaged with 98 individuals over 23 meetings with 21 different customer organisations, on the new approach taken this year in providing a clearer/cleaner Business Plan document with fewer focus areas. She advised that Xoserve have tried to take on board the feedback provided, the areas of improvement and the request for better transparency on where and how money is being spent.

Post-meeting update: Xoserve have noted your feedback over the past five weeks and await any formal feedback due by the close of this week to consider how our proposals are impacting you and what we now need to do to address any concerns raised.

PH confirmed the timeline over the coming weeks is as follows:

- Consultation-1 closes 16 October
- Between the 16 and 30 October, the plan will be reviewed and amended where appropriate along with the supporting information.
- Version-2 of the plan will be issued by close of business 30 October and this will commence a 3-week consultation period.
- Xoserve will book further review sessions to go through the revised plan and gather feedback on any changes made.

5. Retail Energy Code (REC) Update

JMc provided a verbal update to confirm the Ofgem meeting in relation to Protected Information; the agenda for RDUG on 22 October will include an agenda item for the scope of the gas enquiry service.

6. Monthly Contract Management Report

This month focused on the Xoserve Incident Summary; Issue Management Dashboard; Amendment Issue Taskforce update; Quarterly Invoicing Update; AQ Taskforce update and KVI Customer Survey Feedback.

6.1. Contract Metrics including Invoicing

Paper published for information. No discussions held

6.2. Xoserve Incident Summary

DR provided a high-level overview of the four P1 and P2 Gemini related incidents and the resolution Xoserve are undertaking to resolve them. DR explained all four incidents have been resolved and confirmed that Xoserve are in regular discussions with National Grid on the performance of Gemini.

6.3. Issue Management Updates

6.3.1. Issue Management Dashboard

Michele Downes (MD) provided an overview of the Issue Management Dashboard and specifically AQ issues that have recently been experienced and recognised that Xoserve need to be more proactive and look to stopping problems before they happen.

KD was very concerned that issues of this magnitude are not repeated and wanted to understand what action plan Xoserve was going to put in place to prevent further similar issues in future.

DR added that he fully understands the impact and recognises the need to improve and the need to improve confidence levels.

SM provide feedback in that he is seeing a very positive response from Xoserve and that Xoserve are more proactive in notifying customers of the issues now, and the next step is to be more proactive in order to stop the issues in the first place.

What are Xoserve doing to recognise before they become external problems. DR confirmed he is very aware of the issues that are impacting parties, this is being seen at a high level within Xoserve. He agreed with SM that Xoserve's response is improving and said that Xoserve are working on route causes, an update will be provided at the next meeting planned for November 2020.

MD clarified with regards to the information flags that are sent out is an area that requires an internal review, and added this has been a learning point for Xoserve on how customers use the date in the information flags.

6.3.2. Amendment Invoice Taskforce Update

Dan Donovan (DD) provided an update and advised the Amendment Invoice process ran as expected and informed the Committee that there is a dedicated project team working on the defects and that resolution is scheduled for mid-November.

The Key update is as follows:

- ASP file merge activities ensured the 40 MPRNS with mismatch were included in the relevant customer ASP files.
- All AML file delivered ahead of payment due date.

Unique MPRNs in exception has reduced to 29,813 (last month's figure = 35,561). DD added that this time last year there were 400,000.

6.3.3. Quarterly Invoicing Update

DD advised there is a commitment on Xoserve to provide customers with a quarterly published dashboard and asked for feedback as to what members would like to see at this update.

Suggestions for what could be included in the dashboard might be:

- Total number
- Value
- Exceptions
- Reconciliations held
- Requests for Adjustments (RFA's)

DD agreed to provide a draft dashboard ahead of the November Committee meeting.

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

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

DD advised that following review of customer requirements in November he would look to provide the first dashboard in December 2020.

6.3.4. AQ Taskforce Update

DR provided a detailed update from the AQ Taskforce which included a breakdown of the MPRNs identified as requiring a financial adjustment. The 15 defects in this area impacted circa 121,500 MPRNs which have been processed through the tools developed in order to re-calculate values for the period of the defect.

DR explained that the information provided in the published presentation is now slightly out of date whereby the 3,560 rejections highlighted on slide 6 have now been processed, the total impact of which equates to 121,000 sites and £1.15million financial adjustments processed some of which are more materially impacted than others.

DR is now seeing queries from customers seeking more detail/clarity, adding that if the same type of questions are being identified regularly, he will seek to publish a frequently asked questions document in the Issue Management section on the Xoserve website and agreed this would be a living document which is updated and added to on a regular basis.

