



## **Contract Management Committee**

5. Monthly Contract Management Report  
16<sup>th</sup> November 2022

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## **KPM Reporting (October reporting period)**

Agenda item 5.1

## Overall Summary - KPMs

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
KPMs (20 total)	17	2	0

## Failure Summary - KPMs

KPM / PI Ref	Measure Detail	Journey / Process	Measure Type	Target	Performance	Failure / Remedial Action	Impacted Constituent/s (GT / iGT / NG / Shipper)
KPM.04	% of AQs processed successfully	Monthly AQ Processes	Right First Time	100.00%	99.9992%	14,722,446 AQs were calculated or corrected in UK Link for the month of October '22. The increased volume is driven by price-cap related reading in early October. 119 AQ Updates impacted due to Exceptions being raised so while performance is not 100%, it's rounding to 100% at 2 decimal places as per the KPM logic. Actual performance is 99.9992% Exception resolution is to schedule	GT / iGT / Shipper
KPM.07	Percentage of requests processed within the Completion Time Service Level in DSC	Meter Read / Asset Processing	Cycle Time	100.00%	99.99%	140,236,725 reads and 282,449 asset updates were received. 536 reads and 825 asset updates were not processed due to Exception processes.	GT / iGT / Shipper

# Overall Summary - PIs

Performance Area	(Reportable) Achieved	(Reportable) Failed	Not applicable to the reporting month
PIs (24 total)	15	2	7

# Failure Summary - PIs

KPM / PI Ref	Measure Detail	Journey / Process	Measure Type	Target	Performance	Failure / Remedial Action	Impacted Constituent/s (GT / iGT / NG / Shipper)
PI.01	% CMS Contacts processed within SLA (95% in D+10)	Manage Updates To Customer Portfolio	Cycle Time	95.00%	89.48%	We are working with third party customers weekly and monthly to advise on any outstanding contacts. The RFA team are still receiving high volumes of contacts and are working through the backlog, this is still the main contributor to failing the 10 day standard.	Shipper/GT
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Cycle Time	99.00%	98.45%	Failures have occurred due to reports being re-run because of missing data that was found during QC. Data was missing due to BW issues such as system availability which occurred throughout the month and multiple restart issues that affected Gemini data flow into BW. Re-running reports takes a substantial amount of time and caused reports to be sent to business owners after SLA was breached.  A problem record has been raised off the back of the BW system availability issue to investigate further (PRB0041298) and a new directive has been put in place to only run personal reports from BW after midday, this will reduce the risk of needing to restart BW. Business owners of the reports are also going to QC reports as early as possible, so if there are any issues with the report in future, there will be more time to re-run reports before SLA has been breached.	Shipper/GT

# DSC Credit and Risk Performance Indicators

Energy Performance Indicators		
Measure Detail (Right First Time)	Target	October
Energy Balancing Credit Rules adhered to, to ensure adequate security in place	100%	100%
Measure Detail (Cycle Time)	Target	October
% of revenue collected by due date	98%	99%
% of revenue collected by due date (+2 days)	100%	100%
CDSP Performance Indicators (Cycle Time)		
Measure Detail (Cycle Time)	Target	October
% of revenue collected by due date	98%	96.16%
% of revenue collected by due date (+3 days)	98%	99.99%



## **Monthly Contract Management reports and updates**

Agenda Item 5.3

# Performance monitoring (October 2022)

- Third Party and Additional Services Reporting

Reporting area	Oct-22	Year to date
Additional Services	£6,409.00	£102,948.00
Third Party Services	£11,617.36	£221,824.49

- Gemini Performance and UK Link Availability

Gemini Service Performance		
Target	Actual	
99%	100%	

UK Link Availability and Performance		
	Target	Actual
Batch Transfer	99%	100%
Service Desk Availability	99%	100%

All Transportation Invoice Charging obligations were achieved



# Meter Count Report (October 2022)

Class	MPRN Count	Smart Count	Total	Smart %
1	619	0	619	0.00%
2	562	0	562	0.00%
3	204698	4631599	4836297	95.77%
4	12212869	7921934	20134804	39.34%

Overall 50% of the entire Meter Portfolio is Smart

# Customer Highlights

- More Details on the Stories below can be found on the Xoserve Website:-  
<https://www.xoserve.com/>
- **HyDeploy Phase 2 Guest Blog** <https://www.xoserve.com/news/guest-blog-lessons-and-learnings-from-hydeploy-phase-2/>
- **Delivering Decarb – October Edition -**  
<https://www.xoserve.com/news/deliveringdecarb-october-edition/>



## **Xoserve Incident Summary**

Agenda Item 5.4

# Summary

During October we experienced 3 P2 incidents

System Affected	Priority	Impact	Remedial Actions	KPM Breach	Resolved	Customer Segment Impacted
GES API	P2	During the peak of service (12:30-17:00) customer requests for data on the address search function for the Switching API Services were not fulfilled.	Performance self-stabilised when switching gate closed Code was further optimized to prevent future performance issues	No	Yes	Shippers
GES API	P2	GES API services were degraded between 8:58 and 9:38. During this time customers experienced a slower response time when actioning an address search query. Between 9:38 and 9:56 the service became unavailable, customers using the GES service between this time experienced a 401-error response error message.	Immediate action was taken to revert the change, restoring full functionality across the affected GES API. Amendments have now been made to internal software code & processes to avoid reoccurrence. Any changes made to reporting will follow the formal operational change & control route.	No	Yes	Shippers
BW	P2	No significant customer impact.  A small number of reports for Distribution Networks (DNs) were delivered later than normal, but all well ahead of SLA.	A backup of the file system was taken to release space; unfortunately, this was unsuccessful. Replication was broken between primary and DR nodes File catch-up activities were performed ensuring no impact to the file processing KPM's.	No	Yes	No impact

