



**Amendment Invoice
Taskforce Update**

30th August 2019

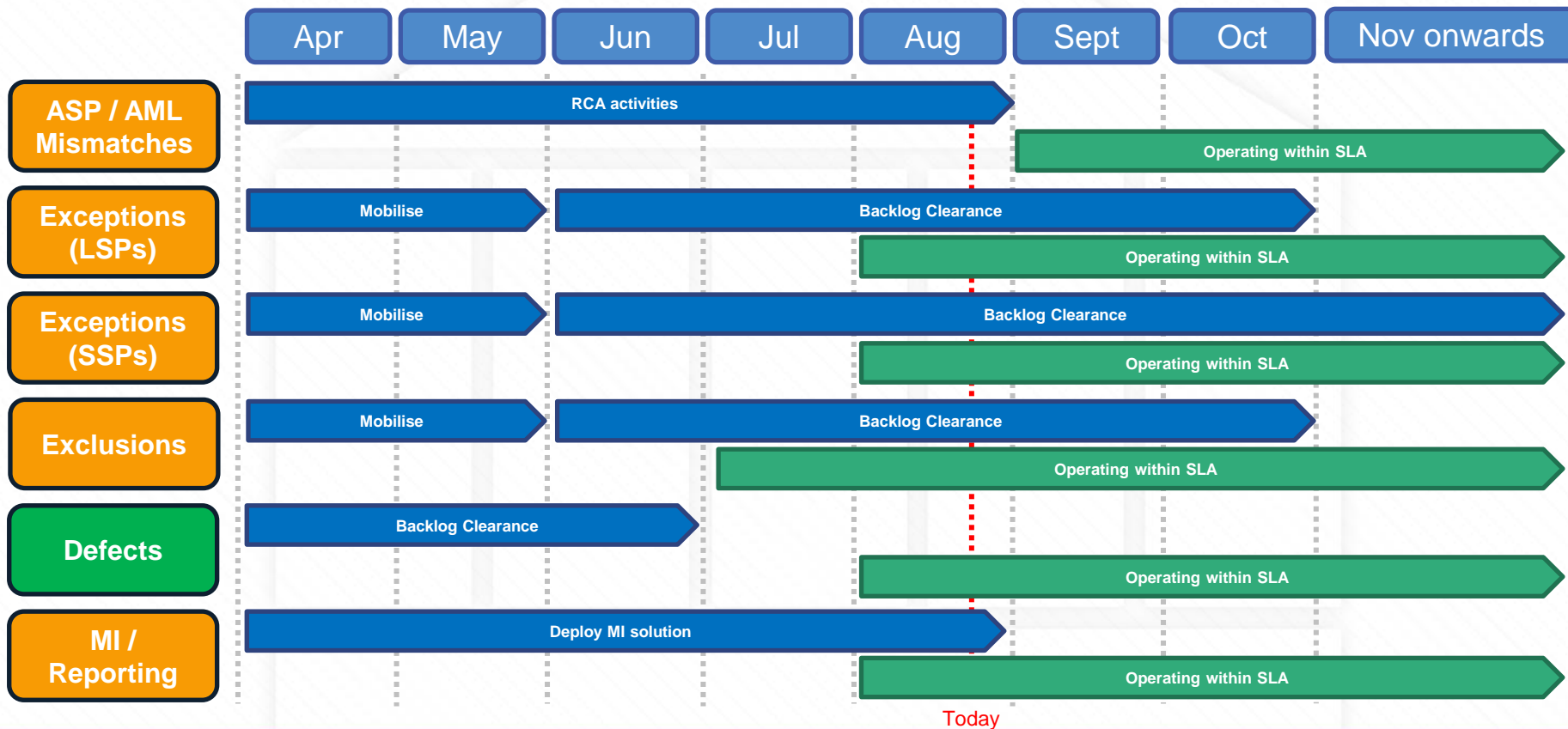
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Progress since Last Update

