

UNC DSC Contract Management Committee Minutes

Wednesday 14 November 2018

at Xoserve, 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			
Kirsty Dudley*	(KD)	E.ON	Voting (2) – (Alternate for Mark Bellman)
Lorna Lewin*	(LL)	Orsted	Voting (1)
Steve Mulinganie	(SM)	Gazprom Energy	Voting (2)
Oorlagh Chapman*	(OC)	Centrica	Voting (1)
Transporter Representatives			
Beverley Viney	(BV)	National Grid NTS	Voting (2) – (Alternate for Phil Lucas)
Sally Hardman	(SH)	SGN	Voting (1)
Helen Chandler	(HC)	Northern Gas Networks	Voting (1)
John Cooper*	(JC)	IGT	Voting (1)
Victoria Parker *	(VP)	IGT	Voting (1)
CDSP Contract Management Representatives			
Steve Nunnington	(SN)	Xoserve	Non-Voting
Michele Downes	(MD)	Xoserve	Non-Voting
Michael Orsler	(MO)	Xoserve	Non-Voting
Observers			
Andy Miller	(AM)	Xoserve	Non-Voting
Bethan More	(BM)	Xoserve	Non-Voting
Chris Warner	(CW)	Cadent	Non-Voting
Dave Turpin	(DT)	Xoserve	Non-Voting
Emma Lyndon	(EL)	Xoserve	Non-Voting
Leanne Jackson	(LJ)	Xoserve	Non-Voting
Martin Baker	(MB)	Xoserve	Non-Voting
Smitha Coughlan*	(SC)	Wales & West Utilities	Non-Voting
Raj Uppal	(RU)	Xoserve	Non-Voting
Vinnie Bhanderi	(VB)	Xoserve	Non-Voting
Dave Ackers	(DA)	Xoserve	Non-Voting
Emma Smith	(ESm)	Xoserve	Non-Voting

Apologies			
Mike Bellman	(MB)	ScottishPower	Voting
Phil Lucas	(PL)	National Grid NTS	Voting

1. Introduction

1.1. Apologies for absence

See table above.

1.2. Alternates

Kirsty Dudley for Mark Bellman

Beverley Viney for Phil Lucas

1.3. Confirm Voting rights

For those in attendance:

Representative	Classification	Vote Count
Shipper		
Kirsty Dudley* (Alternate for Mark Bellman)	Shipper Class A	2 votes
Oorlagh Chapman*	Shipper Class A	1 vote
Lorna Lewin*	Shipper Class B	1 vote
Steve Mulinganie	Shipper Class B	2 votes
Transporter		
Sally Hardman	DNO	1 vote
Helen Chandler	DNO	1 vote
Beverley Viney (Alternate for Phil Lucas)	NTS	2 votes
John Cooper*	IGT	1 vote
Victoria Parker*	IGT	1 vote

1.4. Approval of Minutes (17 October 2018)

The minutes from the previous meeting were approved.

2. Business Continuity Plan

Michael Orsler (MO) provided a brief overview of the Business Continuity Plan and explained that it was self-explanatory and that if anyone had any questions, they could feed these back directly to Eve Bradley.

3. Contract Assurance Audit

MO provided a brief overview of the Audit Schedule and drew attention to specific areas of interest.

3.1 Surveillance Visit 1

MO overviewed the comprehensive Surveillance Visit Report and all agreed this was a detailed document and no further questions were raised.

4. Monthly Contract Management Report (KPIs)

4.1. KPI reports

MO first apologised for the lateness of the completed KPI's and explained that this was the result of a system issue. Kirsty Dudley (KD) said that the lateness of the KPI's had been detrimental and she hoped this was a one-off occurrence.

To assist with the information exchange regarding the KPI publication, Dave Turpin (DT) suggested that the KPI Reports should be published containing most of the information within the 5-day timeline and that an updated version could be presented at the meeting. He said that the majority of the information would be available and would give an overview of the general KPI status. All were in agreement of this suggestion and said it would be helpful.

MO then explained that Xoserve had originally written to Contract Managers regarding the Customer Expert Days (first one is scheduled for 10 December 2018) on the 01 August 2018 to ascertain what topic areas customers wanted to discuss with the Xoserve SMEs, and this was then followed this up on the 24 August 2018. He said that the top 3 topic areas were currently; AQ, Reads and UIG. He added that at this time the Xoserve Customer Advocates had been contacting customers directly to obtain specific questions, and these were included in the operational packs. He said to date, unfortunately only one question from one customer had been received. He went on to say that questions from customers were needed, in order for the day to be worthwhile and tailored by the SMEs.

