

UNC DSC Contract Management Committee Minutes

Wednesday 15 April 2020

Via Teleconference

Attendees

Bob Fletcher (Chair)	(BF)	Joint Office	Non-Voting
Helen Cuin (Secretary)	(HCu)	Joint Office	Non-Voting

Shipper User Representatives (Voting)

Stephanie Clements (10:30)	(SC)	ScottishPower	Class A Voting
Clare Cattle-Jones (10:30)	(CCJ)	SSE	Class A Voting
Lorna Lewin	(LL)	Orsted	Class B Voting
Steve Mulinganie	(SM)	Gazprom Energy	Class C Voting

Transporter Representatives (Voting)

Helen Chandler	(HCh)	Northern Gas Networks	DNO Voting
Sally Hardman	(SHa)	Scotia Gas Networks	DNO Voting
Teresa Thompson (and alternate for R Loukes)	(TT)	National Grid	NTS Voting
Alex Travell (alternate for R Cailles & B Brandon Rodrigues)	(AT)	IGT Representative	IGT Voting

CDSP Contract Management Representatives (Non-Voting)

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

Observers/Presenters (Non-Voting)

Angela Clarke	(AC)	Xoserve
Angharad Williams	(AW)	National Grid
Andy Szabo	(AS)	Xoserve
David Addison	(DA)	Xoserve
Dionne Thompson	(DTh)	Xoserve
Emma Lyndon	(EL)	Xoserve
Fiona Cottam	(FC)	Xoserve
Guv Dosanjh	(GD)	Cadent
Mark Pollard	(MPo)	Xoserve
Leteria Beccano	(LB)	Wales & West Utilities
Nick Stace	(NS)	Xoserve
Oorlagh Chapman	(OC)	British Gas
Shanna Barr	(SB)	Northern Gas Networks

Copies of all papers are available at: <https://www.gasgovernance.co.uk/dsc-contract/150420>

1. Introduction

Bob Fletcher (BF) welcomed all to the meeting, confirming the meeting to be quorate and will focus on critical agenda items and approvals.

1.1. Apologies for absence

Richard Loukes, NTS Representative
 Rebecca Cailes IGT Representative
 Brandon Rodrigues, IGT Representative

1.2. Alternates

Alex Travell for Rebecca Cailes and Brandon Rodrigues
 Teresa Thompson for Richard Loukes

1.3. Confirm Voting rights

Representative	Classification	Vote Count
Shipper		
Lorna Lewin	Shipper Class B	2 votes
Steve Mulinganie	Shipper Class C	2 votes
Transporter		
Sally Hardman	DNO	1 vote
Helen Chandler	DNO	1 vote
Teresa Thompson	NTS	2 votes
Alex Travell	IGT	2 votes

1.4. Approval of Minutes (18 March 2020)

Jayne McGlone (JMc) wished to request an amendment to 18 March minutes for item 2.7 DRR Consistency of data items across API and DDP. JMc explained that at the previous meeting the Committee were asked to approve the Disclosure Request Report (DRR), this was approved however, since its approval Xoserve have identified that further work was required. JMc wished to withdraw the DRR and reconsider the approval at the May meeting.

David Addison (DA) clarified that the DRR approved last month will be withdrawn and resubmitted to include the alignment for API Access with Modification 0697S - Alignment of the UNC TPD Section V5 and the Data Permissions Matrix.

Steve Mulinganie (SM) suggested that this request was not an amendment to the minutes as the approval was correct at the time of the meeting. It was agreed to record a Post Meeting note against the item and republish the minutes.

The minutes of the previous meeting were approved.

1.5. Approval of Late Papers

Any late papers deemed accepted.

1.6. Review of Outstanding Actions

0301: Xoserve (FC) to provide an outline of the next steps for the UIG Taskforce.

Update: Fiona Cottam (FC) summarised the next steps that were provided at the last meeting

These included:

- Publishing the final detailed findings from the Machine Learning stream
- Preparing an options paper on the use of Machine Learning in the NDM Algorithm
- Getting the on-line UIG graphs implemented

- Tracking all the Task Force recommendations through to completion/closure
- Updating the UIG pages on Xoserve.com, including the Investigation Guide
- Setting up the Customer Performance Engagement team and developing simple dashboards to illustrate contribution to UIG, at Shipper level.

