



## DSC Delivery Sub Group

Monday 20<sup>th</sup> November at 10:30am

Microsoft Teams Meeting

### Meeting Minutes

<u>Industry Attendees</u>		
NAME	ORGANISATION	INITIALS
Kirsty Dudley	EON	KD
Tom Stuart	WWU	TS
Paul Main	British Gas	PM
Jo Hargreaves	Centrica	JH
Tim Wright	MBGP	TW
Paul Senior	Utilita	PS
Kundai Matringe	BUUK	KM
Sam Scholes	Drax	SS
Graeme Cunningham	Centrica	GC
Edward Allard	Cadent	EA
Garry Cotter	UNK	GCO
Paul Everett	Corona Energy	PE
Daniel Kearney	Utilita	DK
Eleanor Tucker	Ecotricity	ET
Joanne Rush	SSE	JR
Dominic Kenna	Corona Energy	DK
Bimalkumar Mondal	UNK	BM
Sarah Brown	BUUK	SB

<u>Xoserve/Correlate Attendees</u>	
Paul Orsler (Chair)	PO
James Barlow	JB
Vikki Orsler	VO
Tahera Choudhury	TC
James Verdon	JV
Rajiv Patel	RP
Steve Pownall	SP
Nandini Kundu	NK

Slides available [here](#).

## 1. General Meeting Administration

### **1a. Welcome and Introductions**

Paul Orsler (PO) started the meeting and informed all attendees that this meeting is being audio recorded for the purpose of producing the minutes and each recording will be deleted once the relevant minutes have been signed off. PO informed the attendees of the following agenda:

### **1b. Previous DSG Meeting Minutes and Action Updates**

PO asked for feedback on the minutes from the previous Delivery Sub-Group (DSG) occurrence; no comments were received. The minutes were approved. PO confirmed that there are no actions outstanding on the action log and advised that Xoserve will be taking the minutes of this meeting today to circulate and make available to customers.

## 2. Changes in Capture

### **2a New Change Proposals – Initial Overview of the Change**

PO advised that the following Change proposals XRN 5695, XRN 5701, XRN 5702 were voted at the Change Management Meeting in November to approve the change into development.

#### **2a.i XRN 5695 Revision of Virtual Last Resort User and Contingent Procurement of Supplier Demand Event Triggers (Modification 0854)**

PO provided an overview of the change proposal, explaining that this has been raised to deliver the requirements set out under UNC Modification 0854 to allow the utilization of Revision of Virtual Resort User ('VLRU') and contingent procurement of Supplier Demand ('CPSD') mechanisms where a User is subject to UK Government Sanctions.

This change proposal will implement the process to deliver Mod 0854 requirements. PO advised this change is currently being developed but is well established and advised that James Barlow (JB) from Xoserve, will provide a further update later in the meeting to clarify the CDSP aspects of this change proposal. PO advised that this change is being issued immediately out for design so that the CDSP can provide transparency around what the solution looks like from Xoserve's perspective to align any CDSP obligations should this modification get approved in the coming months. Impacted parties are Shippers and NGT. PO asked if anyone had any questions, no questions were raised.

#### **2a.ii XRN 5701 Establishing the Independent Shrinkage Charge and the Independent Shrinkage Expert (Modification 0843 / IGT 165)**

PO advised that this change proposal was presented to the DSC Change Committee and has been raised to deliver the requirements outlined in Modification 0843 and IGT165. Modification 0843 is seeking to introduce to the UNC and IGT arrangements a change to provide greater levels of incentive and reduction of greenhouse gas emissions and lower customer bills.

The modification introduces the role of the Independent Shrinkage Expert (ISE) who will establish the independent Shrinkage Model (ISM), the independent Shrinkage Model Methodology (ISMM) and

the Independent Shrinkage Charge (ISC) to be developed and introduced into the codes to allow for an independent shrinkage charge to be applied to Shipper charging arrangements.