A general discussion then took place and it was agreed a new communication should be circulated to the Contract Managers with more emphasis on the content and structure of the day, including the opportunity for 1-1 sessions to be undertaken in the afternoon, after the generic morning material was completed. Steve Nunnington (SN) agreed that he would action this and promote the day with a structured agenda and overview of the day.

New Action 1101: Xoserve (SN) to re-promote the Customer Expert/Training Day on 10 December 2018, to include the format of the day and the opportunity for a 1-1 session in the afternoon. This information is to be circulated to the Contract Managers.

Michele Downes (MD) then explained that there had been 3 KPI failures for the following KPIs:

- Respond to Supply Point Confirmations
- Respond to request to cancel a Supply Point Confirmation
- Notification to existing User of receipt of Supply Point Confirmation

The full detail and information can be found within the October KPI Reports document within tab 2 at: <http://www.gasgovernance.co.uk/dsc-Contract/141118>

MD confirmed these failures had been treated as P2's and the Shippers were contacted independently to offer help and guidance.

4.2. Issue Management Update

MD talked through the Customer Issues Register and overviewed *Issue 1034: UIG share & charges incorrect for July, August & September periods*. She explained that Xoserve were sending out the indicative financial adjustment on 14 November 2018 and she explained the delay was due to the complexity involved with amending the EUC's.

P1 & P2 Incidents

MD explained the majority of P1 and P2 incidents were now closed and that once the root cause analysis had been completed and circulated, which would be taking place in the next few days, then these would then subsequently be closed.

Open AQ Issues

MD advised that all was on track for the AQ's reconciliation before the end of November 2018 and that any outstanding ones would be completed by the end of February 2019. She said that in December 2018 that Xoserve would be notifying parties regarding the charges and the deficits and that the Shippers would be sent information on the AQ corrections in December.

She said that if anyone had any further questions on this topic to feed them back to her directly. Michele Downes Michele.downes@xoserve.com

Amendment Invoice Task Force

MD then provided a high-level overview of the status of the Amendment Invoice Issue presentation in relation to this matter and drew attention to the timeline and other specific areas of interest, in the form of a brief recap. She explained that the Amendment Invoice Taskforce was currently at Red status due to the incorrect UIG charges issued for 3 consecutive months on the Amendment invoice (July, August & September). She then explained the scope of the taskforce included 32 defects as at 01 September 2018 and all the exclusions associated with the defects. She reiterated that the team would resolve the defects by end of November 2018 and then release reconciliation charges in the November invoice issued in December, and the defect resolution was progressing well. MD then said the UBID phase 2 was implemented on target and the initial assessment was there is a significant decrease in mismatches on the invoice. MD then provided an overview of the timeline schematic.

4.3. KVI Performance

4.3.1. October 2018 KVI Performance

MD apologised that the Xoserve Key Value Indicators (KVIs) document had not been published for the meeting and she verbalised an overview as follows: Issue Resolution for October was 90.3%. The Service Delivery was 96.4% and Change Management was 72.6%. The full document be viewed at: <http://www.gasgovernance.co.uk/dsc-Contract/141118>

4.3.2. Approval of revised KVIs

MD overviewed the KVI Framework v2.2 presentation and she explained changes had now been made to the document and she was hopeful to get the Committee approval on the Customer Relationship Management section. She explained from the Balance Score card perspective that this could not be changed mid-year and so the changes would be undertaken in April next year.

Customer Relationship Management which had now been amended as detailed below:

Desired Outcome

- *Improve the quality and efficiency of Xoserve's engagement with customers*
- *Improve Xoserve's relationship with its customers*
- *Adding value to customers*

Measure

- *95% or more of customers who provided feedback stated that they 'Trust' or 'Starting to Trust' Xoserve when requested to rate as 'Trust', 'Starting to Trust' 'Starting to Distrust' or 'Don't Trust' with strategic decisions*
- *95% or more of customers who provided feedback stated that they 'Trust' or 'Starting to Trust' Xoserve when requested to rate as 'Trust', 'Starting to Trust' 'Starting to Distrust' or 'Don't Trust' with delivery of operational services*
- *95% or more of customers who provided feedback stated that they 'Trust' or 'Starting to Trust' Xoserve when requested to rate as 'Trust', 'Starting to Trust' 'Starting to Distrust' or 'Don't Trust' in putting our customers first*

Measure calculated from feedback received for the previous 3 months (reported quarterly)

Dave Turpin (DT) explained the changes in the customer relationship management had been amended from a 3-point scale to a 4-point scale.

A lengthy general discussion then ensued around the exact wording and criteria to be used and it was agreed that some of the wording needed to be further amended and also trialled to prove the concept, which MD agreed to address and represent at the December meeting.

A vote was then taken on the approval of the proposed KVI changes.

Decision details: CoMC was requested to approve the changes to the KVIs.

