Amendment Invoice Task Force Progress Report

Thursday 6th December 2018

Agenda

- Background
- Dashboard
- Stream updates
- Defect resolution Plan
- Exclusion Resolution Plan
- Options Update Defect 914
- Remedial Steps for Defect 838
- Incorrect Unidentified Gas (UIG) reconciliation Update

Background

- **Amendment Invoice Issues – What's the issue?**
    - A number of functional defects and integration issues are causing presentation issues and charge calculation issues within the AMS invoice, resulting in presentation issues where data is missing or incorrect within the supporting data and incorrect charge calculations which are excluded from the invoice until a fix is deployed.
    - Delays in issuing the amendment invoice supporting information files and additional correction files required to enable customers to validate the charges issued
- **What is Xoserve doing about the issues?**
    - A taskforce consisting of business process and technical experts are working together to fix the issues
    - Resources have been increased for both the technical team and the business. The team will focus on defect resolution, resolving exclusions and releasing reconciliation charges
    - Defect and exclusion resolution plans have been produced and will be tracked, these will be published
    - Since October an update on progress will be provided to Contract Management Committee (CoMC) and Change Management Committee (ChMC) monthly

Task Force Focus Areas (Workstreams)

- There are 4 Primary Focus areas (Streams of work)
    - Business as Usual (BAU)
        - Maintaining the quality of the invoice, and improving the workaround process for issuing supporting AML and ASP files.
    - Technical Design Review and Root Cause Analysis (RCA)
        - Detailed technical review to identify any process improvements, and understand the root cause
        of functional defect
    - Defect Resolution
        - Managing the resolution of defects associated with the Amendment invoice and supporting files, including data correction and release of reconciliation charges (exclusions).
    - Customer Engagement and support
        - Provide regular updates to Customers
        - Engage with Customers to understand the impact that the issue is having on each organisation and work together to find ways to provide additional support.
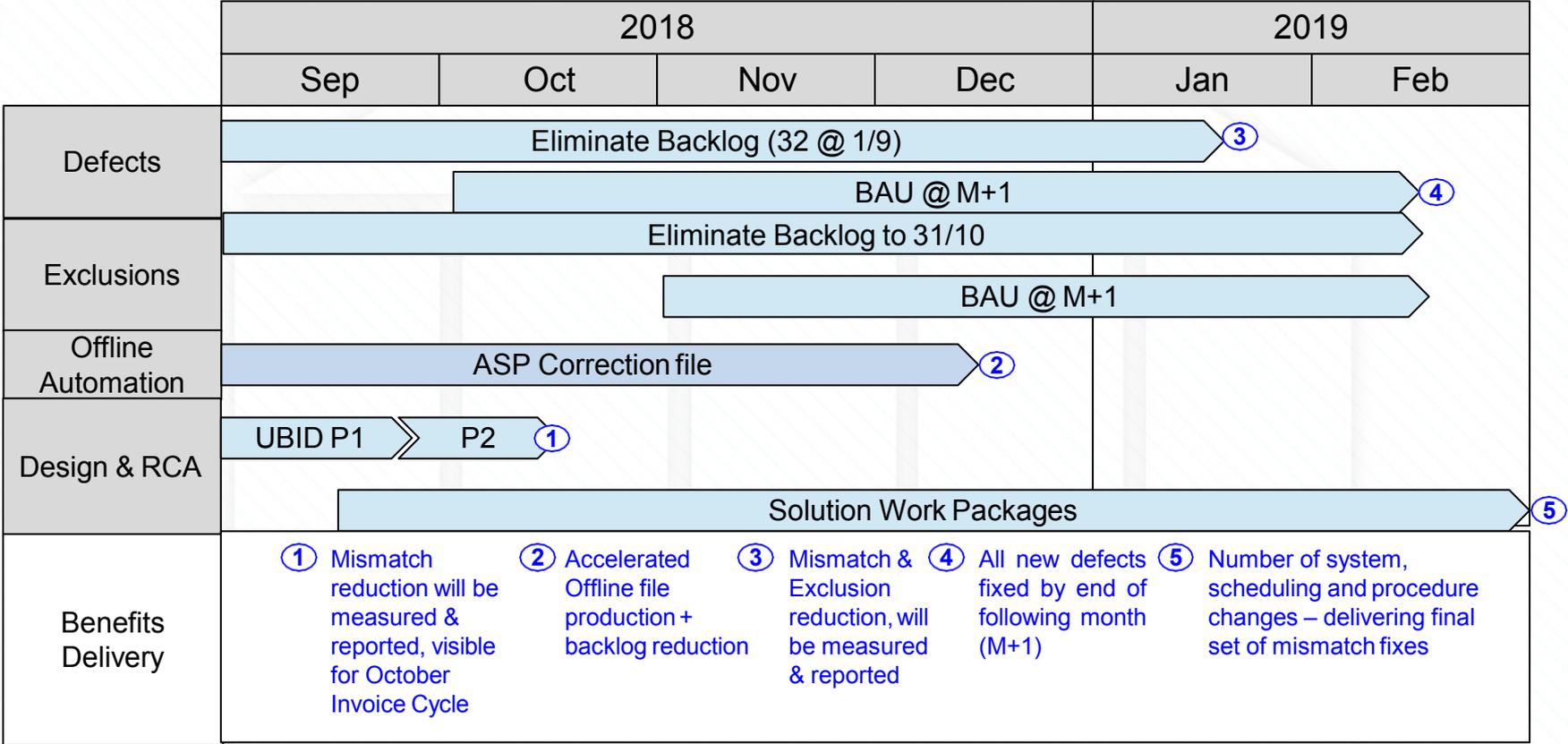
Amendment Task Force: dashboard