Impacted parties are Shipper, DN's and IGTs. PO went on to explain, that the DSC ChMC did not support this being Change Proposal being accepted into the change portfolio at this stage, and therefore a request to put this on hold for a period of 3 months is required, until the Modification proposal has been further developed in terms of business requirements.

PO advised that the website will be updated to reflect this, and Xoserve, will bring this back to ChMC and DSG when it is baselined. Kirsty Dudley (KD) asked if it was on hold due to UNC development and asked if this is also the case for the IGT UNC, PO confirmed that both UNC and IGT UNC Modifications will be further developed, and once this has taken place, Xoserve have agreed to bring this change back to ChMC to review. This is anticipated to take place in either February or March 2024 but if more time is required pending development of Modification and how it is progressing, this could be longer. KD thanked PO for providing clarification that both IGT and UNC are being developed.

### ***2a.iii XRN 5702 Update to assess the replacement of Facsimile as a form of communication.***

PO advised that this Change Proposal has been raised, to update any references to 'facsimile' within CDSP systems, processes, and documentation as a form of communication, as there are still processes which still request fax numbers from customers. The intention of this change is due to BT decommissioning the PSTN towards back end of 2025. KD asked for clarification on what PSTN was, PO advised he thinks it is (Private Secure Telephone Network) but would confirm. *Post Meeting Update, PTSN is Public Switched Telephone Network (is a system that transfers communication through telephone lines)* PO explained as a result, there are fields and abbreviations referenced in the UNC in multiple areas within certain files and documentation within processes that will be inapplicable following the Modification, particularly Credit Neutrality arrangements and also referred to in the Gemini Code Contingency Arrangements and noted, that this transfers across into CDSP data flows such as into Emergency Contact.

PO highlighted that this Change Proposal, is also connected to a UNC modification, so Xoserve, will be looking to incorporate that Modification into the title of this change in a few days. PO went on to explain that there is a need to remove any references of facsimile as a legitimate and recognised form of communication. Xoserve will impact assess whether there is any alternative code mechanism needed, or information that needs to be captured against those associated meter points to reflect details that might be required in an emergency event.

PO advised that Xoserve are currently in the process of doing a Rough Order of Magnitude (ROM) assessment and reviewing the business continuity arrangements to identify where this is documented in any code to remove the facsimile/fax from documentation and will look to share this with the industry for an appropriate process, to do this going forward. PO explained that Xoserve currently have this change as impacted against all our DSC parties and the extent to which those parties are impacted, will be better understood once we have got firmer business requirements.

## ***2b. Change Proposal Initial View Representations***

### **2b.i XRN 5616 CSEP Annual Quantity Capacity Management**

PO provided the background to this change proposal raised by Wales and West Utilities, explaining that this Change proposal is focussing on Part A of this solution. The intention of this change is to facilitate new processes that improve data consistency between commercial arrangements and physical capabilities of the network, as DN's currently do not have the appropriate visibility of IGT network expansion, rendering contractual IGT capacity monitory systems ineffective. This can lead to low gas pressure issues for DNs and IGT customers managing the network capacity and safe operation of the network for the DN's.

PO gave an overview of the change explaining that DN's do not have appropriate visibility of IGT network expansion and so in terms of the Connected System Exit Points (CSEPs) that are recorded in central systems, they relate to contractual agreements between both IGT and Distribution Network customers that the CDSP supports. CDSP record information that's provided to them from IGT customers and then forward that information on to the DN's.