Next Steps

- The commencement of the invoicing process of the financial adjustments targeted for w/c 12 October will be put on hold until Xoserve are given the opportunity to analyse the data, this will be from November onwards.
- From November onwards DR will also be working with the operational teams to embed this process as BAU.

SM suggested that if this becomes BAU a Principles Document that guides the process would be useful and added this issue appears to be biased towards Class 3 sites and this might require further challenge and review.

Further detail regarding this topic can be found in the published presentation here: www.gasgovernance.co.uk/dsc-contract/141020.

6.4. KVI/KPM Summary

6.4.1. September KPM Summary

Paper published for information. No discussions held.

6.4.2. September KVI Summary

Paper published for information. No discussions held.

6.4.3. September Interim KVI Scorecard

Paper published for information. No discussions held.

6.4.4. September KVI Customer Service

Paper published for information. No discussions held

6.4.5. KVI Customer Survey Feedback

Dionne Thompson (DT) provided an update and advised that the Relationship Management Trust score has increased from 85.2% (June 2020) to 90.91% for September 2020. She provided a walkthrough of what improvement themes are being seen by customers and what further improvement opportunities have been identified:

Improvement themes are being seen by customers:

- Must Read process improvements
- Improvements to customer contact
- Proactive customer engagement
- Customer understanding
 - Improved understanding of IGT needs and their requirements

Further improvement opportunities

- Gemini issues
- CMS
- Customer understanding
 - Continue to educate Xoserve people on unique customer needs and requirements
 - Understand the impacts that CDSP processes have on all customer types

7. Central Switching Service (CSS) Update

Emma Lyndon (EL) and Ian Leitch (IL) shared the CSS Deep Dive which will be circulated to all the CoMC members post meeting and considered the impacts on the proposed Business Plan BP21.

8. Information Security Update

No discussions held.

9. Financial Information

Due November. No discussions held.

10. Business Continuity Plan

Due November. No discussions held.

11. Contract Assurance Audit

Due November. No discussions held.

12. Key Committee Updates

12.1. DSC Change Management Committee

No discussions held.

13. Any Other Business

13.1. CMS Replacement

Linda Whitcroft (LW) shared the approach for the Contact Management System (CMS) Replacement Project and began by reviewing the problem statement related to the aging CMS and explained that the project needed to fully understand customers pain points when using the tool in order to fully identify the improvement areas.

LW explained the project team have looked at some of the lessons learned from recent projects, such as, UIG; Class 3 and Must Reads and taken some of the methodology behind their successes and utilised them in the proposed approach for the replacement of CMS.

The proposed approach is as follows:

- Use an online form to gather input from customers (send to a wide distribution list so that we capture both operational and strategic issues) to understand their perspective and pain points (to be completed by customers by 30th October 2020)
- Workshops shall commence on the receipt of suggested priorities from constituencies
 - What should the process be
 - What do constituencies want from the replacement
- Report findings to CoMC with recommendation on how to group and resolve pain points. Assuming support of the recommendation (initial view November)
- Develop plan and agree levels of commitment, relevant governance (December)
- Deliver High Level Solution Options (January / February)

SM asked if reporting back the initial view at the November meeting is feasible within such short timescales as he was concerned that there will be a significant amount of feedback to review based on the wide dissatisfaction with the tools/system currently provided.

LW advised that the project will have all the data from the October meetings and will be looking at the top priority processes. She went on to explain that there could only be tweaks required or fundamental change required, therefore, feeding back to the November meeting will be a start to have a common understanding of the size of the changes required.

HCh suggested that Xoserve do not underestimate how big a change this is going to be.

Owen Mason (OW) asked if there is a timeline known yet as to when the new system will be finalised and released; LW advised this will be unknown until the project know the extent of what is required.

LW said that pre-UK Link days the Industry used to have what were called Ops Forums, these forums were used to discuss operational performance; potential changes; impacts and was an opportunity for Xoserve to talk informally to their customers and added that she feels these are missing as Xoserve currently aims to liaise through contractual routes and committees.

The members of the Committee expressed their interest in being involved in the workshops so as to get the requirements right for all.

LW clarified that the length of time customers will need to change their own systems will need to be built into the timeline for delivery too.

It was confirmed that the survey will be issued by Friday 16 October 2020.