Overall RAG status:* **R**

Executive Summary	RAG	
• The Amendment Invoice Task Force status will remain at Red. Initially it was thought that July, August & September allocations were incorrect, It has now been confirmed that the UIG reconciliation charges issued on the Amendment Invoice are incorrect going back to October 2017 to the present day. • The scope of the taskforce includes 32 defects as at 1st September 2018 and all exclusions associated with the defects. The aim was to resolve the defects by end of November and release reconciliation charges in the November invoice issued in December, however we now have 5 Defects that will be deployed in January 2019 and the reconciliation charges for these defects will be released on the February invoice. • Any defects identified after 1st September will continue to be prioritised and resolved as BAU.	RCA	A
	Defects & Exclusion	A
	BAU	A

Progress since last month - key milestones	Workstream	Date	Status
AML Scheduling Plan Approval	RCA	20/11/18	Completed
PoC for single AML File Approval to Proceed	RCA	20/11/18	Completed
Release Charges for Excluded MPRNs 35,626K (for defects deployed)	Defect & Exclusions	30/11/18	Completed
Deploy fixes for 12 defects	Defects & Exclusions	30/11/18	Completed
Exclusion Analysis (Procedure Update)	RCA	~~28/09/18~~ 10/11/18	Completed

Priorities for next month – key milestones	Workstream	Date	Status
Deploy fix for 1 defect	Defects & Exclusions	31/12/18	In progress
Exception Analysis (Procedure Update)	RCA	~~05/10/19~~ ~~10/11/18~~ 07/12/18	In progress
Automation of Offline ASP Mismatch files	RCA	~~12/10/18~~ ~~23/11/18~~ 14/12/18	In progress
PoC for single ASP File Approval to Proceed	RCA	31/01/19	In Progress
Release Charges for Excluded MPRNs 12,186K (for defects deployed)	Defect & Exclusions	31/12/18	In progress

Amendment Invoice – Resolution Plan

	2018				2019	
	Sep	Oct	Nov	Dec	Jan	Feb
Defects	Eliminate Backlog (32 @ 1/9) ③					
		BAU @ M+1 ④				
Exclusions	Eliminate Backlog to 31/10					
			BAU @ M+1			
Offline Automation	ASP Correction file ②					
Design & RCA	UBID P1 / P2 ①					
		Solution Work Packages ⑤				
Benefits Delivery	① Mismatch reduction will be measured & reported, visible for October Invoice Cycle	② Accelerated Offline file production + backlog reduction	③ Mismatch & Exclusion reduction, will be measured & reported	④ All new defects fixed by end of following month (M+1)	⑤ Number of system, scheduling and procedure changes – delivering final set of mismatch fixes	

Task Force Workstream Updates

BAU Stream Update

Area	Action	Progress
ASP Mismatch Files	• Reduce the delay issuing mismatch files • Remove manual error within the files	• The backlog continues to reduce slowly. • From October (September billing period), the aim was for the ASP correction files to be issued prior to invoice payment due date, this has not been achievable to date, however Xoserve continue to work on the automated solution. The volume of backlog is reducing each month due to UBID and efficiencies within the billing team. • The number of shippers with an ASP file mismatch for October billing period is down to 16 (for September it was 22, August it was 30).
AML correction File (Data Extraction)	• Change in the extraction script from SQL to ABAP	• This will make the extraction for the AML correction data more efficient and will enable Xoserve to issue the files on time, fully complete and accurate.(previous incomplete files had missing data)

