

UNC DSC Contract Management Committee Minutes

Wednesday 18 April 2018

at Lansdowne Gate, 65 New Road, Solihull, B92 OED

Attendees

Chris Shanley (Chair)	(CS)	Joint Office	Non-Voting
Karen Visgarda (Secretary)	(KV)	Joint Office	Non-Voting

Shipper User Representatives

<u>Graham Wood</u>	<u>(GW)</u>	<u>British Gas</u>	<u>Resigned</u>
Kirsty Dudley	(KD)	E.ON	Voting (2 Votes)
Lorna Lewin	(LL)	Orsted	Voting
Steve Mulinganie	(SM)	Gazprom	Voting (3 votes)

Transporter Representatives

Hilary Chapman	(HCh)	SGN	DNO – Voting
Joanna Ferguson	(JF)	Northern Gas Networks	DNO – Voting
Beverley Viney	(BV)	National Grid NTS	NTS – Voting (2 Votes)
John Cooper	(GH)	BU-UK	iGT – Voting (2 votes)

CDSP Contract Management Representatives

Dave Turpin	(DT)	Xoserve	Non-Voting
Emma Smith	(Esm)	Xoserve	Non-Voting

Observers

David Mitchell	(DM)	SGN	Non-Voting
Ellie Rogers (item 9.1)	(ER)	Xoserve	Non-Voting
Michele Downes (item 5.x)	(MD)	Xoserve	Non-Voting
Michael Orsler	(MO)	Xoserve	Non-Voting
Shiv Singh	(SS)	Cadent	Non-Voting
Smitha Coughlan	(SC)	Wales & West Utilities	Non-Voting
Chris Warner	(CW)	Cadent	Non-Voting
Richard Pomroy	(RP)	Wales & West Utilities	Non-Voting

Apologies

Robert Cameron Higgs	(RCH)	Flow energy	Voting (2 votes)
Victoria Parker	(VP)	ESP	iGT - Voting
Phil Lucas	(PL)	National Grid NTS	Voting

Copies of all papers are available at <https://www.gasgovernance.co.uk/dsc-Contract/180418>

1. Introduction

1.1. Apologies for absence

Chris Shanley (CS) highlighted the apologies as indicated above and drew attention to the resignation from Graham Wood. As there is no alternate for British Gas, CS suggested that the rules indicated that Kirsty Dudley would get an additional Shipper Class A vote. He also added that other Shippers in Class A, could propose to take up this vacancy and should contact the Joint Office, if this is something they wish to progress.

1.2. Alternates

John Cooper for Victoria Parker

Steve Mulinganie for Robert Cameron Higgs

The voting rights for each member was noted as follows:

Representative	Classification	Vote Count
Kirsty Dudley	Shipper Class A	2 votes (2.2.9 applies)
Steve Mulinganie	Shipper Class B	1 vote
Steve Mulinganie (alternate for Rob Cameron-Higgs)	Shipper Class C	2 votes (2.2.9 applies)
Lorna Lewin	Shipper Class B	1 vote
Hilary Chapman	DNO	1 vote
Joanna Ferguson	DNO	1 vote
Beverley Viney	NTS	1 vote
Beverley Viney (alternate for Phil Lucas)	NTS	1 vote
John Cooper	iGT	2 votes
John Cooper (alternate for Victoria Parker)		

1.3. Approval of Minutes (14 March 2018)

The minutes from the previous meeting were approved.

2. Business Continuity Plan

No update was provided this month.

3. Information Security Arrangements

Dave Turpin (DT) talked the Committee through the Information Security report, which encompassed the new Dashboard. He explained this new Dashboard would be supplied each month and covered under item 5 going forward. He highlighted 3 incidents to the Committee.

Contract Assurance Audit

No update was provided this month.

4. Monthly Contract Management Report (KPIs)

4.1. KPI reports

Michael Orsler (MO) talked the Committee through an onscreen review of the Summary for the March 2018 KPI Report.

For further detail please see the KPI reports and 3rd Party invoicing which can be found here: <https://www.gasgovernance.co.uk/dsc-Contract/180418>

Steve Mulingainie (SM) proposed that it would be useful and helpful to have the invoicing failures included in this report and highlighted the KPI information in relation to this specific Customer issue was not evident. MO and DT agreed to investigate this and for this information to be included moving forward.

Emma Smith (ES) highlighted that some late alterations were being made to the Change Budget information, as some minor errors had been spotted the day before the meeting, which she wanted to apologise for.

New Action 0401: MO to include details of the recent invoicing failures within the KPI report.