PO noted, that any IGT's and DN customers in attendance will be aware that CDSP are looking to address the pain points in the process. In terms of Part A, focusing on the CSEP creation and Amendment referral requirements, this has been flagged and raised with CDSP and discussed in multiple sessions with IGTs and DNs. PO went on to explain in detail Slide 13 of the presentation explaining each of the customer requirements and user stories. PO asked for feedback from DSG representatives so help and to be able to use to further support the development activities. PO explained next steps which CDSP have handed over to the Service Provider for impact assessment to look at Solution Options in early 2024. PO explained that Xoserve have a plan that we are looking to discuss with DN's and IGT Focus group on 20.11.2023, which will also discuss requirements that have been captured for Part B

KD although professed to not being an expert on this particular change, asked PO to understand why there does not seem to be any reference to shipper requirements and if this had been ruled out, does this mean that there is no knock-on impact to Shippers at all? PO confirmed that for Part A, it is not envisaged that there is any Shipper interaction at that stage as there are no associated meter points when CDSP are creating the CSEP. However, when CDSP are looking at Part B, we will need to understand and consider how this would be orchestrated as Shippers are involved in meter point creation process.

KD went on to ask whether there are any implications on the IGT meter point range process. PO explained that neither Part A or B is proposing any changes to the IGT meter point ranges, explaining that the way the IGT meter points are allocated will remain as is.

KD said she is comfortable if this is the case, PO advised that CDSP will look to bring more detail in Part B. KD explained that the PSR process has not been reviewed for a while and has been in place for several years and not revisited, but may require changes to the IGT UNC, but she will wait to see what has been designed first.

Tom Stuart (TS) went on to reassure KD, as the proposer of this change, to give some comfort from a Shipper perspective. He advised that engagement has been made with Shippers and in particular Claire Manning had passed this on to her internal colleagues, who did not seem to pick up any kind of direct impact and that is why Shippers have been perceived as to not being impacted. KD thanked TS and was glad that discussions have taken place with shippers. But from her own perspective would still like to further understand this and get clarity as she has not been close to this change. TS offered KD the opportunity to contact him should she have any further questions. PO thanked KD and TS and asked those on the call if this has triggered any thoughts or questions, to reach out or if further clarification is required, please feel free to get in touch with Xoserve and we can look to pick this up directly with you.

**Action: PO to understand and consider Shipper Impacts on this change for Part A and Part B**

## *2c. Undergoing Solution Options Impact Assessment Review*

### **2c.i XRN5614 – Improving IGT SMP New Connection Process to support accurate and timely Supplier Registrations**

PO provided background to this Change Proposal, which is currently out for Solution Change Pack consultation, advising that this is to improve the IGT Supply Meter Point New Connection process by enabling the CDSP to accept related amendments from IGTs and ensuring that the relevant parties have the information they need to support accurate and timely changes to Shipper and Supplier Registration details to adjust those related amendments accordingly.

PO talked through the customer requirements as detailed on slide 18 and asked for feedback from DSG representatives so that this could be used to further support the development activities. No questions were raised at this stage.

PO provided the HLSO solution title to 'Amend the validations in UK Link and generate comparison dataset's 'explaining these are not fully defined. PO explained that the trigger is, when the IGT needs to send new contact information and notify any previous shipper of changes to details as and when the team is made aware from the developer, that, there is a change to the contracted shipper supply details, IGT would then notify the old shipper, that actually they are no longer the elected shipper against those meter points and they would also notify the new shipper that those details had related to them and their portfolio and the new shipper would then respond to the IGT through the agreed through the PSR process that exists between shippers and IGTs and explained this would go back to IGT and then the IGT would look to notify CDSP of the new shipper details explaining the key features and changes to the existing process as follows:-

- Enables CDSP to accept IGT Meter Point Amendment requests, as supplied via the .IMA file, regardless of the presence of CSS Registration Activity
- Enables CDSP to trigger notifications to Old and New Shipper via existing AES and DES file interfaces pointing to the swim lane for CDSP steps S5.1, S5.2 and S5.3 pointing out to introduce these steps, and pointed out the three outputs to IGTs, Old Shippers, previous shippers to notify that we are aware they have been unappointed and the New Shipper to be appointed to the meter points and look to notify the IGT