# High-level summary of P1/2 incidents: Oct 2022

Ref.	What happened?	Why did it happen?	What do we understand our customers experienced?	What did we do to resolve the issue?	Incident Date	Resolved Date
INC0281993	Customers experienced slow response when using the Supply Point Switching API under the Gas Enquiry Service. (GES)	Due to inefficient code in the address search query, alongside an increase in traffic, API performance issues started to affect the customer experience.	During the peak of service (12:30-17:00) customer requests for data on the address search function for the Switching API Services were not fulfilled.	While the issue was being investigated the switching gate closed and performance self stabilised to within expected levels. No action was taken to restore service. Root cause investigation identified inefficiencies within the existing code for the search query. A change to the code was developed, tested and successfully deployed to ensure the query ran efficiently. Service was restored within the day, with an enduring fix deployed on the 10 <sup>th</sup> October.	3 <sup>rd</sup> Oct	3 <sup>rd</sup> Oct
INC0284890	Correla monitoring checks highlighted availability issues on the GES supply point switching API. A networking failure was identified between the API and the GES database resulting in the service not being available.	A change was deployed to the central reporting environment; the change unexpectedly synched with the production database causing a network disconnection on the GES API Service.	GES API services were degraded between 8:58 and 9:38. During this time customers experienced a slower response time when actioning an address search query. Between 9:38 and 9:56 the service became unavailable, customers using the GES service between this time experienced a 401-error response error message.	Immediate action was taken to revert the change, restoring full functionality across the affected GES API. Amendments have now been made to internal software code & processes to avoid reoccurrence. All future reporting changes will have additional rigour applied to ensure all possible risks are considered	11 <sup>th</sup> Oct	11 <sup>th</sup> Oct
INC0286157	Data synchronization between SAP ISU and the SAP BW database paused causing the BW reporting service to be unresponsive / unavailable. The pending transfers transaction log ran out of space and was unable to process any further transactions.	This is under investigation with Microsoft. A Correla problem record PRB0041298 has been logged to track and understand the root cause of the synchronization issue.	No significant customer impact.  A small number of reports for Distribution Networks (DNs) were delivered later than normal, but all well ahead of SLA.	The technical teams explored different options to restore service, finally deciding to break the replication between the primary database node and the DR (Disaster Recovery) node. The primary database node started to respond as file system space was released. The application server successfully connected, restoring service. File catch-up activities were performed ensuring no impact to the file processing KPM's.	14 <sup>th</sup> Oct	14 <sup>th</sup> Oct



## **Customer Issue Dashboard**

Agenda item 5.5

# Open Issues Impacting Customers

Issue Area	Issue Summary	Action Being Undertaken	Customers Impacted
Missing Secured Active Messages	<ul style="list-style-type: none"> <li>- 159 missing SAM's relating to switching activities</li> </ul>	<ul style="list-style-type: none"> <li>- 119 due to a timing issue between CSS &amp; Xoserve servers. IA for each scenario in progress to carry out a prospective registration.</li> <li>- 25 with DCC, outcome of their investigations expected w/c 7 November</li> <li>- 9 confirmed by DCC as cancelled switches, UKLink updated</li> <li>- 6 under investigation with DCC</li> </ul>	Shippers DNs IGTs
Incorrect CV 19 October 22	<ul style="list-style-type: none"> <li>- Incorrect CV loaded into UKLink and used for DM energy calculations for 19 October in SC LDZ</li> </ul>	<ul style="list-style-type: none"> <li>- UKLink updated to correct CV value</li> <li>- All reports updated prior to submission except for the SC9 file</li> <li>- Energy corrected for the impacted MPRNs prior to the production of the Commodity invoice</li> <li>- Financial adjustments will be processed for the energy balancing charges</li> <li>- Change raised for the assessment of what system validations that can be put in place</li> </ul>	Shippers DNs
Amendment Invoice Defects	<ul style="list-style-type: none"> <li>- 15 open defects impacting the Amendment invoice</li> </ul>	<ul style="list-style-type: none"> <li>- Profiling carried out monthly to identify impacted MPRNs</li> <li>- Charges for impacted MPRNs are held and not invoiced until the fix is deployed and energy is corrected, where required, prior to the charges being released</li> </ul>	Shippers DNs
AQ Defects	<ul style="list-style-type: none"> <li>- 30 AQ impacting defects as of 7 October 2022</li> <li>- 24 of which impact the energy used to calculate AQ</li> <li>- Circa. 150 MPRNs impacted</li> </ul>	<ul style="list-style-type: none"> <li>- Profiling to identify impacted MPRNs</li> <li>- Aqs are corrected to limit impact on the customer</li> <li>- Focus remains on resolving high priority AQ prior to 1 December 2022.</li> <li>- Communications in place with DN Pricing Managers to ensure FYAQ values are accurate</li> </ul>	Shippers DNs
Contact Data	<ul style="list-style-type: none"> <li>- Consumer Contact data provided by Shippers is not complete when sent in the quarterly portfolio files to IGTs</li> </ul>	<ul style="list-style-type: none"> <li>- Defect raised and is being progressed</li> <li>- Report of the Emergency Contacts held on UKLink issued to IGTs on 1<sup>st</sup> November</li> <li>- This will be re-issued if needed; defect not fixed</li> </ul>	IGTs