4.2. KVI Framework Update (for approval)

Michele Downes (MD) provided a presentation on the updated KV1 Framework (accepted version) drawing attention to the changes that had been highlighted in red font.

A brief discussion took place regarding the Customer Feedback KPI and Richard Pomroy (RP) proposed that this should encompass all the Change Managers and that the reporting period should be quarterly to include all the minor releases, 'in flight' changes and those changes that had recently been delivered. MD agreed to update this section accordingly.

Issue Resolution

MD requested the views and opinions of the Measure for the Issues Resolution KVI and others where customer feedback was to be used as the Measure. A lengthy discussion took place and it was agreed that the rating should be; Great, Good, Not good, Poor but this approach should be checked against industry best practice in order to finalise wording.

MD said for the rest of the presentation there were no significant changes and then she overviewed the schematics detailing the Timescales and Next Steps and the KVI Capture and Reporting proposed schedules.

Beverley Viney (BV) commented that September was a long time period to wait for the Financial Report and said she would prefer to have this in June. MD agreed to update this accordingly. Kirsty Dudley (KD) asked how she would know how to respond to the different feedback requests and MD said that a Box account was to be used for the Issue Resolution KVI so that customers can respond after every issue and that Xoserve would make it clear which KVI other feedback was being requested for.

MD added that for the Issues Resolution KVI Xoserve were still only getting 20% email responses for Customer feedback which was still quite low, and that the overall performance could only improve once the feedback was received.

Joanna Ferguson (JF) apologised for the fact that she had not had time to brief all her teams as yet, but she would be addressing this. MD said she would send the final Briefing Document in the next two days for publication and she also said this would be included as a topic for discussion in the forthcoming Xoserve Customer Day. SM said the Briefing Document would assist in updating his internal teams and requesting the necessary feedback.

The Committee then voted unanimously in favour of the updated KVI Framework document and agreed its implementation from 01 May 2018.

4.3. Summary position of aggregate UIG flows

Dave Turpin (DT) provided a presentation on UIG Resolution the which covered the following areas:

- DM Read Rejection Update
- DM Financial Adjustments Progress
- Invoiced Figures (CA Only)
- Latest UIG Volatility

DT explained there had been some UIG spikes due to the weather and overviewed each schematic. He explained that Xoserve were working with National Grid NTS on the nomination process and he also noted as the data showed, that the DM Read rejections continued to decrease.

He explained that a decision from Ofgem was still yet to be made on the UIG modifications, and added that he understood Ofgem were about to conduct an Impact Assessment with a 4 week turnaround time, and that Ofgem were going to release their 'minded to' position on Friday 20 April 2018. DT added that until Ofgem made a decision on the UIG modifications, Xoserve were unable to progress any corresponding system changes.

5. Financial Information

5.1. Cost allocation model and methodology

No update provided this month.

5.2. CDSP Budget

No update provided this month.

5.3. Annual Charging Statement

No update provided this month.

5.4. Invoicing

JF explained that there were some issues with regards to the invoicing process in relation to the supporting information for additional charges, which meant it was very difficult to validate. DT agreed to speak with the Financial Team to discuss the frequency of the additional charges and the supporting information provided, and JF said the solution did not need to be complex, but assistance would be helpful and useful.

SM reiterated there were still issues with the mis-management of the invoices from a Shipper perspective, and these needed to be addressed and resolved in an expedient manner, due to the ongoing costs that were presently being incurred.

DT said that Xoserve were in talks with Customers and agreed more discussion was needed with the Operational and Issue Management Teams, as the reconciliation invoicing process was clearly not working correctly.

SM said this issue needed to be addressed and DT agreed this was the right forum to discuss this in and highlighted the earlier action to look at why the KPI's were not showing this issue as a failure. DT proposed to have this area included in future meetings on the agenda under Section 5, together with the Must Read and CMS issues.

6. Review of Outstanding Action(s)

No actions to review.

7. Key Committee Updates

7.1. DSC Change Management Committee

Emma Smith (ES) provided an update from the DSC Change Management Committee held on 11 April 2018. Highlighting that all was approvals for Release 2 & 3 had been met and all was green within the RAG status. ES also highlighted that new Change Proposal templates were in use and feedback had been positive so far.