FC confirmed that the detailed final findings from the Machine Learning Stream and a paper on options for how the industry can best use machine learning in NDM allocation will be put together and presented to the industry. SM asked about the timeline for presenting the information. A 3-month target was suggested to enable organisations to manage current priorities due to external factors. It was agreed to aim for a paper to be provided at the July meeting on machine learning. **Closed.**

New Action 0401: Xoserve (FC) to provide a paper on options how the industry can best use machine learning in NDM allocation at the July meeting.

0302: Xoserve (JMc) to set out the costs associated to Citizens Advice Bureau's (CAB) access to the Data Enquiry Service (DES) and confirm how these costs will be managed.

Update: JMc confirmed this had been shared after the meeting via email. **Closed.**

0303: All parties to provide feedback to Xoserve on what the impacts would be to 3rd party systems/processes for reassigning Supplier / Shipper Short Codes

Update: JMc confirmed feedback had been invited and received. Sally Hardman (SH) believed this had also been directed to the DSC Change Management Meeting for consideration. DA reported that he had spoken with Ofgem on how to make sure representative view/opinions had been captured across the gas industry. Ofgem had suggested a more formal process is required. It had also been recommended that a full impact assessment is required. DA explained that parties who have already provided a response will be made aware of the Change Request and a formal request for representations. See item 4.0. **Closed.**

0304: Xoserve (JMc) to review the CDSP budget process and produce a summary paper for email to all customers requesting feedback for determining next steps for taking forward.

Update: JMc confirmed that a summary document had been provided. See item 5.0. **Closed.**

2. Covid 19 Update

2.1. Customer Update

Andy Szabo (AS) provided an update on the approach for supporting the industry.

In summary AS confirmed:

- 95% of the Xoserve workforce remains available
- Staff are working remotely where this is a viable option and Xoserve are comfortable with the capability of staff.
- Expecting to work remotely for number of weeks
- Engagement has taken place with the Distribution Workgroup to manage impacts to gas consumption, AQs, and managing adjustments.
- Continuing to assess impacts to process as a result of Covid-19 and options to mitigate the impacts.
- Website updates will continue, although there may be difficulties for staff working remotely

SM requested regular updates to be provided to the Committee in relation to Covid19 impacts on the invoicing process in light of the limited number of Shipper Customer representatives on the DSC Credit Committee.

BF noted that the Credit Committee can have up to 12 representatives. At the moment there are 6 Transporter and 2 Shipper Customer Representatives.

SH suggested that a joint meeting should be held with DSC Credit and DSC Contract Management Representatives. It was suggested that the Committee should organise an additional meeting and invite members of the DSC Credit Committee to provide a report on the issues they are currently responding too. The timing of the meeting and availability of information was considered.

SM suggested securing a meeting date on the 29 April to allow further consideration of the May invoicing cycle and the options available.

It was agreed to convene a meeting once an options paper was available to allow informed discussions. It was recognised that an extra-ordinary meeting may have to be organised at short notice.

2.2. Distribution Workgroup Update (14 April 2020)

FC provided a brief update from the 14 April Distribution Workgroup which focused on mitigating the impacts of COVID-19 on AQs, Allocation and charging rates. SM confirmed two Urgent Modifications are expected to cover Ratchets and Isolations. SM highlighted further Modifications are likely for considering the impacts to AQs and other elements that need to be addressed. He confirmed that draft Modifications are being produced.

DA noted that Xoserve have pulled together an understanding of the system issues for the Modifications. BF also confirmed that an email to Workgroup participants is expected from Xoserve to provide a high-level overview of the discussions and impacts of the preferred options.

3. Approvals

3.1. XRN5145 – Proposed change to Service Description Table v11 (subject to approval at March ChMC meeting)

Angela Clarke (AC) summarised the changes to the service description table and provided details of the service line updates. No comments were made from Committee Representatives.

