

UNC DSC Contract Management Committee Minutes

Wednesday 15 November 2017

at Lansdowne Gate, 65 New Road, Solihull, B91 3DL

Attendees			
Rebecca Hailes (Chair)	(RH)	Joint Office	Non-Voting
Helen Bennett (Secretary)	(HB)	Joint Office	Non-Voting
Shipper User Representatives			
Kirsty Dudley*	(KD)	E.ON	Voting
Graham Wood*	(GW)	British Gas	Voting
Steve Mulinganie*	(SM)	Gazprom	Voting + Alternate for Robert Cameron-Higgs (2) (total 3 votes)
Lorna Lewin	(LL)	Orsted Sales	Voting
Transporter Representatives			
Chris Warner	(CW)	Cadent	Alternate DNO – Voting
Joanna Ferguson	(JF)	Northern Gas Networks	DNO – Voting
Beverley Viney	(BV)	National Grid NTS	NTS – Voting + Alternate (total 2 votes)
John Cooper*	(JC)	BUUK	iGT – Voting + Alternate for Victoria Parker (total 2 votes)
CDSP Change Management Representatives			
Dave Turpin	(DT)	Xoserve	Non-Voting
Emma Smith	(ESm)	Xoserve	Non-Voting
Matt Smith	(MS)	Xoserve	Non-Voting
Observers			
Bob Fletcher	(BF)	Joint Office	Non-Voting
David Stowe	(DS)	Xoserve	Non-Voting
Eve Bradley	(EB)	Xoserve	Non-Voting
Hilary Chapman	(HC)	SGN	Non-Voting
James Rigby	(JR)	Npower	Non-Voting
Michele Downes	(MD)	Xoserve	Non-Voting
Robert Wigginton*	(RW)	WWU	Non-Voting
Sally Hall*	(SH)	Xoserve	Non-Voting
Sandra Simpson	(SS)	Xoserve	Non-Voting

* Via teleconference

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

1. Introduction

RH welcomed all to the meeting.

1.1. Apologies for absence

Victoria Parker – John Cooper Alternate

Rob Cameron Higgs – Steve M Alternate

Sue Hilbourne – Chris Warner Alternate

Phil Lucas – Beverley Viney Alternate

1.2. Alternates

For information, the alternates appointed are as follows:

Representative	Vote Count	Alternate
Kirsty Dudley	1 vote	Alex Travell
Graham Wood	1 vote	Andrew Margan
Steve Mulinganie	1 vote	Alexander Mann
Lorna Lewin	1 vote	James Crosland or Oliver Xing (do not email)
Rob Cameron-Higgs	2 votes (3.3.2 (a) applies)	<i>TBC</i>
Sue Hillbourne	1 vote	Chris Warner
Joanna Ferguson	1 vote	Robert Wigginton
Beverley Viney	1 vote	Phil Lucas
Phil Lucas	1 vote	Beverley Viney
John Cooper	1 vote	Victoria Parker
Victoria Parker	1 vote	John Cooper

1.3. Approval of minutes

The Minutes for the meeting on 18 October 2017 were approved.

1.4. Terms of Reference

Not covered.

2. Business Continuity

DS talked through an onscreen review of the material circulated to the DSC Contract Management Committee prior to the meeting.

Next update will be February 2018.

3. Information Security Arrangements

3.1. GDPR update

SH advised that Xoserve are seeking approval from the Committee that a Workgroup can be created for General Data Protection Regulations (GDPR).

SM advised that the GDPR Workgroup should create their own Terms of Reference (TOR) and then the DSC Contract Management Committee should review and approve.

An invitation to the first GDPR Workgroup meeting will follow and will be issued by Xoserve. It was confirmed that the Workgroup will periodically feedback in to the DSC Contract Management Committee meeting.

BV asked for a glossary to be included in the initial report.

4. Contract Assurance Audit

EB confirmed that the next update will be given in February 2018 which will cover a report on the last 6 months.

When asked, EB confirmed that the reporting covers a calendar year as opposed to an Audit year.

5. Monthly Contract Management Report (KPIs)

5.1. KPI Reports and 3rd Party Invoicing

MS took the Committee through the KPI report provided for the meeting, highlighting where the requested changes that have been added.