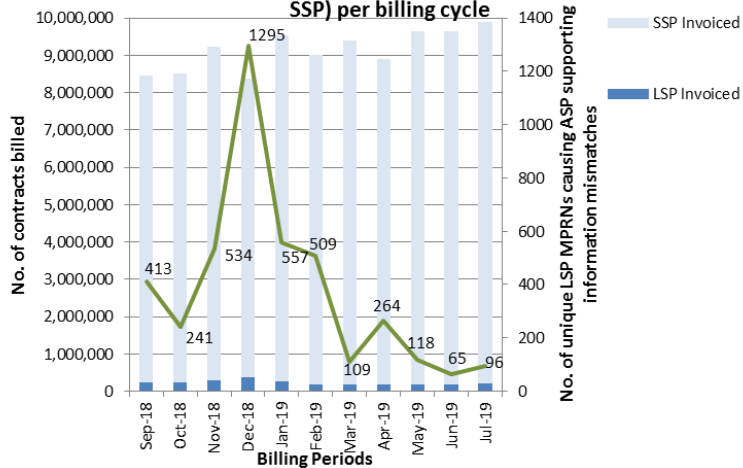
- Regular update meetings are still progressing with our 3rd party supplier to monitor all SLA's agreed in the variation contract and to mitigate any risks.
- We continue to monitor the invoice cycle to ensure stability and this month we saw an increase in the MPRN mismatch to **96** with a total of 13 shippers affected, 4 of those shippers having only one MPR affected. We are currently working through the RCA to understand this months increase.
- We are currently working on the ASP file for this month and will issue the majority of the correction files before the payment due date. There is still a lot of work to be done to improve and we are aware of the affect late files are having on our customers.
- A communication was sent out this week to inform customers of an issue found relating to the EUC codes on this months ASP file. The matrix to help with the mapping of the codes will be sent out to customers this afternoon and shared on the amendment invoice website.
- Defects are deployed every week, the defect resolution plan is shared and updated on Xoserve.com.

Summary Resolution Plan

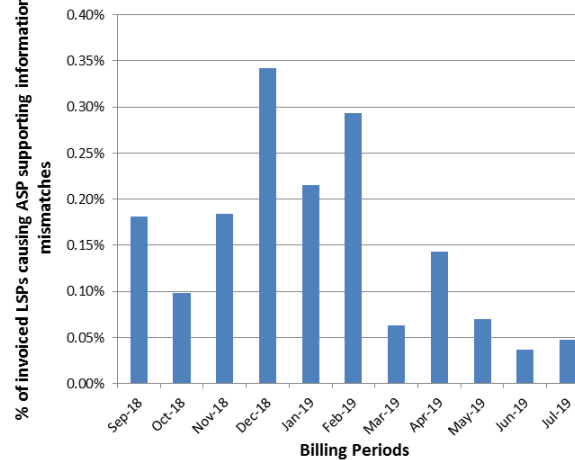


Supporting Information Mismatches (ASP)

Trend of unique LSP MPRNs causing ASP supporting information mismatches overlaid upon the number of billed contracts (LSP & SSP) per billing cycle



% of invoiced LSPs causing ASP mismatches



SLA

- Mismatches are corrected 'in cycle' and associated defects are cleared in time for the second following cycle from detection.
- Correction of mismatches should be invisible to shippers. During transition to this any correction files issued are delivered within **3 business** days of payment due date issue and meet communicated quality and format requirements on first delivery.
- There should be no unresolved causes to mismatches of more than **2 invoice cycles** in age.

Target Date to operate within SLA

September 2019

Current SLA RAG Status (ASP only)