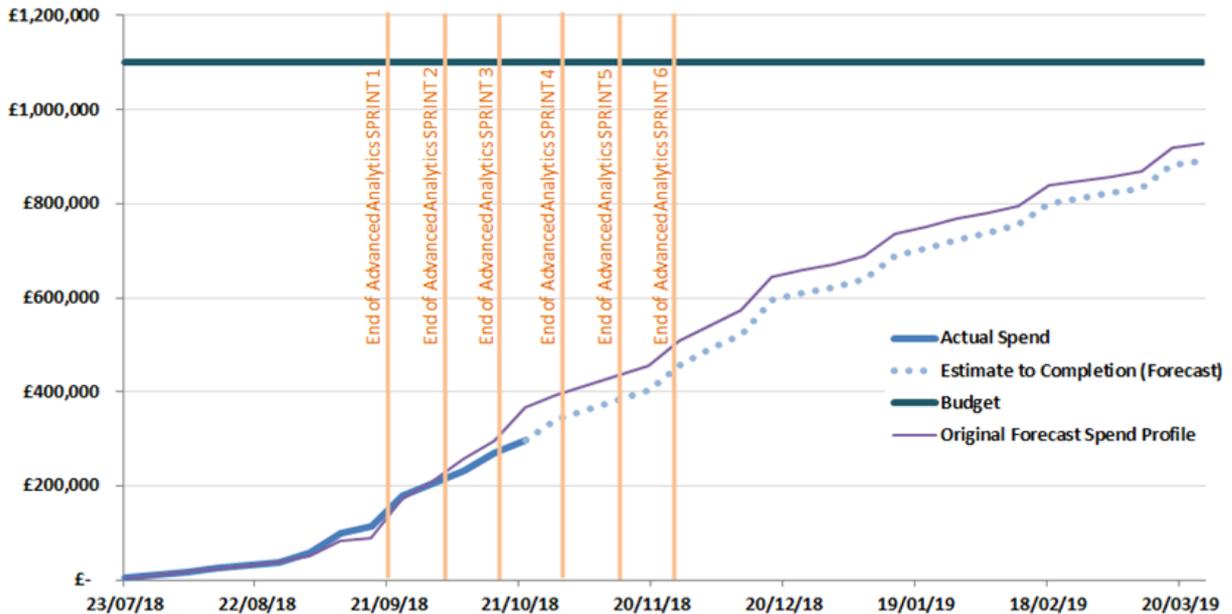
Voting Outcome:	Revised KVIs Customer Relationship Management Approval was granted for the revised KVIs	
Shipper Representative	Voting Count	For/Against
Kirsty Dudley Voting – Alternate for Mike Bellman	2	For
Oorlagh Chapman	1	For
Lorna Lewin	1	For
Steve Mulinganie	2	For
Total	6	6
Transporter Representative	Voting Count	For/Against
Sally Hardman	1	For
Helen Chandler	1	For
Beverley Viney - Alternate for Phil Lucas	2	For
John Cooper	1	For
Victoria Parker	1	For
Total	6	6
Result	Members voted unanimously to approve the revised KVIs	

4.4. UIG Updates

4.4.1. UIG Taskforce Contacts

UIG Taskforce

Leanne Jackson (LJ) provided an update on the UIG Taskforce and talked through the timeline/budget schematic, as detailed below:



LJ explained that from a budgetary perspective this was on track and that more comprehensive information had already been presented to the Change Management Committee at the November meeting. Steve Muliganie (SM) wanted Sian Jones (SJ) to provide a detailed update on expenditure to date at the December meeting, to prove the value of the spend, together with a timeline of the associated deliverables.

LJ said that a full update would be available after Sprint 3, but that interim updates would be available before then, which would include the initial recommendations. Chris Shanley (CS) said that it would be useful for the Contract Committee members if LJ could produce a more detailed update, similar to the one that had been presented to the Change Management Committee for next month and LJ agreed to action this.

SM also wanted to know what progress had been made regarding a collaborative approach between the AUG and the UIG Task Force, as had been recorded in the minutes during the AUG meeting in October. LJ said she was aware that Fiona Cottam (FC) had been at a meeting with them recently and that she would investigate the outcome of this meeting.

New Action 1102: Xoserve (LJ) to provide a detailed update on the progress of the UIG Task Force

SM also asked that following a recent AUG meeting whether a knowledge sharing meeting had been held between the UIG Task Force and the AUG. An action had been taken but the next AUG meeting was not due to be held until January 2019. LJ agreed to look into this and provide an update at the next meeting.

New Action 1103: Xoserve (LJ) to provide an update of the proposed meeting between the UIG Task Force and the AUG.