For further detail, please see KPI Reports and 3rd Party Invoicing which can be found here: <https://www.gasgovernance.co.uk/DSC-Contract/151117>

RW asked if there is a reason for the Class 3 steady increase, DT advised that Class 3 does not drive any other cost base at this time. Class 3 Supply Points would need to be well over a 1 million (MPRNs?) for them to impact on any other cost base, Xoserve are not expecting this to move up beyond the 1 million (MPRNs?) level.

When asked, DT clarified that movement of a Supply Point in to Class 2 would impact UIG, not movement in to Class 3.

5.2. Summary position of aggregate UIG flows

DT went through an onscreen review of the UIG Resolution presentation provided for the meeting which covered:

Executive Summary

Latest UIG Volatility

CW commented on the output from the meeting held on Monday 13 December, explaining that a number of options were discussed, some of which were dismissed very quickly.

SS advised that there are now 3 options being considered, 1 which will change parameters and the other 2 are more far reaching.

SS commented that part of the options require fairly significant system changes and that there is a meeting next week (Wednesday 22 November) to discuss the options. Xoserve will provide feedback on the 3 options at the next DSC Contract Committee meeting in December.

5.3. Consideration of future KPIs and impacts on budget

Giving some background to this topic, SS advised the Committee that Xoserve has been getting ready for Nexus and then embedding Nexus in to the day to day activities, Xoserve are now looking for a KPI framework that will align with feedback from the industry. Currently, Xoserve measures 108 service lines.

SS is looking for feedback and suggestions from the Committee members that will help to formulate 3-4 KPIs per customer group for an Operational KPI Framework, adding that existing KPI reporting will remain.

Timescales

SS would like something in place for the start of April 2018 and would be looking for suggested KPI submissions by the end of January 2018.

When asked, SS explained that whilst Customer Groups remain subjective, they could be:

- DN
- Transmission
- iGTs
- Shippers – whole; non-domestic/domestic

The Committee supported the approach and the way forward.

6. Financial Information

6.1. Cost Allocation Model and methodology

No update scheduled for this month.

6.2. CDSP Budget

DT advised that the CDSP Budget is still on track and that Xoserve are expecting to complete a half yearly forecast which will be available for the next meeting (January 2018).

6.3. Annual Charging Statement

No update scheduled for this month.

7. Review of Outstanding Actions

0504: Open Distribution Lists: Xoserve (DT) is to consider the relevance and recorded membership of their distribution lists. Each company is to be identified and list of registered email addresses is to be identified by company and circulated to the relevant Contract Manager for confirmation that the email address is still relevant.

Update: This will be issued by 17 November 2017. **Carried forward**

0801: Xoserve to provide the output assurances that would provide detail of what they would be under BCM Options 1&2 and what would overlap with Option 3.

Update: Covered in agenda item 2 – information provided to the Committee. **Closed**

0802: Xoserve to provide the indicative costs of BCM Option 3 (using the scope of audits under Options 1&2) in November

Update: Covered in agenda item 2 – information provided to the Committee. **Closed**

0804: New data enquiry service and helpline service – Xoserve to provide a presentation on the actions taken for suspicious use and provide recommendations.

Update: DT confirmed that the material is written and should be circulated by 17 January 2017. This item is to be placed on the agenda for the next scheduled meeting which will be in January 2018. DT advised that Xoserve have not seen any behaviour changes since Nexus implementation. **Carried forward**

0903: Re: Action 0805 - Xoserve to provide a PAC Change Plan proposal based on an annual budget of £50k and a cap on any individual change and to take this back to the finance team and have it added to the Xoserve business plan. Xoserve to talk to PAC/PAFA to make a suggestion as to what the funding should be.

Update: Reference to agenda item 8.1 The proposed Service Line is embedded in the change. PAC needs Xoserve to carry out some extra reporting which is quite a lengthy process, therefore it was agreed that PAC would have its own reporting budget for those types of reporting services, that is why the DSC Change Management Committee referred this Change Proposal to the DSC Contract Management Committee to approve that it is built in to the budget. All DSC Contract Management Committee members agreed approval.