# Issue Summary – Distribution Networks

- Missing Secured Active Messages (SAMs)
  - Total of 159 missing SAMs (as of 4/11/22) relating to Registration notifications from CSS.
    - 119 due to a timing issue between CSS & Xoserve servers. IA for each scenario in progress.
    - 25 with DCC, outcome of their investigations expected w/c 7 November
    - 9 confirmed by DCC as cancelled switches, UKLink updated
    - 6 under investigation with Xoserve & DCC
  - Potential Impacts:
    - Transportation charges issued to the incorrect Shipper
    - Portfolio reports showing incorrect Shipper/Supplier
- Incorrect CV for 19 October 2022
  - Incorrect CV loaded into UKLink and used for DM energy calculations for 19 October in SC LDZ
- AQ Defects:
  - There are currently 30 AQ impacting defects as of 4 November 2022
  - Circa. 150 MPRNs impacted based on latest profiling
  - AQs are corrected where required to limit impact on customer
  - All MPRNs impacted will be re-profiled prior to 1 December AQ calculation and corrected prior to the FYAQ snapshot
  - Potential Impacts:
    - Incorrect transportation rates applied to charges, financial adjustments processed once defect fixed and data corrected
    - If AQs are incorrect on 1 December 2022, this may impact the Formula Year AQ.
- Amendment Invoice Defects
  - 15 open defects impacting the Amendment invoice: reconciliation charges
  - Charges for impacted MPRNs are held and not invoiced until the fix is deployed and energy is corrected, where required, prior to the charges being released
  - Potential Impact:
    - Reconciliation charges are incorrect if defect is not identified prior to invoice issue
    - Reconciliation charges are held until the defect is fixed and data corrected



# Issue Summary – Shippers

- Missing Secured Active Messages (SAMs)
  - Total of 159 missing SAMs (as of 4/11/22) relating to Registration notifications from CSS.
    - 119 due to a timing issue between CSS & Xoserve servers. IA for each scenario in progress.
    - 25 with DCC, outcome of their investigations expected w/c 7 November
    - 9 confirmed by DCC as cancelled switches, UKLink updated
    - 6 under investigation with Xoserve & DCC
  - Potential impacts:
    - Shipper / Supplier not recorded on UKLink or Gemini
    - Outgoing Shipper continues to receive transportation charges
- Incorrect CV for 19 October 2022
  - Incorrect CV loaded into UKLink and used for DM energy calculations for 19 October in SC LDZ
  - Incorrect CV value included in the daily file notifying of the CV values (SC9)
- AQ Defects:
  - There are currently 30 AQ impacting defects as of 4 November 2022
  - Circa. 150 MPRNs impacted based on latest profiling
  - Aqs are corrected where required to limit impact on customer
  - All MPRNs impacted will be re-profiled prior to 1 December AQ calculation and corrected prior to the FYAQ snapshot
  - Potential Impacts:
    - Incorrect transportation rates applied to charges, financial adjustments processed once defect fixed and data corrected
    - Over/under allocation of energy for demand estimation processes, impacts to UIG
- Amendment Invoice Defects
  - 15 open defects impacting the Amendment invoice: reconciliation charges
  - Charges for impacted MPRNs are held and not invoiced until the fix is deployed and energy is corrected, where required, prior to the charges being released
  - Potential Impact:
    - Reconciliation charges are incorrect if defect is not identified prior to invoice issue
    - Reconciliation charges are held until the defect is fixed and data corrected

# Issue Summary – IGTs

- Missing Secured Active Messages (SAMs)
  - Total of 159 missing SAMs (as of 4/11/22) relating to Registration notifications from CSS.
    - 119 due to a timing issue between CSS & Xoserve servers. IA for each scenario in progress.
    - 25 with DCC, outcome of their investigations expected w/c 7 November
    - 9 confirmed by DCC as cancelled switches, UKLink updated
    - 6 under investigation with Xoserve & DCC
  - Potential impacts:
    - IGT Transportation charges issued to the incorrect Shipper
    - Portfolio reports showing incorrect Shipper/Supplier
- AQ Defects:
  - There are currently 30 AQ impacting defects as of 4 November 2022
  - Circa. 150 MPRNs impacted based on latest profiling
  - AQs are corrected where required to limit impact on customer
  - All MPRNs impacted will be re-profiled prior to 1 December AQ calculation and corrected prior to the FYAQ snapshot
  - Potential Impacts:
    - If AQs are incorrect on 1 December 2022, this may impact the Formula Year AQ.
- Contact Data not complete in the Daily Portfolio Files:
  - Consumer Contact data provided by Shippers is not complete when sent in the daily portfolio files
  - A defect has been raised and this is being progressed
  - Report provided to IGTs early November of the Emergency Contacts held on UKLink



**GRDA Performance**  
Agenda Item 5.6

# GRDA Performance – October 2022

target

actual

- Key points to note November 2022:
  - 4 days in October where there was at least one missing GC Message (5 messages in total)
  - 15 days above average volume in month, but below peak; or which 3 had at least 1 missing message
  - 99.93% availability of GRDS – API server outage