7.2. PAC/PAFA

ES provided a verbal update from the Performance Assurance Committee (PAC) meeting held on 10 April 2018 and advised the Committee that there continued to be lengthy discussions within PAC around the Meter Read performance specifically regarding Class 2 and Class 3 and data regarding the SMART Meter installations. The Key Messages from the PAC meeting were as detailed below:

- The Performance Assurance Committee (PAC) agreed the PAC financial year 2018/19 project plan that was presented by the Performance Assurance Framework Administrator (PAFA);
- Xoserve presented Post Nexus meter read performance analysis across Product Classes and highlighted the guidance provided to Shippers on this issue;
- The PAC discussed the Daily Metered (DM) read submission performance for Product Classes 2 & 3 along with the issue of delays in DM consumption adjustment;
- Conversations were had by PAC around incentivisation of positive performance in the industry and challenges to be addressed for an effective process to be in place;

- The PAC discussed industry performance on lack of transfer read submission and resulting issue of AQs of 1;
- The PAFA presented the three finalised PARR reports with analysis on trends;
- The PAC looked into AQ reports as a reporting area not covered by MOD520A reporting and will consider raising a Modification next month to implement this reporting;
- The PAC to introduce a Smart Meter agenda item for future meetings to discuss smart meter related issues e.g. Smart meter exchanges and read submission statistics;
- The PAFA to continue to develop the PRIDE performance assurance approach to provide a low level summary of a toolset for the PAC to consider.

7.3. General Data Protection Regulation (GDPR)

ES provided an update explaining this project was still tracking green and all was on track for implementation in May. JF said that the updates and notes regarding this project had been very helpful.

8. Any Other Business

8.1. SPAA Schedule 25 Reporting Arrangements between CDSP and Siemens Ltd (for approval)

Michael Orsler (MO) explained that a paper had been developed on the provision of data for pre paid meters (PPM) to Siemens.

Ellie Rogers (ER) joined the meeting and explained that the intention was to seek approval from the DSC Contract Management Committee members regarding the release of PPM data to Siemens but highlighted that the SPAA schedule needs to be further discussed with Siemens. She explained that within the terms of the contract, that the data supplied, was only for Siemens and that Xoserve would be working directly with Siemens, but a change to the schedule would be required to reflect the differences being requested.

Kirsty Dudley (KD) said that in principal she was happy with the proposal from the Shippers perspective, but not from the Suppliers point of view, as she would be agreeing to something that differed from the emails regarding the original SPAA principles.

ER said that Xoserve did want to be involved in the GPEG meetings to ensure the SPAA Schedule does align correctly, as the permissions were not yet agreed or confirmed. KD agreed with the sharing of permissions in some form or other, but she said she was not comfortable to give overall approval, but wanted to know what could be done to keep everything progressing between SPAA, Siemens and Xoserve. CS said that the information could be released to Siemens and the Schedule 25 report could be investigated in parallel. SM said that the DSC Contract Committee could just empower KD to progress this matter further and to come back with a recommendation, and approve the paper to keep it on track. KD agreed to work with Xoserve and the SPAA representatives to work on the framework for SPAA, and ER said she would continue to work with SPAA on the report/schedules and permissions, including any changes required for the longer term.

All Shippers were in agreement regarding the delegating of authority to KD to work on their behalf with SPAA and Xoserve to progress this matter. A brief discussion then took place regarding the feasibility of the 3 options that had been proposed and KD said that she thought Option 1 was possibly the best fit, but that it required further work, and the Committee members were in agreement. The DSC Contract Committee (Shipper Representatives) then approved KD working with Xoserve (MO/ER) and the SPAA representatives to agree what information would be released to Siemens and any changes required to the SPAA schedules going forward.

New Action 0402: E.ON (KD) to work with Xoserve (MO/ER) and the SPAA representatives on the framework for the SPAA, to agree what information would be released to Siemens and any changes required to the SPAA schedules going forward.

8.2. CMS Update

ES and DT highlighted that there had been some issues from 06 April with CMS as the audit table had not been updated correctly by the system, as these had been corrupted and needed fixing. DT explained that the Route Cause Analysis was presently being undertaken to investigate the system. He confirmed these issues had already been resolved and that he would provide full details at the next meeting to ensure everyone was fully aware of what has happened.

8.3. Pricing

Smitha Coughlan said that the Pricing Managers were experiencing issues with the reporting and cleansing of certain data. DT said he would investigate this area with her offline and would confirm the Governance of the reports themselves as well.

9. Diary Planning

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

Meetings will take place as follows:

Time / Date	Venue	Workgroup Programme
11:00, Wednesday 16 May 2018	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.

Action Table (as at 18 April 2018)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0401	18/04/18	5.1	MO to include details of the recent invoicing failures within the KPI report.	Xoserve (MO)	Pending
0402	18/04/18	9.1	E.ON (KD) to work with Xoserve (MO/ER) and the SPAA representatives on the framework for the SPAA, to agree what information would be released to Siemens and any changes required to the SPAA schedules going forward.	E.ON (KD) & Xoserve (MO/ER)	Pending