



Customer Issue Management Dashboard CoMC

19th January 2022

Version 1.0
5th January 2022

Summary Dashboard December 2021 Period

Customer Impacting Issues



Nov	Dec
22	22

Amendment Invoice Open Defects*



Nov	Dec
9	8

Open Defects (all)



Nov	Dec
48	50

AQ Related Open Defects*



Nov	Dec
15	14

Customer Impacting P1's



Nov	Dec
0	0

UK Link Incidents Raised



Nov	Dec
0	0

Customer Impacting P2's



Nov	Dec
0	2

Gemini Related Incidents Raised



Nov	Dec
0	1

* Volume as at 5th January 2022. For defect reporting, value shown represents number of defects where a fix is yet to be deployed.

Customer Issue Summary (as at 5th January 2022)

Issue	Customer Impact	Impacted Customers	Date Detected	Expected Resolution Date	Complexity	Impact to Customers Processes	Materiality Impact to Customers	Status for Resolution	Resolution Plan
Amendment Invoice	<ol style="list-style-type: none"> 1. Reconciliation charges excluded from the invoice where MPRNs are impacted by a defect 2. Potential incorrect reconciliation charges for un-detected defects 3. Cash flow for Distribution Networks 	Shippers & DNs	Jul-18	Monitoring to continue until stable	High	High	High	<p>Green</p> <p>Last Month</p>	<p>8 Amendment impacting defects open with 0 missing the December SLA. A small number of exceptions missed the 2 month SLA (99.66% closed within SLA).</p> <p>ASP Mismatch file merge activities continue to ensure customers receive full supporting information for their LSP sites on invoice issue date.</p> <p>All AML files delivered to customers ahead of SLA.</p>
Incorrect AQ values due to system defects	<ol style="list-style-type: none"> 1. AQ's calculated incorrectly due to various data issues relating to specific scenarios. 2. Where FYAQ is affected this will impact transportation rates applied 3. For Class 3 and 4 meter points the gas allocations will be incorrect which also affects UIG for the industry 	Shippers & DNs	Jan-19	Monitoring to continue until stable	High	High	High	<p>Amber</p> <p>Last Month</p>	<p>The volume of MPRNs impacted by open defects remain low The resolution of high customer impacting defects continue to be prioritised Zero AQ defects raised in December</p>
System availability & performance	<ol style="list-style-type: none"> 1. Resource within customer organisations are unable to complete tasks/activities 2. Risk to energy balancing processes (Gemini) 3. Risk to system security (Gemini) 4. Customer reputational risk 5. Financial impacts 	All Customers	Dec-19	Monitoring to continue until stable	High	High	High	<p>Amber</p> <p>Last Month</p>	<p>Two P2 incidents raised in December 2021.</p>

Amendment Invoice Update

Health – RAG		Return to Green Plan	
Overall Status	Previous	Current	Zero defects missed the December SLA. Dedicated team to progress defects and exceptions
Plan	Previous	Current	Dedicated team and plan in place to maintain clearance of defect and exceptions within SLA
Exceptions	Previous	Current	Number of exceptions has increased to 48,474 (up from 39,219 in November). Exceptions are raised as part of BAU processes.
Defects	Previous	Current	8 Amendment impacting defects open with none missing the November SLA (defects internally identified and raised during testing).

Executive Summary

Key Progress & Milestones (Last Month: December)

Key Updates:

- Zero defects raised in December.
- Supporting information file merge activities ensured the 178 MPRNS with mismatch were included in the relevant customer files (ASP).
- All SSP Supporting Information (AML) files delivered ahead of payment due date.
- Unique MPRNs with Exception = 48,474

- ASP Mismatch file merge activities continue to ensure customers receive full supporting information for their LSP sites on invoice issue date.
- All AML files delivered to customers ahead of SLA.

Upcoming Activities & Milestones (Next Month: January)

Risks/Issues:

- A small number of exceptions have missed the 2 month SLA. 99.66% closed within SLA.
- Zero Amendment invoice defects missed this month's SLA.

- Dedicated team in place to manage defect resolution.

Amendment Invoice Dashboard – Outstanding Exceptions

Number of Unique MPRNs with Exceptions



AQ Update

Health – RAG

Return to Green Plan

Overall Status	Previous	Current	
Overall Status	Previous	Current	Amber due to defects where a fix has been deployed however, data corrections and AQ re-calculations still required
Defects	Previous	Current	Zero defects raised in December. 10 open defects, 4 pending data correction assurance and AQ re-calculation.
Financial Adjustments	Previous	Current	Financial Adjustments have been processed for MPRNs relating to 2 defects and are due to be invoiced mid January. Financial Adjustments remain to be processed for 6 defects relating to Prime & Subs.
Process Improvements	Previous	Current	Change Requests raised for remaining technical process improvements, business process improvements have been implemented and continual improvements are being identified.

Executive Summary

Key Progress & Milestones (Last Month: December)

Key Updates:

- Zero defects raised in December (identified internally)
- Four defects awaiting data correction assurance and AQ re-calculation.
- Invoices for financial adjustments will be issued on a monthly basis (where applicable).
- Network AQ reporting for new FYAQ snapshot (ad hoc Bopri report) were generated and sent to DN's on 13th December and an updated report will be sent on w/c 17th January 2022
- The AQ Focus Group continue to host AQ support sessions to date providing an overview of the support on offer from the team and sharing knowledge & assurance of the monthly AQ calculation for individual organisations.

- Continue to share AQ knowledge session material ahead of support sessions with customers
- Annual AQ activities completed successfully
- New FYAQ snapshot for April 2022 has been taken of the rolling AQ on 1st December 2021.

Risks/Issues:

- No current risks or issues identified




Upcoming Activities & Milestones (Next Month: January)

- An updated Bopri report for December 2021 will be issued to DN's w/c 17/01/22
- Continue with customer meetings relating to AQ processes
- AQ Focus Group to provide AQ update at DN Constituency Meeting in December

Links to Updates on Xoserve.com

- The Customer Issue Register is published on Xoserve.com website and updated weekly, link below;
<https://www.xoserve.com/services/issue-management/>
- AQ Issue Register published on Xoserve.com
<https://www.xoserve.com/services/issue-management/annual-quantity-aq/>
- Unexpected outages, Gemini allocation, UIG issues or any system performance issues will be published on Xoserve.com at <https://www.xoserve.com/notifications/>

Resolution Status Key:

	No approved resolution plan or the approved resolution plan is not on track and no mitigations in place.
	Plan to resolve is not on track but mitigations in place or the full scale of the issue is not clear.
	Issue identified, analysis complete, plan in place and on target for completion.