DT asked for feedback if it was right for DSC Change Committee to refer to DSC Contract Committee, all agreed it was right to make the referral. **Closed and approved**

1001: KPI Reports and 3rd Party Invoicing MSm will look to provide Supply Point Information date up to month-end from now

Update: Completed. **Closed**

1002: KPI Reports and 3rd Party Invoicing MSm to provide clarity on what Meter Assets charge is made up from

Update: Completed – MSm confirmed this is for DN Assets rental. **Closed**

1003: KPI Reports and 3rd Party Invoicing MSm split out Invoicing Information to provide more detail against the amendment invoice

Update: MSm advised that providing this information would be difficult to do, this invoice includes a standard reconciliation, filter failures, requests for adjustment and back billing. If Users require more detail please request it **Closed**

1004: KPI Reports and 3rd Party Invoicing MSm to look to provide reflection of Entry and Exit Energy balancing in Invoicing Information

Update: To be provided at the next meeting. **Carried forward**

1005: KPI Reports and 3rd Party Invoicing MSm to provide 3rd Party services cap line to track

Update: This is provided on Tab 4 of the KPI report. **Closed**

1006: GDPR Xoserve DT to setup a Draft TOR and Working Group rather than a committee

Update: Covered in agenda item 3.1 **Closed**

8. Key messages and Items referred from other fora

8.1. DSC Change Management Committee

DT updated the Committee on the previous week's DSC Change Management Committee meeting, explaining that the Committee went through Release 2 Scope inclusion and exclusions advising there is a follow up meeting on 27 November to approve items being removed from Release 2 Scope.

AQs of 1 were discussed and some are being removed following feedback from specific parties. Xoserve will now perform a data-fix and also request further details as to why these do not fit in to the category of AQ of 1 and look at the logic being applied as to why Xoserve think they should be in the category of AQ of 1.

8.2 PAC/PAFA

BF briefly joined the meeting to provide an update from the PAC meeting held on 14 November 2017 advising that this meeting was a follow-on from the meeting held on 01 November 2017 and was specifically looking at actions relating to UIG reporting.

The aim of the meeting was to review all actions and decide on next steps/considerations in terms of reporting.

The next usual PAC meeting on 29 November 2017, which will be held at the Arden Hotel, Solihull, and will focus on the Daily Metered (DM) read issues. Ofgem are writing to people to encourage attendance, also Ofgem are inviting a DM reads provider to go through some scenarios and hopefully learn from shared experience.

8.3 Update: change of specific services invoice date (Christmas)

ES talked through the slide provided for the meeting, informing the Committee that it is proposed that the invoice, that covers all additional services, issue date is brought forward by 2 days to 20 December.

No objections from the DSC Contract Management Committee members.

8.4 Deletion of project documentation

ES advised that an internal request has been received to delete old project data that is over 3 years old which relates to historical projects. The Committee are being asked for permission for this to go ahead.

It was suggested this project data is archived rather than deleted. This was fully supported by all Committee members to archive any project data rather than deleting any project data.

8.5 Wider use of the M Number Data Service

DT advised the Committee of discussions held recently with SM asking if the M Number Data Service could be made available for things other than supply point switching.

DT questioned where the decision sits as to who has access to the data.

Asking the Committee how this should be taken forward, DT advised that that Xoserve are keen not to expose anyone to risk.

Committee members agreed that Xoserve should seek permission from whoever each set of data belongs to before any sharing of the M Number Data Service.

This will now be followed up offline.

9 Any Other Business

9.1 DSC Credit Committee Member Changes

Sallyann Blackett (E.ON) is replacing Laura Dawson. Committee members were asked to approve this appointment. All DSC Contract Management Committee members unanimously approved.

9.2 Business Plan 2018 (BP18)

DT advised the next Xoserve-led meeting will be held on 04 December 2017, the venue for this is to be confirmed.

The last meeting on 31 October 2017 was successful, the details are now being taken through the Xoserve Board.

DT did comment that there was limited attendance at the last meeting, very few shippers were in attendance, when DT asked if there were any reasons for this, it was commented that lack of visibility/awareness could be part of the reason. It was concluded that the Joint Office will add the BP18 meetings to their calendar to improve the visibility of these meetings.

Post meeting update: The BP18 meeting for 04 December 2017 is now showing on the Joint Office Events Calendar.

9.3 Information Security Breach

JC requested to highlight a recent Information Security Breach to ensure Committee members were aware. JC talked through the information he provided for the meeting.

The main concern that JC wanted to get across is that this was not picked up by Xoserve at the time and not logged as a P1 incident/uncontrolled security incident, which would have required fixing within 4 hours.