Amber

RAG Justification

- We are currently working on the ASP mismatch correction files for this month

Supporting Information Mismatches

Billing Month	Billed Contracts	LSP Invoiced	ASP Mismatches		AML Mismatches		
			Unique LSP MPRNs causing ASP mismatch	% of invoiced LSPs causing ASP mismatches	SSP Invoiced	Unique LSP MPRNs causing ASP mismatch	% of invoiced LSPs causing ASP mismatches
Sep-18	8,444,158	227,514	413	0.18%	8,216,644		
Oct-18	8,523,582	244,986	241	0.10%	8,278,596		
Nov-18	9,243,302	290,019	534	0.18%	8,953,283		
Dec-18	8,375,975	378,856	1295	0.34%	7,997,119		
Jan-19	9,541,221	258,859	557	0.22%	9,282,362		
Feb-19	9,015,766	173,688	509	0.29%	8,842,078		
Mar-19	9,399,210	174,114	109	0.06%	9,225,096	12,946	0.14%
Apr-19	8,896,444	184,562	264	0.14%	8,711,882	5,594	0.06%
May-19	9,648,261	168,267	118	0.07%	9,479,994	7,493	0.08%
Jun-19	9,653,613	178,064	65	0.04%	9,475,549	1,882,702	20% *
Jul-19	9,902,587	202,704	96	0.05%	9,699,883	250	0.26%

* We had an issue where we saw a huge deviation from normal mismatch trend for SSP (AML) sites. In summary, this means that AML online file will be much lighter than normal and will push more load into the AML correction file. Customers will receive a greater number of AML correction files this month depending on number of mismatches in their portfolio.

Mismatches have increased slightly this month. Route Cause Analysis is currently underway to understand the increase.
Failure to issue all correction files to all customers ahead of Payment Due Date minus 3 business days is causing SLA failure.

Provision of a single ASP file, followed by a single AML file remains a delivery target for January 2020.

SLA

- Mismatches are corrected 'in cycle' and associated defects are cleared in time for the second following cycle from detection.
- Correction of mismatches should be invisible to shippers. During transition to this any correction files issued are delivered within **3 business days** of payment due date issue and meet communicated quality and format requirements on first delivery.
- There should be no unresolved causes to mismatches of more than **2 invoice cycles** in age.

Target Date to operate within SLA

August 2019

Current SLA RAG Status (ASP only)

Amber

RAG Justification

- 96 MPRNs out of the 202, 704 LSPs that were billed in July incurred an ASP mismatch,
- Amber until provision of correction files falls in-line with SLA.

Exceptions

What is an exception?

- Business or Technical processing errors generated within our system, that cause reconciliations at individual sites, to be held back off the Amendment Invoice until resolved.



166,903 distinct MPRNs currently have unresolved exceptions within our systems
(269,920 in May'19)



Customer MI outlining all reconciliations and their status (*invoiced, in exception, in exclusion*) in development. Currently at risk of being available for next billing cycle.

SLA

- Known exceptions are corrected 'in cycle'; new exceptions within the gift of Xoserve and its partners to correct are cleared in time for the second cycle from detection, as is any defect that caused the exception.
- Exception backlogs should be no more than **2 invoice cycles** old.

Target Date to operate within SLA

August 2019

Current SLA RAG Status

Amber

RAG Justification

- Exception backlog clearance continues to trend downwards.
- Despite reductions in backlog exceptions, the number of LSP and SSP reconciliations held off the AMS as a result of an exception remains high. Provision of the exception/exclusion MI from 28th Aug'19 will highlight all such exceptions.
- Amber status because of risks to being able to clear known exceptions within cycle starting from this months July billing cycle (as per SLA).

Exclusions

What is an exclusion?

- Until permanent system fixes are deployed to address charge calculation errors, monthly profiling of new reconciliations received that relate to the scenario of the open defect is performed, with “bill blocks” applied to that MPRN to safeguard the accuracy of the amendment charge calculations by exclusion from the AMS.



5,043 distinct MPRNs currently have bill blocks placed upon them
(20,466 in May'19)



Customer MI outlining all reconciliations and their status (*invoiced, in exception, in exclusion*) in development. Currently at risk of being available for next billing cycle.

SLA

- Known exclusions are executed 'in cycle'; new exclusions within the gift of Xoserve and its partners to correct are cleared in time for the second cycle from detection, as is the defect that caused the exclusion.
- Exclusion backlogs should be no more than **2 invoice cycles** old.
- Correction of billed exclusions should be performed no later than **2 invoice cycles** after detection.