13.2. Mod 0710 CDSP Provision of Class 1 read service

Dave Addison (DA) provided an update on the current status of Modification 0710 and advised the Modification was being presented to UNC Panel on Thursday 15 October 2020 and it is anticipated that this is a process that CDSP will be asked to carry out as it is likely the Modification will be implemented.

DA advised the Committee that the purpose of the mod was for CDSP to facilitate the procurement of the service on behalf of Shippers. Committee confirmed that this was their understanding.

DA advised the Committee that the preferred approach for the CDSP to take over the procurement of the service is through the novation (where possible) of the existing contracts from Transporters to the CDSP and that the CDSP would facilitate this procurement on behalf of Shippers to ensure there is a seamless transfer of the Class 1 read service to the CDSP.

DA went on to clarify that existing contracts have been extended up to March 2023 and it is CDSP preference to transfer the service prior to running any future procurement exercise.

DA noted that it is recognised that timescales will be very tight to appoint a new service provider from April 2023 when considering the complexities of the DM Read service.

When SM asked if UNC Panel approve the Modification, what would happen if CDSP cannot deliver on the implementation timescales approved by Panel. BF clarified that the implementation of a Self-Governance Modification is usually 16 Days following a Panel determination to do so. However, this would need to be in accordance with implementation date to be determined by Transporters and the DSC Change Management Committee prioritisation should there be system impacts and the novation of contracts to the CDSP so that they can provide the service.

Next Steps

CDSP are in the process of undertaking due diligence checks on existing contracts for service provision.

This involves understanding if the procurement of the service needs to follow the Official Journal of the European Union (OJEU) regulated tender process.

If OJEU applies, CDSP will need to understand how the existing contracts were procured before they can novate the contracts and these checks are yet to be concluded. Dependent on the outcome of these checks, the DSC Contract Management Committee should note that there is a risk CDSP will need to reassess their approach to procure this service.

CDSP will continue to keep Modification 0710 as a standing agenda item on DSC Contract Management Committees to provide regular updates or raise any risks.

Service Lines for this change are being reviewed and will be shared with DSC Contract Management Committee for visibility.

13.3. DRR Additional data items for suppliers via DES

Jane Goodes (JG) advised that CDSP have been approached by a Supplier for the provision of additional data items to Suppliers via the Data Enquire System (DES), adding that the justification is to enhance the accuracy of meter reads in the system and the impacts to the Shipper Agreed Reads (SARs) process.

SM suggested if the Supplier were to present a case it cannot be around the SAR process, as this is a Shipper process, it would need to be around the Supplier process and clarified the justification needs to be around a deficiency in their own existing arrangements between the Shipper and Supplier.

JG thanked members for their contribution and confirmed this agenda item was just to gauge feelings on the proposal and if there were concerns that needed to be addressed.

13.4. Customer Effort Measure Development (Action 0601)

LW advised the Committee that as part of the KPM development measure Right First Time, the measure Customer Effort is still outstanding and there is uncertainty of how this would be captured. She explained the reason for measuring Customer Effort is to continuously improve CDSP services.

The Committee agreed that, at the moment, effort is best placed on improvements to timely response to queries and CMS.

It was agreed to place this on hold and for CDSP to concentrate on other areas. This will be looked at again in the near future.

13.5. IX Refresh Update

Angela Clarke (AC) provided an update and advised that the IX Refresh project is on track and there is nothing new to add.

SM asked for an update regarding problems with Gamma, a timing out issue that a constituent member has highlighted to him for discussion at this meeting. AC agreed to provide an update prior to the next meeting.

New Action 1005: Xoserve (AC) to request that MP speaks to SM who will provide a contact for Mark to discuss the issue and timing-out in the Gamma IX system.

Post Meeting Update: MP has confirmed that there have been no issues raised to the project or the Xoserve Service Desk regarding the performance of the new IX servers. He spoke to the contact that SM provided to confirm this and asked them to contact him directly if the issue should occur in the future and he will investigate.

13.6. Impact of Brexit

JMc advised there is nothing more to add from last month's update, it is still unsure as to what will happen in terms of impact. Xoserve continues to assess each of its Supplier contracts to clarify where personal data is transferred outside of the UK. It is anticipated that there will be a requirement to amend the DSC Terms and Conditions, as soon as CDSP are aware of changes, JMc will provide an update. JMc advised that Xoserve has drafted a risk register and will be seeking external legal advice to make sure that this is complete.

13.7. DTSA Data

KD advised there is a need to create a report to feed into a service currently carried out via the Data Transfer Services Agreement (DTSA) by Electralink, that would help this process so that Electralink do not have to contact each individual Supplier for the information required.