4.5. Information Security Arrangements including Dashboard Update

Vinnie Bhanderi (VB) provided a verbal update on the Information Security Arrangements and explained that with the increased capacity of the network that an individual single key metric had now been introduced and that a Key Information Security Governance Group had now been established. He said that this group would assist with the transfer of information security function and then would revert to business as usual (BAU). He added that this would show a reactive way of working and that a new metric dashboard was being discussed in relation to security data and the frequency of how often this dashboard should be produced. He said it would be useful to get the views of the Committee as to what should be included within the dashboard at the December meeting.

A brief general discussion then took place and it was agreed that any details on Information Security that required feedback should be circulated at least two weeks prior to the December meeting, to allow adequate time and consultation within the Committee's own organisations and with their in-house security teams. VB noted this suggestion and said the information would be forthcoming within the required timeline.

5. Financial Information

5.1. Cost Allocation Model and Methodology

This Financial Information section was deferred until the next meeting in December, however some Committee members requested an update off line with Nick Stace via a teleconference and MO said he would coordinate this with those interested individuals.

5.2. CDSP Budget

This is a standard agenda item; no update was provided and was deferred until the December meeting.

5.3. Annual Charging Statement

This is a standard agenda item; no update was provided and was deferred until the December meeting.

5.4. Invoicing (covered under section 4.1)

Invoicing values were included in the KPI reporting, see item 4.1 above.

6. CSS Update

No minutes were taken due to the confidential nature of this item.

Emma Lyndon (EL) provided an overview and status of the Ofgem Switching Programme and answered brief questions regarding the governance aspects of the programme itself.

7. Review of Outstanding Action(s)

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.

Update: This action was closed at the previous meeting as confirmed by Kirsty Dudley (KD).
Closed.

0801: Xoserve (EB) to consider the timing of the review for 2019 Quarter 3 and to provide an update from the November 2018 review in the form of a Lessons Learnt document.

Update: MO requested this action was carried forward. **Carried forward**

0803: Xoserve (MD) to produce a Communications Strategy for notification of incidents with timelines for resolution, with an indication of importance and the potential customer impact.

Update: MD requested this action was carried forward. **Carried forward**

0804: Xoserve (MO/PBi) to set out what occurred in relation to the patch and why, and to produce a proposal/process for future incidents.

Update: MO advised that this action could now be closed. **Closed.**

Action 0903: Xoserve (MO) to produce a summary document of the status of the system issues and resolution progress.

Update: This was covered in the previous meeting under agenda item 4.2. **Closed**

Action 1001: Xoserve to report to DSC Contract Management with an update and provide a recap of the controls that are in place for the M Number Services (telephone and web) at next month's meeting.

Update: Dave Ackers (DA) and Beth More (BM) presented the M Number Phase document, which encompassed the following areas; Find my supplier route to implementation, GDPR compliance and overuse monitoring. BM provided explanation to certain areas where required and detailed the criteria and procedures. A discussion was had on the levels of abuse of both the phone and online and M Number services and these small numbers were thought to be acceptable given the large volumes of enquiries involved. DA also highlighted that further online services were to be developed and Kirsty Dudley (KD) (SM) proposed that this matter should also be discussed in greater depth at the Change Management Committee meeting. KD also suggest an XRN could be raised to obtain feedback on the services. Michael Orsler (MO) said that he would circulate this material so that all Contract Managers were aware it had now been discussed. It was agreed this action should be carried forward to allow further discussion if necessary.

Carried forward

Action 1002: CDSP (SDw) to investigate if the credit policy rules support the DSC Contract Management Committee absorbing the monthly credit meeting but the sub-committee staying in place for adhoc issues or whether changes will be required.

Update: It was agreed that this action could now be closed as this matter had now been resolved (see actions 1003 and 1004). **Closed.**

Action 1003: all Shippers to promote further DSC Credit Committee membership.

Update: Chris Shanley (CS) confirmed that 2 new members had now been approved/accepted for the DSC Credit Committee membership via the UNC Election Process, which meant that there were now 4 shipper members. He added there was still space for 2 more representatives if any other individuals wanted to put their names forward. He said this action could now be closed. **Closed**

Action 1004: MO to request Xoserve Account Managers write out to their customers to encourage membership of the DSC Credit Committee.

Update: MO confirmed this action could now be closed as new members had been confirmed. **Closed.**

8. Key Committee Updates

8.1. DSC Change Management Committee

Emma Smith (Ems) joined the meeting.

In providing an update from the DSC Change Management Committee held on 07 November 2018 ESm advised that 8 new change proposals were raised and approved, 1 new change proposal was post initial review and 8 change proposals had their Solution and Delivery options approved.