RCA Stream Actions

Activity	Target Completion Date	Benefits	Target Status
Package 3B: Additional Analysis: DM Rec Interface	08/02/2019	• Additional analysis required before benefits are understood. Areas were identified during RCA work as potential reasons for mismatches	On target
Package 3C: Additional Analysis: AML Extraction Process	11/01/2019		On target
Package 4A: Exception Analysis: Procedure Update	~~05/10/2018~~ ~~30/11/2018~~ 07/12/2018	• Process improvements to ensure speedier closure of exceptions to release charges on the invoice and reduce mismatches	On target
Package 4B: Exclusion Analysis: Procedure Update	~~28/09/2018~~ 16/11/2018		Complete
Package 5A: Service Improvement CRs: Automation and Reporting	28/12/2018	• Automated reporting internally to enable validation & invoice analysis prior to issue	On Target
Package 5B: Service Improvement CRs: Automation and Reporting	18/01/2019		On target
Package 6: Code Review	22/02/2019	• Identify any further improvements areas to reduce mismatches	On target
Package 7: AML Scheduling Plan (Phase 1) *Previous date given was for production of the plans to deliver the activity (Phase 2) is the actual plan to deliver AML files	05/10/18 31/12/18*	• Delivery of file before payment due date	Complete On target
Package 8: Single AML/ASP merge file *Previous date given was for POC and delivery of the supporting plans to deliver activity (Phase 1) Delivery Of PoC (Proof of Concept) for AML merge files PoC (Proof of Concept) for ASP merge file	05/10/18 30/11/18 22/02/18	• Merge of files	Complete Complete In Progress
SAP Automation of Offline ASP Mismatch files	~~12/10/2018~~ ~~23/11/2018~~ 14/12/2018	• Earlier delivery of files	On target

Defect and Exclusions Resolution Plan

- Defect Resolution Plan as at 29th November 2018

http://www.xoserve.com/media/1802/customer-defects-1.pdf

- Exclusion Resolution Plan as at 29th November 2018

http://www.xoserve.com/media/1460/customer-exclusions.pdf

- These documents will be updated, tracked and published weekly on Xoserve.com

Defect 914 - Cyclic read & RGMA activity on the same day

- The two options below were communicated out to customers with a response deadline date of 24th November 2018.

  - (Option 1) Calculate reversal of incorrect charges off line and submit as an 'RTB' on the Ancillary invoice, which will then not be included on the Amendment Invoice. The correct charges will be calculated in UK Link and issued via the core Amendment invoice

  - (Option 2) Calculate an adjustment against the MPRN and issue as part of the Amendment invoice but will cause further mismatches in the supporting information file

  - The majority of customers have opted for the first option.

  - We are currently discussing the delivery of files with our operations team and will communicate the outcome at the January WebEx.

UBID Implementation Update

- Phase 1 was implemented in August and phase 2 implemented early October.

- Following the implementation of both phases the greatest benefit is early visibility of mismatches, providing the opportunity for the operational team in Xoserve to exclude and rectify issues before they feed into the ASP/AML files.

- This month has seen the affected customers reduce to 16, and a financial value of 110,000 for November. This is significantly lower than the 2.5 million debit for the month of August.

- Xoserve will continue to monitor the situation and keep customers informed of progress.

Defect 838 RGMA activity on the same day as the transfer read

- During discussion at the November DSG meeting attendees agreed not to carry out any code changes due to the system changes required.

- DSG were updated Monday 3rd December on the identified way forward below:

- Internal Change Request to be raised to produce a report identifying the affected sites

- Report to be provided to impacted Shippers with details of MPRNs effected

- Shippers to investigate and take steps to resolve (if they feel it is necessary)

- Change Pack to be produced highlighting the issue, the new report specs and guidance on options available to fix (via UKL Manual box account)

UIG Weighted Factors Issue - Update

- Ongoing analysis into this issue has led us to conclude that this error is restricted to End User Categories (EUC) Bands 02B for classes 2 & 3 and EUC 07B for class 4 but with smaller opposite impacts to all other EUC bands.

- Financially, our high-level impact analysis into this issue suggests that the total mis-apportionment of UIG energy between billing months October 2017 to September 2018 equates to less than £50,000 across the whole market.
An extraordinary DSC Change Management Committee was scheduled for Thursday 29th November 2018. The pack discussed at the meeting can be found on the Joint Office website by following the attached link:

   http://www.gasgovernance.co.uk/DSC-Change/291118

Customer Engagement

- Monthly progress updates provided to Contract Management Committee (CoMC) and Change Management Committee (ChMC)

- Updated plans published on Xoserve.com

- DSG will be used to discuss and agree any solution options

- Customer Liaison Manager will continue to be the first port of call for customers

- Is there anything else you would like Xoserve to provide an update on?