DA asked if DTSA will go to CSS after CSS implementation; KD advised that is not yet fully ironed out and this service may still be needed after CSS go-live.

DA clarified that at a summary level, with regards to supply meter point data, it seems like a reasonable request and asked if the Committee, in principle, have any objections and that CDSP can try identify a way to provide the data with the least complexity as possible.

DA explained that currently, Xoserve provide data to SPAA, Electralink are not entitled to the data as the DTN provider, KD is suggesting the service is extended whereby an equivalent report is provided to Electralink once a year.

KD suggested that a more robust way could be to raise a modification, and she is happy to discuss this further to identify the best route from a governance and wider industry participation approach.

DA advised he has initiated very early discussion with RECCO to see if this is something that can be put into the REC, these are very preliminary conversations which could give Xoserve the instruction to release that data.

KD advised there is no urgency for this request, and she would rather discuss and identify the best way to do this before raising a formal change.

JMc offered to carry on having the discussions with RECCO and feed back to this committee.

13.8. VAT Changes to Compensation Benefits

This agenda item was discussed as part of Action 0903 update.

13.9. Must Read communications

SM advised that a confusing report has been circulated to the industry which identified a number of Must Reads as Domestic Must Reads, when in reality they were Small Supply Point Must Reads. This was provided to Shippers with no narrative which caused concern due to the volume and value of potential Must Read charges. The implication was that if the Must Reads were not actioned, Must Read charges would be applied. Further analysis and communication identified these were

provided in error or against incorrect categories and SM wanted to highlight this as an example of poor communication.

MD advised she will identify how this happened and issue a follow up communication.

13.10. Electralink – Flow Builder product

JMc highlighted to the Committee that Electralink have published their Flow Builder product which includes data from UK Link Manual, this does include a waiver that the data has not been validated. Committee should note there is no process in place for the Flow Builder product to be updated in line with any amendments made to the UK Link Manual.

RC there may be some future issue or discussion whether something similar should be provided under REC.

JMc asked Committee if there was anything that they wanted Xoserve to do in relation to this. It was agreed that there is very little that can be done with regards to the use of the UK Link data.

14. Diary Planning

BF confirmed there is an Extraordinary DSC Contract Management Committee meeting for voting members only where a project mercury update will be presented. **Wednesday 21 October 2020 at 3pm.**

Further details of planned meetings are available at: www.gasgovernance.co.uk/events-calendar/month

Meetings will take place as follows:

Time/Date	Venue	Programme
15:00 Wednesday 21 October 2020	Microsoft Teams	Extraordinary meeting
09:30 Wednesday 18 November 2020	Microsoft Teams	Standard Agenda
09:30 Wednesday 16 December 2020	Microsoft Teams	Standard Agenda

Action Table (as of 14 October 2020)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0601	11/06/20	6.0	Xoserve/CDSP (JMc/LW) to consider the best way to engage with customers to develop the Customer Effort measure and whether this should be conducted via a survey or Workshop.	Xoserve (JMc/LW)	Closed
0801	19/08/20	2.0	Xoserve (FC) to liaise with National Grid (TT) on compiling the statistics for Modification 0726 Relief Claims.	Xoserve (FC)	Closed
0901	16/09/20	4.1	Xoserve (FC/ASz) to provide a view on the possible use of Machine Learning for the NDM Algorithm and the next steps of engagement	Xoserve (FC/ASz)	Closed

0902	16/09/20	5.2.1	Xoserve (LW) to consider the routes for engaging with Shippers and provide an update at the next Contract Meeting for achieving Exceptional Customer Experience (See Action 0601).	Xoserve (LW)	Closed
0903	16/09/20	14.4	All Parties to review the Policy paper on Revenue and Customs Brief 12 (2020): VAT early termination fees and compensation payments and provide a view on what actions need to be taken.	All	Closed
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)	Pending
1002	14/10/20	3.3	<i>DRR Price Comparison Websites (PCW/Third party Intermediaries):</i> CDSP (JMc/SH) to arrange extra meeting to discuss the data items changes to the DPM in relation to the Price Comparison Websites (PCW/Third party Intermediaries) DRR	CDSP (JMc/SH)	Pending
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)	Pending
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	Pending
1005	14/10/20		Xoserve (AC) to request that MP speaks to SM who will provide a contact for Mark to discuss the issue and timing-out in the Gamma IX system	CDSP (AC)	Closed