She then gave a Release update, as detailed below:

Release 2 (delivered June 2018)

- In the process of close down activities
- CCR approval deferred to December 2018

Release 3 (due to be delivered 02 November 2018)

- Delivery split into the 2 delivery tracks
 - Track 1 – 13 changes originally 12 +1 were successfully implemented on the 2nd November (plus 1 XRN4658 read validation increasing outer tolerance)

- Track 2 – Cadent Billing change on plan - Green
- 1 change from track 1 (XRN4534 – amendment to RGMA validation rules) was not delivered as part of track 1, was removed from track 1 deliver following issues that arose during regression testing, due to delivered with track 2.

June Release 2019

- Scope for June 2019 release was approved in October
 - Plan for delivery on track – Green

November 2019 release

- 1 change removed from potential scope
- 4 CSEP IGT/GT file format change may also be deferred from this release

Updates/timelines were provided for other 'minor' / adhoc releases:

February 2019 minor release – due to deliver 15 February 2019

Includes 2 change proposals

- XRN4690 – Actual read following estimated transfer read calculating AQ1
- XRN4717 – use of the up to date forecast weather data in first NDM nomination run

September 2019 adhoc release – due to deliver for 01 October

Includes 2 change proposals

- XRN4665 – Creation of new end user categories
- XRN4376 – GB Charging (MOD0621)

8.2. PAC/PAFA

ESm explained that at the last Performance Assurance Committee (PAC) Meeting on 05 November 2018 the PARR reporting had not been completed in time so the meeting had been more of a governance meeting. She said the PARR reporting would now be discussed at the PAC meeting on 20 November 2018 instead.

EMs also advised that the first approval to issue the first set of letters from the PAFA in relation to Correction Factors had now been circulated to the worst offending organisations.

9. Disclosure of Information

9.1. Operational Guidelines Document Data Permission

Andy Miller (AM) joined the meeting.

AM provided an overview of the Operations Guidelines Document and drew attention to the track changed areas together with the newly added service line that was requested by John Cooper (JC).

9.2. CoMC Consent for Disclosure Request Report – Supplier API Dataset

Operating Guidelines DPM Conditionality Supplier API Service Extension

AM provided an overview to the above document, together with the Data Permissions Matrix (DPM) and Victoria Parker (VP) raised a query regarding the data owner and AM said he would clarify this off line with her.

Disclosure Request Report Supplier API Extension

AM provided an overview of the above document and drew attention to the data items in Appendix A, and briefly drew attention to the Privacy Impact Assessment (PIA) for clarification purposes.

Decision details: CoMC is requested to approve this request to extend the data items available to Suppliers under the API service.

Voting Outcome:	Approval was granted to extend the data items available to Suppliers under the API Service	
Shipper Representative	Voting Count	For/Against
Kirsty Dudley Voting (2Votes) – Alternate for Mike Bellman	2	For KD Abstain MB
Oorlagh Chapman	1	For
Lorna Lewin	1	For
Steve Mulinganie	2	For
Total	6	For = 5 Abstain = 1
Transporter Representative	Voting Count	For/Against
Sally Hardman	1	For
Helen Chandler	1	For
Beverley Viney (Alternate for Phil Lucas)	2	For
John Cooper	1	For
Victoria Parker	1	For
Total	6	6
Result	11 Members voted in favour	

SM wanted to know if it was domestic and/or non-domestic that suppliers would be provided with and whether this should be clear in the Data Permissions Matrix. AM said he would investigate this area and clarify the matter in the documents.

New Action 1104: Xoserve (AM) to define in the Data Permissions Matrix whether the data was domestic and non-domestic.

KD requested that the Data Request Report reference should be included in its own column in the version control area of the DPM to make sure this was visible and prominent. AM agreed to amend the DMP to include this going forward.

New Action 1105: Xoserve (AM) to amend the DMP version control tab to include the Data Request Report reference field.

Victoria Parker (VP) raised a concern regarding the confidentiality and supplier agreement in the main Framework Agreement document. AM explained these aspects were already covered in the Disclosure Request Reports. KD also raised a concern regarding the Global access and wanted reassurance regarding the access criteria. AM said these areas were specifically covered and defined within the Terms and Conditions, as well as within the permissions and the data disclosure documents. SM wanted to make sure that how these were defined in the new Framework Agreement were no less onerous than the existing Terms and Conditions. AM said that the Terms and Conditions would be supplied at the December meeting, but that these could only be produced once the approvals had been agreed. John Cooper (JC) asked how could a specific data item be protected? AM explained that this would need to be addressed on a case by case basis.

9.3. CoMC Consent for Disclosure Request Report –Supplier Portfolio

Disclosure Request Report Supplier Portfolio

AM provided an overview of the Disclosure Request Report Supplier Portfolio and he highlighted that Incoming Shipper and the incoming shipper short code data were not in the DES portfolio and therefore would not be in the report.