Committee Representatives were asked to approve the change. Approval was unanimously provided as follows:

Voting Outcome:		
Shipper	Voting Count	For/Against
Lorna Lewin	2	For
Steve Mulinganie	2	For
Total	4	For
Transporter Representatives	Voting Count	For/Against
Sally Hardman	1	For
Helen Chandler	1	For
Teresa Thompson	2	For
Alex Travell	2	For
Total	6	For

3.2. Approval of KVI's effective 01 April 2020

Michele Downes (MD) provided a presentation on the KVIs effective from 01 April, which provided the framework and process. MD explained the KVIs and key communications would be reviewed each month, with a view to adapting the KVIs to ensure they remain suitable. It was reiterated that the approved KVIs are an interim measure until the Key Performance Measures are approved and implemented.

SM enquired about revisiting the expectations for scoring of the Communication KVI and whether it was realistic to expect all scores to be 10. MD explained Xoserve are aiming for a rating of 10 and want to ensure improvements are made and communications are clear.

Committee Representatives were asked to approve the KPIs. Approval was unanimously provided as follows:

Voting Outcome:		
Shipper	Voting Count	For/Against
Lorna Lewin	2	For
Steve Mulinganie	2	For
Total	4	For
Transporter Representatives	Voting Count	For/Against
Sally Hardman	1	For
Helen Chandler	1	For
Teresa Thompson	2	For
Alex Travell	2	For
Total	6	For

3.3. DRR Consistency of data items across API and DDP v2

Deferred until May meeting.

4. Retail Energy Code (REC) Update

DA provided a brief overview of the Faster Switching Programme and what Xoserve have been looking at for Supplier of last resort activities, following the Committee’s consideration of Ofgem’s proposals at the March meeting.

DA confirmed that Ofgem have requested that Xoserve perform a formal impact assessment to allow the reallocation of the Market Participant Identity in UK Link systems and CDSP processes.

To support this Xoserve have raised XRN5144 - Enabling Re assignment of Supplier Short Codes to Implement Supplier of Last Resort Directions. DA confirmed Xoserve will assess impacts to UK Link systems; other systems and internal processes and will formally issue the Change Proposal for representations.

DA highlighted that the Committee is responsible for the Market Participation Identity Process and summarised the aspects being considered which included varying the process to create “shell” identity (ID).

DA further explained that under CSS, the Organisational Entity is relevant for the CSS Security Protocol, therefore the Company Number is passed to CSS, and any amendment to the Organisation Entity / MP ID will potentially need to happen outside of the normal / published monthly MDD Change Cycle. He clarified that Xoserve need to consider how this is managed on behalf of Customers.

DA also confirmed that there is need for further consideration to the Market Participant (MP) ID process, as under REC there is a formal Market Qualification stage.

DA asked for the Committee’s initial views on the presented proposals, offering to table the proposals for consideration at the DSG which was supported.

DA provided a further presentation on the updates required within the UNC TPD Sections G and M, Retail Code Consolidation changes and changes to UNC GT Section D for the provision of services in the Retail Energy Code, data permissions Section V.

DA explained that Ofgem had issued documents in the RDUG papers that impact the release of UNC protected information. DA explained that the Committee currently controls this process around the release of data under the UNC. If parties are expecting to retain mastering of data in UNC, Ofgem have asked that the data items to be retained are notified to them. Some concern was expressed about how this should be provided to Ofgem. SM expressed that one size may not fit all and that the framework for the Electricity market may not be suitable for the Gas industry.

It was agreed that further dialogue was required with Ofgem to fully understand their concerns, to ensure that they are valid and for Ofgem to understand the different complexities in the gas industry. SM asked for Xoserve to summarise how the cross-checking process is undertaken, and how this could be expedited

Action 0402: REC Update - Mastering data in UNC - Xoserve (DA) to summarise / explain the cross-checking process and make this available for review by the Committee before onward communication to Ofgem.

SM asked if Xoserve have looked at all the impacts on the Retail Energy Code and the delays to Faster Switching. SM wished to understand what the ancillary impacts that need to be considered by the Committee.

Action 0403: Xoserve (DA/JMc) to provide an assessment of the consequential and or ancillary impacts on Xoserve due to delays to the Faster Switching programme.

DA noted that if the Committee wanted to retain mastering the data there will be a need to clarify what the data items are. SM offered to assist with correctly allocating the data items particularly those that are multipurpose items, with a view to creating a stakeholder list/view to be presented to Ofgem (ie, what is UNC and DSC, what is in Retail Energy Code). DA asked for volunteers to assist with checking the data items. AT also offered support with this activity.