Service Provider	Service Definition	Service Definition Section	Section number	Metric Description	Performance Level	Metric Type	Value
Xoserve	GRDS	Service Availability	5.2	Percentage Service Availability for the receipt and acknowledgement of Market Messages from the CSS Provider (excluding scheduled maintenance	0.9975	DECIMAL	0.9993
Xoserve	GRDS	Service Availability	5.3	Number of instances where scheduled maintenance occurred between 16:00 and 01:00 hours	0	INT	0
Xoserve	GRDS	Service Availability	5.4	In the event of an unplanned outage how many instances had the system not resumed operation within one hour	0	INT	0
Xoserve	GRDS	Service Levels	7.1.1	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below an average daily volume what percentage of days was the mean response time from GRDS 20 minutes or less	1	INT	0.9375
Xoserve	GRDS	Service Levels	7.1.2	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below an average daily volume what percentage of days was the 90th Percentile response time from GRDS 25 minutes or less	1	INT	1
Xoserve	GRDS	Service Levels	7.1.3	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below peak daily volume what percentage of days was the mean response time from GRDS 35 minutes or less	1	INT	0.8
Xoserve	GRDS	Service Levels	7.1.4	Where market messages from the CSS Provider (relating to secured switches at gate closure) are at or below peak daily volume what percentage of days was the 90th percentile response time from GRDS 40 minutes or less	1	INT	1
Xoserve	GRDS	Service Levels	7.1.5	Number of days in the reporting month were market messages from the CSS Provider (relating to secured switches at gate closure) were at or below the average daily volume	N/A	INT	16
Xoserve	GRDS	Service Levels	7.1.6	Provider (relating to secured switches at gate closure) were at or below the peak daily volume	N/A	INT	15
Xoserve	GRDS	Service Levels	7.1.6	Provider (relating to secured switches at gate closure) were above the peak daily volume	N/A	INT	0
Xoserve	GRDS	Service Levels	7.2.1	Where market messages from the CSS Provider (other than at gate closure) are at or below an average hourly volume what percentage of hours was the mean response time from GRDS 6 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.2	Where market messages from the CSS Provider (other than at gate closure) are at or below an average hourly volume what percentage of hours was the 90th percentile response time from GRDS 10 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.3	Where market messages from the CSS Provider (other than at gate closure) are at or below peak hourly volume what percentage of hours was the mean response time from GRDS 10 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.4	Where market messages from the CSS Provider (other than at gate closure) are at or below peak hourly volume what percentage of hours was the 90th percentile response time from GRDS 15 seconds or less	1	DECIMAL	1
Xoserve	GRDS	Service Levels	7.2.5	Number of hours in the reporting month were market messages from the CSS Provider (other than at gate closure) were at or below the average hourly volume	N/A	INT	714
Xoserve	GRDS	Service Levels	7.2.6	Number of hours in the reporting month were market messages from the CSS Provider (other than at gate closure) were at or below the peak hourly volume	N/A	INT	30
Xoserve	GRDS	Service Levels	7.2.7	Number of hours in the reporting month were market messages from the CSS Provider (other than at gate closure) were above the peak hourly volume	N/A	INT	0
Xoserve	GRDS	Service Levels	7.5	Where a BCDR event is invoked what number of instances was the maximum recovery time objective for the GRDS greater than 8 hours	0	INT	0
Xoserve	GRDS	General	N/A	Free text comments	N/A	FREE TEXT	



Appendix 1 - KPM slides

Appendix 2 - Xoserve Incident Summary (item 5.4)

Appendix 3 -Customer Issue Dashboard(item 5.5)

# APPENDIXES



Appendix1

# KPM SLIDES

# DSC KPM Performance for October 2022

DSC+ Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target Metric	Volumes	Oct-22
KPM.01	Percentage of shipper transfers processed	Manage Shipper Transfers	Andy Szabo / Alex Stuart	Right First Time	100.00%	485,009	100.00%
KPM.02	Percentage of meter reads successfully processed	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Right First Time	99.50%	140,563,982	99.98%
KPM.03	% of asset updates successfully processed	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Right First Time	99.50%	293,690	99.98%
KPM.04	% of AQs processed successfully	Monthly AQ Processes	Andy Szabo / Alex Stuart	Right First Time	100.00%	14,722,446	99.99%
KPM.05	Percentage of total LDZ AQ energy at risk of being impacted	Monthly AQ Processes	Andy Szabo / Alex Stuart	Right First Time	0.75%	139	0.16%
KPM.06	Percentage processed within the Completion Time Service Level in DSC	Manage Shipper Transfers	Andy Szabo / Alex Stuart	Cycle Time	100.00%	485,009	100.00%
KPM.07	Percentage of requests processed within the Completion Time Service Level in DSC	Meter Read / Asset Processing	Andy Szabo / Alex Stuart	Cycle Time	100.00%	140,517,813	99.99%
KPM.08	% Notifications sent by due date	Monthly AQ Processes	Andy Szabo / Alex Stuart	Cycle Time	100.00%	14,903,828	100.00%
KPM.09	% of invoices not requiring adjustment post original invoice dispatch	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Right First Time	98.00%	2,921	100.00%
KPM.10	% of DSC customers that have been invoiced without issues/ exceptions (exc. AMS	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Right First Time	100.00%	230	100.00%
KPM.11	% of DSC customers with less than 1% of MPRNs which have an AMS Invoice exception	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Right First Time	97.00%	71	100.00%
KPM.12	% of invoices sent on due date	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Cycle Time	100.00%	2,921	100.00%
KPM.13	% of exceptions resolved within 2 invoice cycles of creation date	Invoicing DSC Customers	Andy Szabo / Alex Stuart	Cycle Time	100.00%	TBC	TBC 14/11
KPM.14	Number of valid P1 and P2 defects raised within the PIS period relating to relevant change (excluding programmes)	Managing Change	Lee Foster / Andy Simpson	Right First Time	0	0	0
KPM.15	Number of valid P3 defects raised within PIS period relating to relevant change (excluding programmes)	Managing Change	Lee Foster / Andy Simpson	Right First Time	4	0	0
KPM.16	Number of valid P4 defects raised within PIS period relating to relevant change (excluding programmes)	Managing Change	Lee Foster / Andy Simpson	Right First Time	5	0	4
KPM.17	% of tickets not re-opened within period	Customer Contacts (technical)	Andy Szabo / Trefor Price	Right First Time	95.00%	494	98.20%
KPM.18	% of customer tickets (Incidents & Requests) responded to within SLA	Customer Contacts (technical)	Andy Szabo / Trefor Price	Cycle Time	90.00%	1,593	95.92%
KPM.19	UK Link Core Service Availability	UKLink	Andy Szabo / Trefor Price	Cycle Time	99.00%	N/A	100.00%
KPM.20	Gemini Core Service Availability	Gemini	Andy Szabo / Trefor Price	Cycle Time	99.00%	N/A	100.00%