Decision details: The CoMC is requested to determine whether the general disclosure permission associated with DES and API portfolio data can be extended to other delivery mechanisms for supply meter points within the Supplier portfolio.

Voting Outcome:	Approval was granted to determine whether the general disclosure permission associated with DES and API portfolio data can be extended to other delivery mechanisms for supply meter points within the Supplier portfolio.	
Shipper Representative	Voting Count	For/Against
Kirsty Dudley Voting (2Votes) – Alternate for Mike Bellman	2	For KD Abstain MB
Oorlagh Chapman	1	For
Lorna Lewin	1	For
Steve Mulinganie	2	For
Total	6	For = 5 Abstain = 1
Transporter Representative	Voting Count	For/Against
Sally Hardman	1	For
Helen Chandler	1	For
Beverley Viney (Alternate for Phil Lucas)	2	For
John Cooper	1	For

Victoria Parker	1	Abstain
Total	6	For = 5 Abstain = 1
Result	10 Members voted in favour	

9.4. CoMC Consent for Disclosure Request Report – MAM

AM overviewed the content of the report and then all were asked to approve.

Decision detail: The CoMC is requested to determine whether the general disclosure permission associated with DES portfolio data can be extended to other delivery mechanisms for supply meter points within the MAM portfolio.

Voting Outcome:	Approval was granted to determine whether the general disclosure permission with DES portfolio can be extended to other delivery mechanisms for supply meter points within the MAM portfolio	
Shipper Representative	Voting Count	For/Against
Kirsty Dudley Voting (2Votes) – Alternate for Mike Bellman	2	For KD Abstain MB
Oorlagh Chapman	1	For
Lorna Lewin	1	For
Steve Mulinganie	2	For
Total	6	For = 5 Abstain = 1
Transporter Representative	Voting Count	For/Against
Sally Hardman	1	For
Helen Chandler	1	For
Beverley Viney (Alternate for Phil Lucas)	2	For
John Cooper	1	For
Victoria Parker	1	Abstain
Total	6	For = 5 Abstain = 1
Result	10 Members voted in favour	

9.5. CoMC Consent for Disclosure Request Report – MEU

AM provided an overview of the Disclosure Request Report and the Conditionality details to give greater understanding.

KD requested that within the documentation that the Major Energy User (MEU) was made reference to in full, to aid clarity, and AM agreed to amend the document accordingly.

New Action 1106: Xoserve (AM) to ensure Major Energy User (MEU) is defined in full within the associated documents as required.

Decision details: The CoMC is requested to determine whether the general disclosure permission associated with MEU portfolio data can be extended to other delivery mechanisms for supply meter points within the MEU portfolio.

Voting Outcome:	Approval was granted to determine whether the general disclosure permission associated with MEU portfolio data can be extended to other delivery mechanisms for supply meter point within the MEU portfolio	
Shipper Representative	Voting Count	For/Against
Kirsty Dudley Voting (2 Votes) – Alternate for Mike Bellman	2	For KD Abstain MB
Oorlagh Chapman	1	For
Lorna Lewin	1	For
Steve Mulinganie	2	For
Total	6	For = 5 Abstain = 1
Transporter Representative	Voting Count	For/Against
Sally Hardman	1	For
Helen Chandler	1	For
Beverley Viney (Alternate for Phil Lucas)	2	For
John Cooper	1	Abstain
Victoria Parker	1	Abstain
Total	6	For = 4 Abstain = 2
Result	9 Members voted in favour	

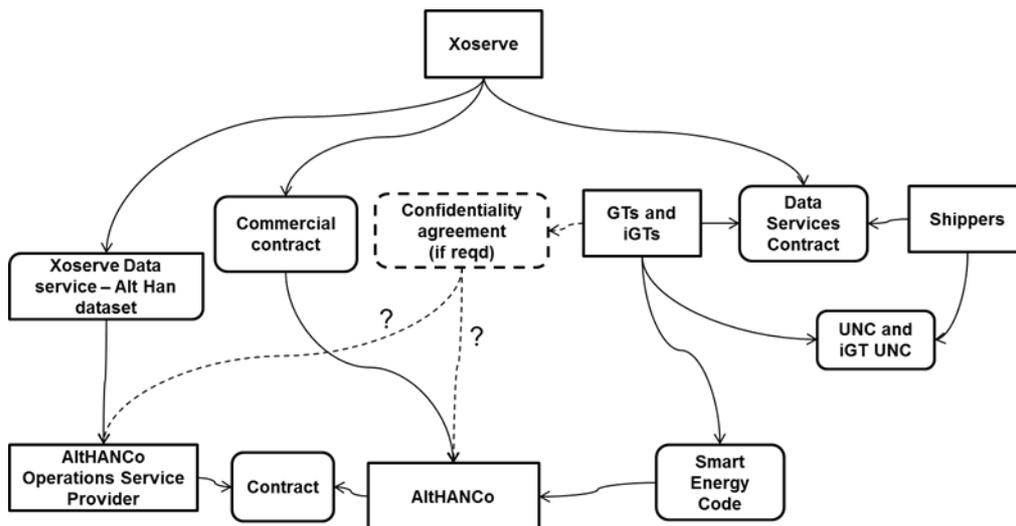
9.6. CoMC Consent for Disclosure Request Report - AlthANCO