Target Date to operate within SLA

July 2019

Current SLA RAG Status

Amber

RAG Justification

- c.15,000 distinct sites released from bill blocks over the last three months.
- Cataloguing of the majority of exclusion scenarios complete and signed-off by Xoserve business teams.
- RAG status to remain at Amber until the provision of all exception and exclusion MI to enable tracking of exclusion resolutions in-line with target SLA.

Defects



11
Defects currently open
and awaiting fix
deployment

Defect ID	Defect Status	Defect Summary	Date Detected	Target Fix Date	SLA Resolution Date
1331	Clarification Required	DM prime REC charges are not getting calculated & presented within ASP supp	27/03/2019	TBC	TBC
1333	DRS completed	DM REC financial mismatches in Amendment supporting file	27/03/2019	27/09/2019	31/08/2019
1395	Assigned	Meter Reading is inactive in the production system	07/06/2019	02/08/2019	31/08/2019
1405	Fix deployed – Pending Data	AML/ASP issue - SFN on D date and UMR read on (D-1)	18/06/2019	16/08/2019	06/09/2019
1412	Fix deployed – Pending Data	Class 3 Rec has populated incorrect volumes and energy	04/07/2019	23/08/2019	06/09/2019
1414	Phased Assurance	SAP - Read profile is incorrectly populated when there is a class change from 1	12/07/2019	20/09/2019	04/10/2019
1415	UAT Failed	SAP - Actual Reads uploaded through the manual Read entry screen has resulte	15/07/2019	20/09/2019	04/10/2019
1428	Ready for Internal Testing	MR15 exception not generating for negavite variance volume	24/07/2019	27/09/2019	04/10/2019
1429	Ready for Internal Testing	RGMA activity has performed both class 3 normal rec and Check to Check recd	24/07/2019	27/09/2019	04/10/2019
1431	Clarification Required	SAP - ASP Mismatch on Pre go-live variance	30/07/2019	04/10/2019	04/10/2019
1436	Ready for Internal Testing	SAP-AML Incorrect Formula Period Year SMP AQ	05/08/2019	04/10/2019	04/10/2019

SLA

- Defects, including associated data fixes, within the gift of Xoserve and its partners to resolve should be cleared within **2 invoice cycles** of being raised.

Target Date to operate within SLA

August 2019

Current SLA RAG Status

Green

RAG Justification

- Defect backlog halved since 1st June
- 11 AML/ASP defects currently open of which 7 were raised in July.

MI / Reporting



Monthly Customer Reconciliation Count MI remains in development and test. At risk of being available for use in August (July billing cycle).



Open/Unresolved Exception MI new requirements needed which will cause a slight delay



Open/Unresolved Exclusion MI new requirements needed which will cause a slight delay



ASP and AML monthly mismatch summary counts tested and signed-off in readiness for July billing cycle



Open/Unresolved Defects MI operational

SLA

- All MPRN recs received are accounted for and valued; allocation across invoices, exceptions, exclusions and mismatches is shared at shipper level with individual shippers at the end of each invoice cycle
- Exceptions, Exclusions and mismatches are communicated within **2 business days** following invoice receipt.

Target Date to operate within SLA

August 2019

Current SLA RAG Status

Amber

RAG Justification

- Testing of exception and exclusion reports complete, awaiting transport of reports to production.

Detailed RAG - Customer Perspective

<u>Customer Pain Points</u>	<u>Expected Resolution Date</u>	<u>RAG Status</u>	<u>Reason for RAG</u>
Mismatches	December billing period (January 2020)	Amber	Although mismatches have reduced significantly, there is still work to be done to achieve this target. We are currently not yet in a position to deliver mismatch files -3 days before PDD which is why we are showing the status as Amber. Plan to have no mismatch files for the December invoice.
Exceptions	LSP - 28 th September 2019 SSP – 28 th February 2020	Amber	Large Supply Point exceptions on track for backlog to be resolved on time. Backlog of Small Supply Point exceptions are being worked on at present but the focus is with clearing the LSP's. Status of Amber due to SSP exceptions.
Exclusions	'Known' - completed 'Unknown' 27 th September 2019	Amber	The backlog of exclusions with an identified resolution plan (known) has been completed. We are now working on the complex exclusions (unknown) which will take longer to complete.
Defects	August 2019	Green	Defects between 1 st March 2019 to end of May 2019 are classed as transitional defects. Any defect after June 1 st are being resolved as BAU (resolved within 2 invoice cycles). 11 amendment defects open currently, on track to meet SLAs.
MI Reporting	August 2019	Amber	Deployment and validations of the first reports from production is due the end of August, at risk as not all reports are developed. The reports will not be available for August 2019.