# DSC PI Performance for October 2022

DSC+ Unique Identifier	Measure Detail	Journey / Process	Owner (CMT / SLT)	Measure Type	DSC Target Metric	Volumes	Oct-22
PI.01	% CMS Contacts processed within SLA (95% in D+10)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	95.00%	19,345	89.48%
PI.02	% CMS Contacts processed within SLA (80% in D+4)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	80.00%	19,208	88.85%
PI.03	% CMS Contacts processed within SLA (98% in D+20)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Cycle Time	98.00%	21,413	99.05%
PI.04	% customer queries responded to within SLA/OLA	Customer Contacts	Andy Szabo / Alex Stuart	Cycle Time	90.00%	979	98.57%
PI.05	Percentage of queries resolved RFT	Customer Contacts	Andy Szabo / Alex Stuart	Right First Time	95.00%	979	100.00%
PI.06	% of reports dispatched on due date against total reports expected	Customer Reporting (all forms)	Andy Szabo / Alex Stuart	Cycle Time	100.00%	709	98.45%
PI.07	% of RFT against all reports dispatched	Customer Reporting (all forms)	Andy Szabo / Alex Stuart	Right First Time	99.00%	709	100.00%
PI.08	% of valid CMS challenges received (PSCs)	Manage Updates To Customer Portfolio	Andy Szabo / Alex Stuart	Right First Time	1.00%	13	0.06%
PI.09	% of Telephone Enquiry Service calls answered within SLA	Customer Contacts	Andy Szabo / Alex Stuart	Cycle Time	90.00%	7,326	96.74%
PI.10	Confidence in DE Team to deliver DESC obligations (via Survey of DESC Members)	Demand Estimation Obligations	Andy Szabo / Alex Stuart	Right First Time	75.00%	N/A	N/A
PI.11	DESC / CDSP DE obligations delivered on time	Demand Estimation Obligations	Andy Szabo / Alex Stuart	Cycle Time	100.00%	9	100.00%
PI.12	KPM relationship management survey	Customer Relationship Management	Andy Szabo / Alison Jennings	Right First Time	95.00%	N/A	N/A
PI.13	Plan accepted by customers & upheld (Key Milestones Met as agreed by customers)	Management Of Customer Issues	Andy Szabo / Alex Stuart	Cycle Time	90.00%	1	100.00%
PI.14	Provision of relevant issue updates to customers accepted at CoMC and no negativity on how the issue is managed.	Management Of Customer Issues	Andy Szabo / Alex Stuart	Right First Time	100.00%	N/A	100.00%
PI.15	Survey results delivered to CoMC in Month +1	Customer Relationship Management	Andy Szabo / Alison Jennings	Cycle Time	100.00%	N/A	100.00%
PI.16	% closure/termination notices issued in line with Service Lines (leave) Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Cycle Time	100.00%	N/A	N/A
PI.17	% key milestones met on readiness plan (join) Non Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Cycle Time	100.00%	N/A	N/A
PI.18	% key milestones met on readiness plan (join) Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Cycle Time	100.00%	0	100.00%
PI.19	% of closure notices issued within 1 business day following last exit obligation being met (leave) Non Shipper	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Cycle Time	100.00%	N/A	N/A
PI.20	% of exit criteria approved and account deactivated within D+1 of cessation notice being issued (leave) Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Right First Time	100.00%	N/A	N/A
PI.21	% of exit criteria approved and account deactivated within D+1 of cessation notice being issued. (leave) Non-Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Right First Time	100.00%	0	100.00%
PI.22	% of readiness criteria approved by customer (join) Non Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Right First Time	100.00%	N/A	N/A
PI.23	% of readiness criteria approved by customer (join) Shippers	Customer Joiners/Leavers (UK Gas Market)	Andy Szabo / Alex Stuart	Right First Time	100.00%	0	100.00%
PI.27	% level 1 milestones met	Managing Change	Andy Szabo / Andy Simpson	Cycle Time	95.00%	6	100.00%