Richard Jackson (RJ) provided an overview of the Disclosure of Information document in relation to the Alt Han Company (AltHanCo) request for the Ongoing Provision of Supply Point Portfolio Information.

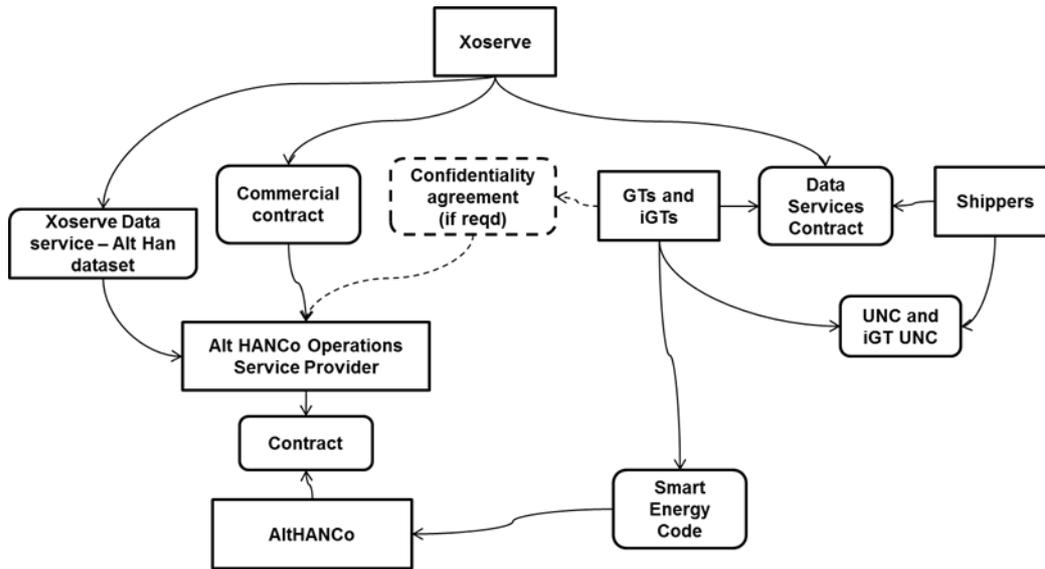
He then explained that the Change Management Committee (CoMC) is requested to consider AlthANCo's request to receive a set of data items to support their initiative to identify properties which require an Alternative Home Area Network (AHAN) to support the implementation of smart metering. RJ said the CoMC is requested to develop AlthANCo's request by considering risks and issues associated with the particular data items required. He said a Privacy Impact Assessment had been developed at an industry workgroup for inclusion in this request. He added that following the development and the implementation of UNC Modification 0668S and iGT UNC Modification 116 which will create AlthANCo and their service provider as a new User type on the Data Permission Matrix, Xoserve will bring this Disclosure Request Report back to the CoMC for approval. The data items they have requested would then be assigned to AlthANCo within the new Data Permissions Matrix.

RJ provided an overview of the various data items and then talked through the process flow charts as detailed below and he explained a decision was being made on the service provider at the end of November 2018.

The contract directly with AlthANCO



The contract with AlthANCO service provider



RJ then continued to move through the document drawing out specific areas of interest. A lengthy discussion then took place regarding who the service provider would be, and where would the data in question be viewed and there was some concern about sending the data to a service provider rather than AlthANCO.

Both Steve Mulinganie (SM) and Sally Hardman (SH) asked why the AQ information would be needed. AM said they would get an indication of the AQ level rather than the AQ as a way of sense checking the market sector code. KD said that more clarification was required from the market meter code sense check perspective.

SH asked if it would be better for the data to be provided directly by suppliers. AM said that it was more efficient that this information be provided by Xoserve, as otherwise it would mean AlthANCO would have to approach circa 80 companies to obtain this data. AM and RJ requested views from the Committee on the data items and the Privacy Impact Assessment (PIA) to be sent to them both in the first instance. Richard Johnson Richard.Johnson@Xoserve.com Andy Miller andy.j.miller@xoserve.com

AM confirmed that he would be amending the modification and the request in due course to reflect the confirmation of the service provider.