Summary Resolution One Pager

<u>Mismatches</u>	<u>Exceptions</u>	<u>Exclusions</u>	<u>Defects</u>	<u>MI / Reporting</u>
<ul style="list-style-type: none"> Mismatches are corrected 'in cycle' and associated defects are cleared in time for the second following cycle from detection. Correction of mismatches should be invisible to shippers. During transition to this any correction files issued are delivered within 3 business days of payment due date issue and meet communicated quality and format requirements on first delivery. There should be no unresolved causes to mismatches of more than 2 invoice cycles in age. 	<ul style="list-style-type: none"> Known exceptions are corrected 'in cycle'; new exceptions within the gift of Xoserve and its partners to correct are cleared in time for the second cycle from detection, as is any defect that caused the exception. Exception backlogs should be no more than 2 invoice cycles old. 	<ul style="list-style-type: none"> Known exclusions are executed 'in cycle'; new exclusions within the gift of Xoserve and its partners to correct are cleared in time for the second cycle from detection, as is the defect that caused the exclusion. Exclusion backlogs should be no more than 2 invoice cycles old. Correction of billed exclusions should be performed no later than 2 invoice cycles after detection. 	<ul style="list-style-type: none"> Defects, including associated data fixes, within the gift of Xoserve and its partners to resolve should be cleared within 2 invoice cycles of being raised. 	<ul style="list-style-type: none"> All MPRN recs received are accounted for and valued; allocation across invoices, exceptions, exclusions and mismatches is shared at shipper level with individual shippers at the end of each invoice cycle Exceptions, Exclusions and mismatches are communicated within 2 business days following invoice receipt.
Target Date to operate within SLA				
September 2019	August 2019	July 2019	August 2019	August 2019
Current SLA RAG Status				
Amber	Amber	Amber	Green	Amber
RAG Justification				
<ul style="list-style-type: none"> 96 MPRNs out of the 1202,704 LSPs that were billed incurred an ASP mismatch, Amber until provision of correction files falls in-line with SLA. 	<ul style="list-style-type: none"> Exception backlog clearance continues to trend downwards. Despite reductions in backlog exceptions, the number of LSP and SSP reconciliations held off the AMS as a result of an exception remains high. Provision of the exception/exclusion MI from 28th Aug '19 will highlight all such exceptions. Amber status because of risks to being able to clear known exceptions within cycle starting from this months July billing cycle (as per SLA). 	<ul style="list-style-type: none"> c.15,000 distinct sites released from bill blocks over the last three months. Cataloguing of the majority of exclusion scenarios complete and signed-off by Xoserve business teams. RAG status to remain at Amber until the provision of all exception and exclusion MI to enable tracking of exclusion resolutions in-line with target SLA. 	<ul style="list-style-type: none"> Defect backlog halved since 1st June with 16 fixes successfully deployed. 11 AML/ASP defects currently open of which 7 were raised in July. All current known defects, identified pre and post revised commercial agreement, on track to be resolved in-line with SLA. 	<ul style="list-style-type: none"> Testing of exception and exclusion reports complete, awaiting transport of reports to production.

In summary...

- We are disappointed with the increase of MPRNs with a mismatch this month but would like to assure you that we are doing all we can to monitor the situation and strive to improve month on month.
- A copy of the slide will be shared on the Xoserve website file for your information along with the mapping Matrix relating to the EUC codes.
- Please feel free to contact Deborah.Coyle@Xoserve.com should you have any questions or queries you would like to discuss.