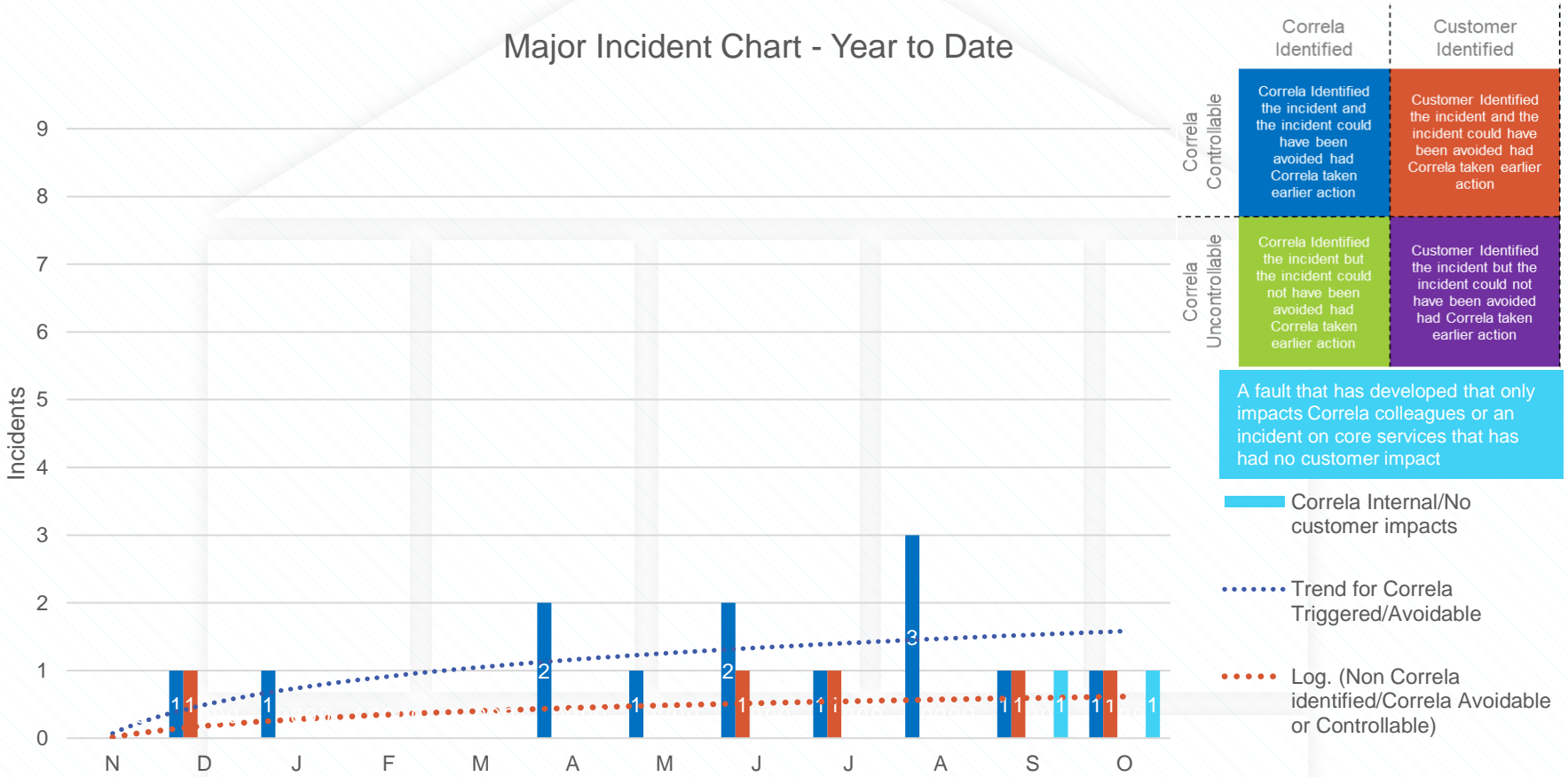


Appendix 2

# **XOSERVE INCIDENT SUMMARY**

# What is happening Overall

## Major Incident Chart - Year to Date



# What is happening Overall?

Key:

Oct 2022

Performance Year to Date

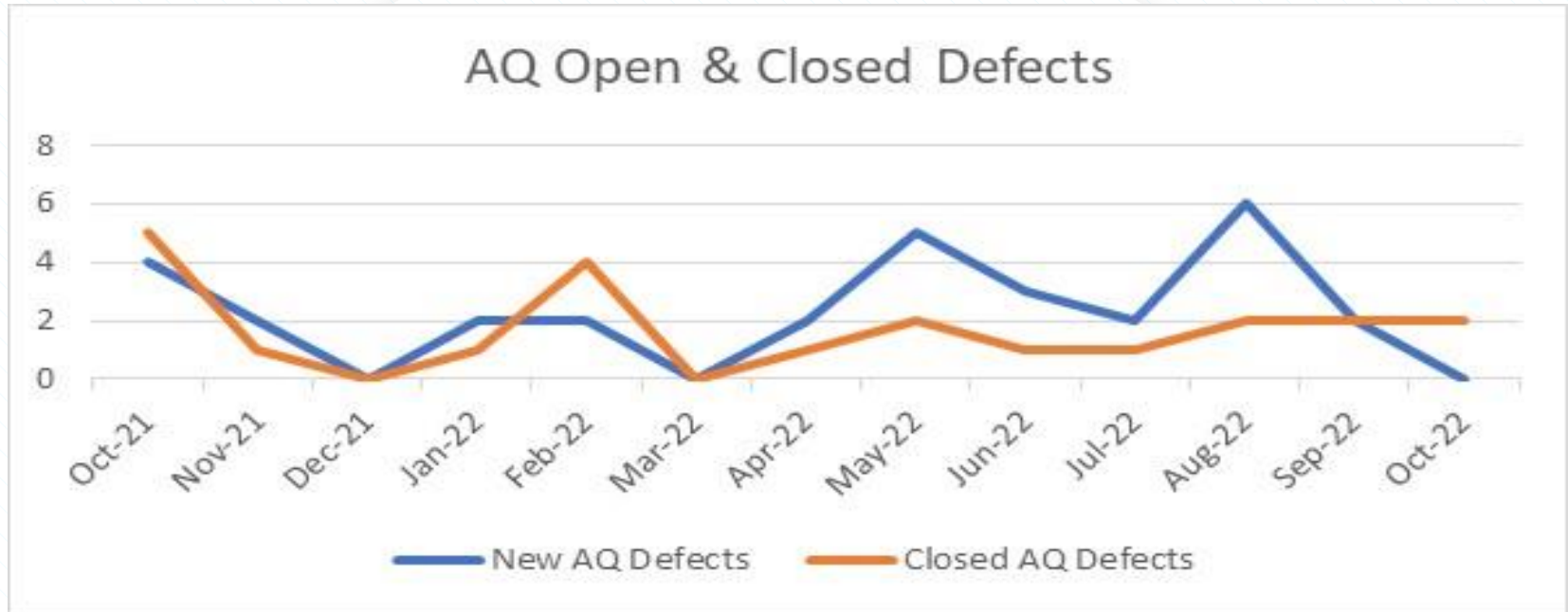
		Correla Identified	Customer Identified			Correla Identified	Customer Identified			Correla Identified	Customer Identified	
Correla	Controllable	Correla Identified the incident and the incident could have been avoided had Correla taken earlier action	Customer Identified the incident and the incident could have been avoided had Correla taken earlier action	Correla Controllable	1	1	Correla Controllable	12	3	Correla Controllable	12	3
	Uncontrollable	Correla Identified the incident but the incident could not have been avoided had Correla taken earlier action	Customer Identified the incident but the incident could not have been avoided had Correla taken earlier action	Correla Uncontrollable	0	0	Correla Uncontrollable	0	0	Correla Uncontrollable	0	0