10. Any Other Business

10.1. CDSP Service Document Amendment Process

AM provided an overview of the *CDSP Service Document Amendment high level Activity Description* presentation that provided an overview of the different ways the CDSP Service Document could be amended.

He then moved through the document and explained the content of the process flows and procedures. He agreed that he would be amending these slightly and adding in more words to describe each process and that this would then be published.

New Action 1107: Xoserve (AM) to amend the CDSP Service Document Amendment Process and include specific wording to provide clarity for each procedure and then for this document to be published.

10.2. Market Scan

Martin Baker (MB) joined the meeting.

MB provided a brief overview of the Market Scan presentation and said that Xoserve were looking at the market developments that were relevant to their strategy. He explained that previously the Gas Central Services Change Horizon used to be presented at the Change Overview Board and the purpose of these meetings was to facilitate discussions of the strategic energy market reform, and mitigate congestion risk, together with identifying delivery synergy opportunities

He said that some customers had now expressed an interest in having a forward view of the market reform landscape and he added that the Market Scan also looked widely out into electricity and other utilities and he overviewed some of the deliverable schematics within the presentation.

CS said that some of this had already been discussed within the Change Management Committee and noted the 'Plan on a Page' documents provided for both Gemini and UKL changes. He added that some of this material had already been fed into the revised Code Administrator Code of Practice (CACoP) horizon scan. MB said he would investigate the CACoP material and see if there were any overlaps.

10.3. Approvals order on the agenda

KD requested for future meetings if the approvals could be placed at the top of the agenda due to the time taken to discuss and approve them. MO and CS agreed that this could be done for future meetings.

10.4. B19 Webex

MO confirmed that there would be a B19 Webex held on 30 November 2018 at 10.00am.

11. 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 19 December 2018	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda items, and any other matters arising.

Action Table (as at 14 November 2018)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
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)	Closed
0801	15/08/18	2	Xoserve (EB) to consider the timing of the review for 2019 Quarter 3 and to provide an update from the November 2018 review in the form of a Lessons Learnt document.	Xoserve (EB)	Carried Forward
0803	15/08/18	4.2	Xoserve (MD) to produce a Communications Strategy for notification of incidents with timelines for resolution, with an indication of importance and the potential customer impact.	Xoserve (MD)	Carried Forward
0804	15/08/18	4.5	Xoserve (MO/PBi) to set out what occurred in relation to the IX patch and why, and to produce a proposal/process for future incidents.	Xoserve (MO/PBi)	Closed
0903	19/09/18	4.2	Xoserve (MO) to produce a summary document of the status of the system issues and resolution progress.	Xoserve (MO)	Closed
1001	17/10/18	10.2	Xoserve to report to DSC Contract Management with an update and provide a recap of the controls that are in place for the M Number Services (telephone and web) at next month's meeting	Xoserve (BM/MO)	Carried forward
1002	17/10/18	10.4	CDSP to investigate if the credit policy rules support the DSC Contract Management Committee absorbing the monthly credit meeting but the sub-committee staying in place for adhoc issues or whether changes will be required.	CDSP (SDw)	Closed
1003	17/10/18	10.4	Shippers to promote further DSC Credit Committee membership.	ALL	Closed
1004	17/10/18	10.4	MO to request Xoserve Account Managers write out to their customers to encourage membership of the DSC Credit Committee.	CDSP (MO)	Closed
1101	14/11/18	4.0	Xoserve (SN) to re promote the Customer Expert/Training Day on 10 December 2018, to include the format of the day and the opportunity for a 1-1 session in the afternoon. This information to be circulated to the Contract Managers	Xoserve (SN)	Pending
1102	14/11/18	4.4.1.	Xoserve (LJ) to provide an update on the progress of the UIG Task Force in a more detailed format for	Xoserve (LJ)	Pending

			the December Contract Management Committee meeting.		
1103	14/11/18	4.4.1.	Xoserve (LJ) to provide an update of the meeting outcomes between the UIG Task Force and the AUGE.	Xoserve (LJ)	Pending
1104	14/11/18	9.2	Xoserve (AM) to define in the Data Permissions Matrix the domestic and non-domestic suppliers to ensure they are cross referenced.	Xoserve (AM)	Pending
1105	14/11/18	9.2	Xoserve (AM) to include version control reference within the governance areas of the documents, as appropriate.	Xoserve (AM)	Pending
1106	14/11/18	9.5	Xoserve (AM) to ensure Major Energy User (MEU) is defined in full within the associated documents as required.	Xoserve (AM)	Pending
1107	14/11/18	10.1	Xoserve (AM) to amend the CDSP Service Document Amendment Process and include specific wording to provide clarity for reach procedure and then for this document to be published.	Xoserve (AM)	Pending