This has raised questions and concerns with the internal flagging process within Xoserve.

When asked, it was explained that there are 2 overlapping processes that were processed at the same time, resulting in an MPRN being sent to the wrong iGT.

DT clarified that having overlapping processes should not cause MPRNs to be sent to the wrong iGT and that this needs a better understanding to identify why this happened. A full root cause analysis is underway and not yet complete.

KD asked how long will the root cause analysis be and if there a shipper impact on this? DT clarified that more detail is required before these questions can be answered.

DT confirmed that this would have been declared by Xoserve, had it not have been bought up as an AOB item at the meeting.

RW asked for the definitions of P1, P2 etc., DT will circulate and place on the agenda for the next meeting.

New Action 1101: Information Security Breach: DT/ES to circulate definitions of P1, P2 etc

10 Diary Planning

Further details of planned meetings are available at: www.gasgovernance.co.uk/Diary

The Committee agreed that the next planned meeting on 21 December should be cancelled, therefore, the Committee will next meet in January 2018.

A few members commented they might not be available at the next scheduled meeting. Discussion led to the 20 December meeting being rescheduled or cancelled. Committee members agreed that the December meeting should be cancelled, Xoserve will still provide all material for a standard agenda to be read by Committee members. If anything urgent occurs, a short notice teleconference will be arranged.

Time / Date	Venue	Programme
11:00, Wednesday 20 December	Lansdowne Gate, 65 New Road, Solihull B91 3DL	CANCELLED (Standard Agenda) Meeting information will still be provided and published as normal.
11:00, Wednesday 18 January 2018	Lansdowne Gate, 65 New Road, Solihull B91 3DL	Standard Agenda including Future KPI update

Action Table (as at 18 October 2017)					
Action Ref	Meeting Date	Minute Ref	Action	Owner	Status Update
0504	17/05/17	From Action 0403	<i>Open Distribution Lists:</i> To circulate email address lists to the group to confirm the list is up to date. Contract managers to review distribution lists that Xoserve hold to make sure they hold the correct users. Xoserve to write out to each organisation for confirmation that they are satisfied with the usage of open distribution lists.	DT All Xoserve	Carried Forward
0801	16/08/17	2.0	Xoserve to provide the output assurances that would be provided under BCM Options 1&2 and what would overlap with Option 3.	Xoserve (EBr)	Closed
0802	16/08/17	2.0	Xoserve to provide the indicative costs of BCM Option 3 (using the scope of audits under Options 1&2) in November	Xoserve (EBr)	Closed
0804	16/08/17	7.0	<i>New data enquiry service and helpline service</i> – Xoserve to provide a presentation on the actions taken for suspicious use and provide recommendations.	Xoserve (DT)	Carried Forward

0903	20/09/17	7.0	<i>Review of Outstanding Actions:</i> Re: Action 0805 - Xoserve to provide a PAC Change Plan proposal based on an annual budget of £50k and a cap on any individual change and to take this back to the finance team and have it added to the Xoserve business plan. Xoserve to take to PAC/PAFA to make a suggestion as to what the funding should be.	Xoserve (DT/ES)	Closed
1001	18/10/17	5.0	KPI Reports and 3rd Party Invoicing MSm will look to provide Supply Point Information date up to month-end from now	Xoserve (MSm)	Closed
1002	18/10/17	5.0	KPI Reports and 3rd Party Invoicing MSm to provide clarity on what Meter Assets charge is made up from	Xoserve (MSm)	Closed
1003	18/10/17	5.0	KPI Reports and 3rd Party Invoicing MSm split out Invoicing Information to provide more detail against the amendment invoice	Xoserve (MSm)	Closed
1004	18/10/17	5.0	KPI Reports and 3rd Party Invoicing MSm to look to provide reflection of Entry and Exit Energy balancing in Invoicing Information	Xoserve (MSm)	Carried Forward
1005	18/10/17	5.0	KPI Reports and 3rd Party Invoicing MSm to provide 3 rd Party services cap line to track	Xoserve (MSm)	Closed
1006	18/10/17	9.3	KPI Reports and 3rd Party Invoicing Xoserve DT to setup a Draft TOR and Working Group rather than a committee	Xoserve (MSm)	Closed
1101	15/11/17		Information Security Breach: DT/ES to circulate definitions of P1, P2 etc	Xoserve DT/ESm	Pending