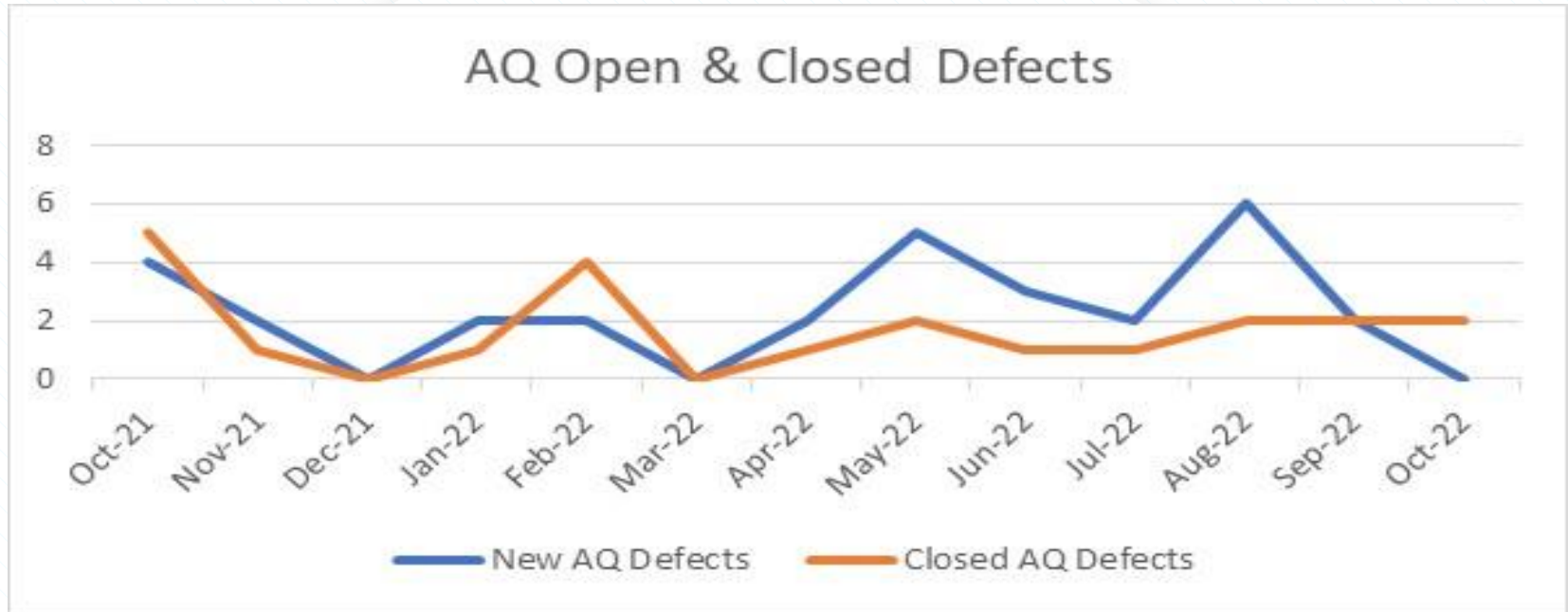
Appendix 3

# CUSTOMER ISSUE DASHBOARD

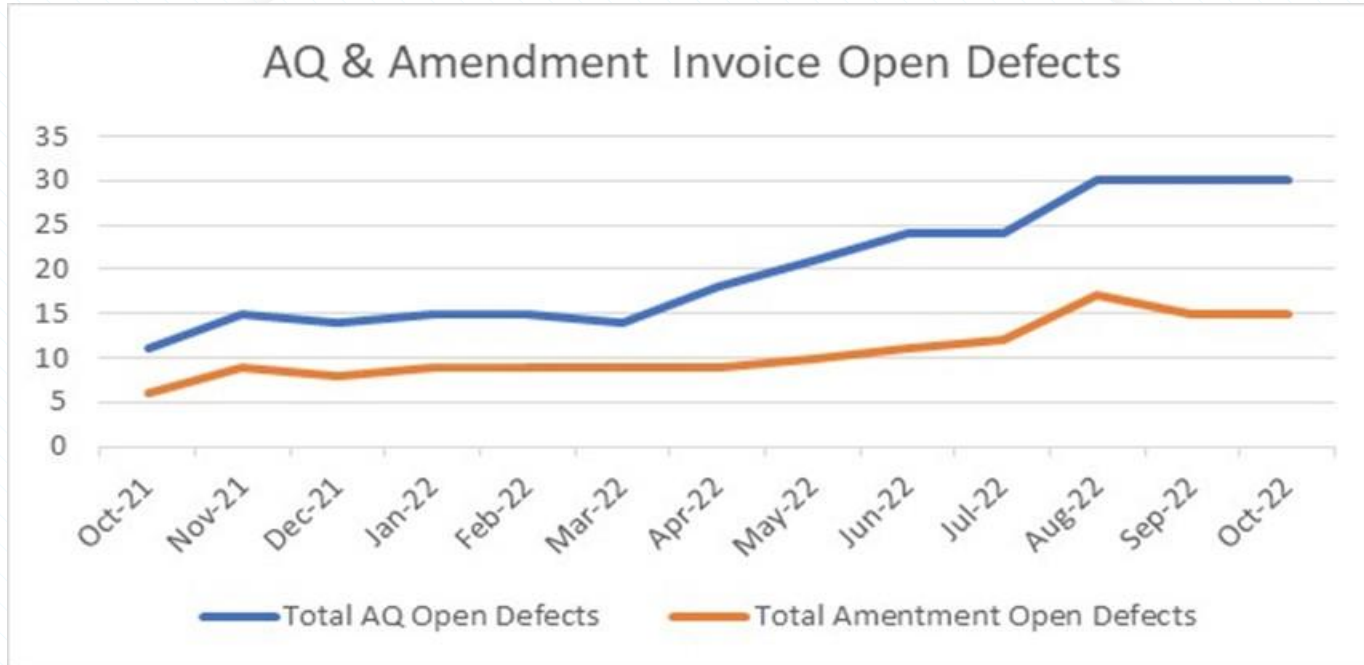
# AQ Defects – Open & Closed over 12 Month Period



# AQ Defects – Open & Closed over 12 Month Period

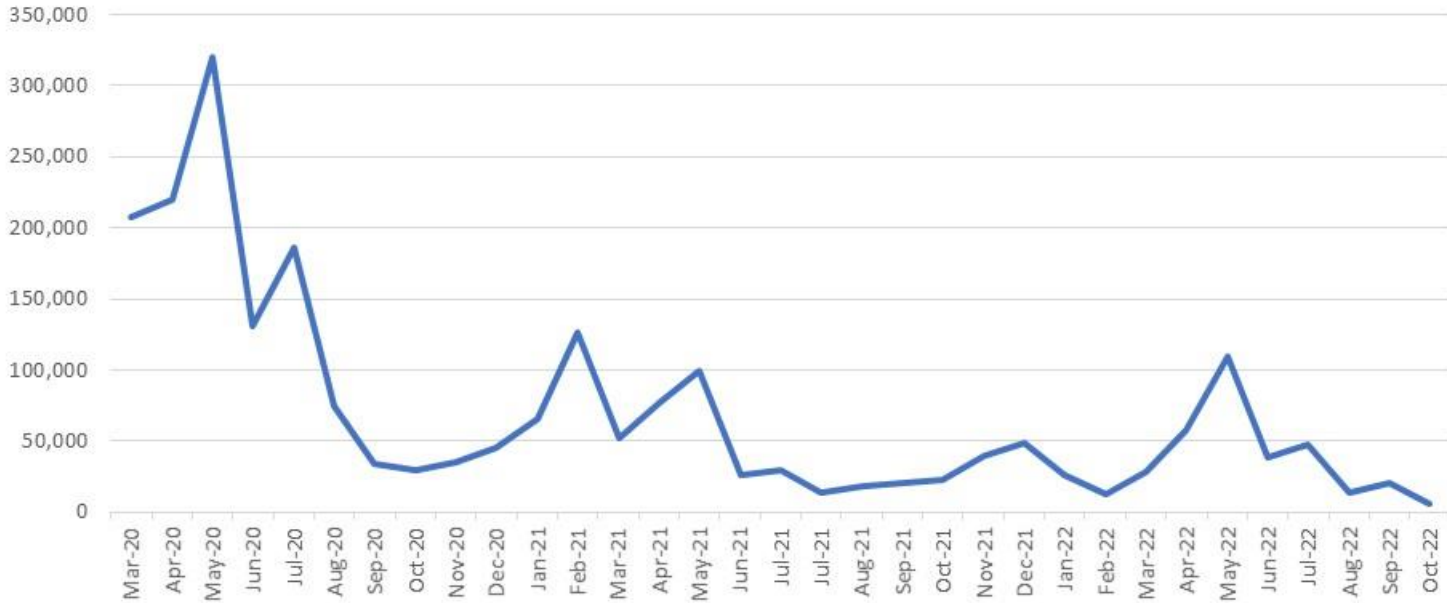


# AQ & Amendment Invoice Open Defects (as of the end of each month)



# Amendment Invoice Dashboard – Outstanding Exceptions

Number of Unique MPRNs with Exceptions





# Further Information

The Customer Issue Register, published on xoserve.com and updated weekly, can be found at the following location:

<https://www.xoserve.com/news-updates/news-and-updates/issues-register/>

System status, planned outages and info on current system impacting issues can be found at the following location:

<https://www.xoserve.com/news-updates/news-and-updates/system-outages/>