DA highlighted that the scope review of the Gas Enquiry Services is on-going and asked for views on the services provided to DSC Customers. The REC charging statement has yet to be published but Xoserve will be expecting to provide 3rd Party services for this arrangement.

DA encouraged all to review the RDUG papers and feedback comments to Ofgem. He summarised the 3 main documents and the content. SM was concerned about things slipping through the net and ensuring there is a process to highlight the need for involvement.

The Committee considered raising a paper and submitting this to the REC Code board to make them aware of issues being raised and to ensure issues are being appropriately considered.

Xoserve agreed to have a conversation with Ofgem before involving the REC Code board

Action 0404: Xoserve (DA/JMc) to feedback to Ofgem the concerns raised by the Committee on the Gas Enquiry Service data release before considering escalation to the Retail Energy Code (REC) board.

5. BP20 Feedback

JMc confirmed there has been no further update from Ofgem on the submitted appeal.

JMc reported that following last month's action to review the CDSP budget process and produce a summary paper for customers to provide feedback. Responses had been received from 4 customers which has been collated and circulated.

The Key Points from the feedback were for Xoserve to provide:

- more granular breakdown of cost changes
- more detailed business cases
- further opportunities to allow customers to provide feedback

JMc asked for views from the Committee on steps they believe could be taken to improve the process.

SM asked if Xoserve had a view on the acceptable level of participation, he wished to understand what Xoserve would gauge as ample participation.

SH asked if other forums can be briefed on the budget development. Lorna Lewin (LL) confirmed the Budget feedback is also tabled at the DSC Change Management Committee. LL wished to note that the feedback/view provided by one party may not be a view of all other parties. LL believed various opportunities/channels are provided and she believed there was nothing in addition Xoserve could do to encourage feedback.

BF suggested that more transparency around the board approval process may be useful.

6. Monthly Contract Management Report (KPIs)

6.1. Contract Metrics including Invoicing

Paper published for information. No discussions held.

6.2. Xoserve Incident Summary

Paper published for information. No discussions held.

6.3. Issue Management Updates

6.3.1. Issue Management Dashboard

Paper published for information. No discussions held.

6.3.2. Amendment Invoice Taskforce Update

Paper published for information. No discussions held.

6.3.3. Enabling large scale utilisation of Class 3

DA provided an update confirming that the migration of sites continued, and that the mass migration is expected to complete by 08 May. An updated figure was not available; however the latest reported figure of sites in Class 3 was 3.6m at the end of February and that 15,000 sites are being migrating across per day.

6.3.4. AQ Taskforce Update

Paper published for information. No discussions held.

6.4. KVI Summary

Paper published for information. No discussions held.

7. CSS Update

Emma Lyndon (EL) confirmed that a data dashboard had been published for information. EL explained Xoserve have now completed the internal testing phase and are ready to commence the programme FIT phase, for existing service providers on 28 April 2020.

EL confirmed Xoserve have hit the programme milestone for the roll out data. However, there will be some programme re-planning, which will need to be provided to the Ofgem Delivery Group. EL explained that Xoserve are looking at a 6-month delay with work restarting in earnest in October 2020.

EL clarified for existing service providers there is no change, all elements for the programme in the CSS IP Plan are moving into the internal UATR phase, and migration activities.

EL explained from an industry perspective, they are moving the market trial phase in line with delivery group discussions. Market Trials are being re-planned, and it is anticipated market trails will run in parallel with other testing. EL re-assured the Committee although dates are being pushed out Xoserve will continue to provide regular updates.

SM wished to understand from Xoserve the consequential impacts on resources, particularly any impacts for the busier winter months. SM also wished to challenge the reporting of the programmes risks which are all in red status and the alignment of the project milestones appearing to be amber.

8. Information Security Update

Paper circulated to members on 3rd April. No discussions held.

9. Business Continuity Plan

The next update is due at the May meeting. Weekly updates will continue to be provided via Email and published on the Xoserve website.

10. Contract Assurance Audit

Next update due May.

11. Financial Information

Nick Stace (NS) confirmed a paper had been published with the key messages. No questions were raised on the content of the paper.

12. Key Committee Updates

12.1. DSC Change Management Committee

Paper provided for information. No discussions held.

13. Any Other Business

13.1. Xoserve IX refresh update

Mark Pollard (MPo) explained there had been significant impacts to the project due to at least 90% of Customers having site access restrictions in place. MPo confirmed that the Vodafone contract could be extended for a minimum of 3 months past August or longer if necessary.

13.2. Introduction of Key Performance Measure

JMc gave a brief overview of the proposed Key Performance Measures (KPM) that Xoserve is in the process of developing. The KPMs are split into 13 processes that will measure Right First Time; Time for Delivery; Cost to Serve; and Customer Effort. JMc advised that an exercise had been completed to map each of the DSC service lines into one of the 13 processes. It is likely that an additional process may be required but this was still being considered

JMc confirmed that the list of provisional Key Performance Measures will replace the current KPIs and KVI's and more information will be provided at the May meeting for feedback. JMc explained that the KPMs will form the basis of Xoserve's reporting to the XEC and Board

SM wished to understand the deadlines Xoserve would like to work to. JMc explained she would like to start the review in earnest in May, with feedback being considered at the June meeting with a view to seeking approval at the July meeting.

SM expressed the need for broader stakeholder involvement bearing in mind these are the metrics Xoserve are being measured on for all stakeholders. SM wanted to make sure all stakeholders had the opportunity to provide feedback.

Action 0404: Xoserve (JMc) to provide an update on the provisional Key Performance Measures to additional forums and ensure all stakeholders have the opportunity to provide feedback.

13.3. DSC Credit Committee Membership

Bob Fletcher (BF) wished to notify the Committee that E.On's DSC Credit Committee representative (Lavinia Mistreanu (LM)) is resigning from DSC Credit Committee. BF clarified that LM has a standing alternate who will act as a member on an interim basis. The Joint Office will invite nominations to formally fill the vacancy.

SM was keen to encourage nominations as soon as possible based on earlier discussions. It was agreed that the request for nominations would be issued asap.

14. Diary Planning

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

It was agreed to keep the May meeting as a Teleconference with a 09:30 start.

The Committee agreed to trial the use of Microsoft teams

Meetings will take place as follows:

Time/Date	Venue	Programme
09:30 Wednesday 20 May 2020	Teleconference	Standard Agenda
10:30 Wednesday 17 June 2020	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda
10:30 Wednesday 15 July 2020	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda
10:30 Wednesday 19 August 2020	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda
10:30 Wednesday 16 September 2020	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda

Action Table (as at 15 April 2020)

Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0301	18/03/20	2.4	Xoserve (FC) to provide an outline of the next steps for the UIG Taskforce	Xoserve (FC)	Closed
0302	18/03/20	2.5	Xoserve (JMc) to set out the costs associated to Citizens Advice Bureau's (CAB) access to the Data Enquiry Service (DES) and confirm how these costs will be managed.	Xoserve (JMc)	Closed
0303	18/03/20	3.0	All parties to provide feedback to Xoserve on what the impacts would be to 3rd party systems/processes for re-cycling Supplier / Shipper Short Codes.	All	Closed
0304	18/03/20	11.3	Xoserve to review the CDSP budget process and produce a summary paper for email to all customers requesting feedback for determining next steps for taking forward.	Xoserve (JMc)	Closed
0401	15/04/20	1.6	Xoserve (FC) to provide a paper on options how the industry can best use machine learning in NDM Allocation at the July meeting.	Xoserve (FC)	Pending

0402	15/04/20	4.0	REC Update - Mastering data in UNC - Xoserve (DA) to summarise / explain the cross-checking process and make this available for review by the Committee before onward communication to Ofgem.	Xoserve (DA)	Pending
0403	15/04/20	4.0	Xoserve (DA/JMc) to provide an assessment of the consequential and / or ancillary impacts on Xoserve due to delays to the Faster Switching programme.	Xoserve (DA/JMc)	Pending
0404	15/04/20	4.0	Xoserve (DA) to feedback to Ofgem the concerns raised by the Committee on the Gas Enquiry Service data release before considering escalation to the Retail Energy Code (REC) board.	Xoserve (DA/JMc)	Pending
0405	15/04/20	13.2	Xoserve (JMc) to provide an update on the provisional Key Performance Measures to additional forums and ensure all stakeholders have the opportunity to provide feedback.	Xoserve (JMc)	Pending