- Enables Shipper details to be recorded and stored within CDSP systems.
- The final Step 7 which is existing detail, so as and when meter information is installed.
- If that meter information is in is undertaken by an IGT, then they'd look to notify the respective new shipper of the meter installation details.
- Step 8.1 would be the trigger for the new shipper to register their details and potentially with this, the central switching partner and then those details would flow back through CDSP systems and onto the corresponding IGT.
- Supports the capability of additional monitoring and reporting activities to take place between impacted parties where datasets are not aligned. PO noted that Step 7
- Within the Solution Change Pack, it has been confirmed that several 'Could Have' requirements, relating to Retail Energy Code arrangements, are not being met - A corresponding REC Modification would be required to specify the solution that the CDSP would be responsible to deliver. PO explained that what we are not proposing in this change, at this stage is for CDSP having functionality to override registration data in Central Switching Systems. (CSS) but what we have said, is that this can be progressed if a corresponding Rec Modification is introduced and then any associated solution CDSP would look to support as an obligated party under those solutions.

PO advised that the extent of the solution, will allow the right parties to have the information in, CDSP systems and it allows the data, to be made available to monitor and report upon, so that any discrepancies can be highlighted and to effectively incentivize or improve alignment of data across the estate.

PO advised that the solution to Amend the validations in UK Link, and to generate comparison datasets, has been confirmed as medium impact to the existing process performed by the CDSP, with relative low impacts to IGT and Shippers who also interface with the process.

The solution has been identified as potentially aligning with either a Major release or being delivered as an Adhoc release, that could be delivered outside of the release schedule if needs be. The cost is unlikely to be less than £165,000 but probably no more than £209,000. PO went on to explain that this is more of a succinct overview of the details of the solution change pack, but much more information in that solution change pack is available online and in the change pack that has been issued, PO asked if anyone had any questions.

KD requested clarification on the current volumes of impacted MPRNs that relate to this change. PO advised that this has been discussed with IGT's, and presently it is understood to be in the low thousands (e.g. approx. 1000 MPRNs). This is based on information received from the IGTs during the change development phase. PO went on to explain that there are scenarios whereby large volumes of MPRNs could be impacted by misaligned Shipper / Supplier details – e.g. in the event that developer changed their contractual agreements on mass. KD went on to challenge the peak cost (£206,000) in relation to the impacted meter point that would benefit from the change ( approx. 1000). PO explained that the solution identified is scalable to the current and potential future needs.

KD asked if this is a new problem or existing to which PO confirmed that it is a problem that has existed for several years. KD agreed and said it has been around for a while noting that it was previously referred to as gazumping, and asked from a Code perspective, whether any changes to the IGT UNC have been identified. PO explained that IGT UNC is not impacted by the proposed changes, with the solution effectively allowing the IGTs to send in existing files with these being accepted following changes to CDSP validation logic. PO confirmed that the IGT UNC does not describe these processes at a technical level. KD asked if the solution intends to replace the PSR process. PO clarified that there was no intention to replace or alter the way in which the PSR process works between IGTs and Shippers. PO explained that it is this change seeks to resolve the discrepancies between the IGT and CDSP datasets, which in turn intend to support Shippers in maintaining registration data alignment and reducing instances where incorrect Shipper and Supplier details are recorded across industry datasets. KD asked to be reminded of which DSC Service Line and what charging percentages are proposed for the change.

PO advised that the proposed charging arrangements for the change are 50%-50% between Shippers and IGT, and that is what has been agreed at ChMC at the initial proposal stage back in February 2023 ChMC when this was raised. KD voiced concerns that the solution appeared costly for the low volumes of MPRNs it would support.

PO explained that no alternative CDSP solutions have been identified to address the requirements to which this change seeks to remedy. KD queried whether the change is being driven by what IGTs need from it and whether any implications have been identified for Shippers. PO confirmed that it is expected that this will benefit Shippers, as it will allow Shippers to receive the relevant flows that they would ordinarily receive from the CDSP, and will help them identify if they have been appointed or de-appointed from relevant IGT MPRNs within CDSP systems - which is a feature of the current process that Shippers do not currently receive. It also allows for any gaps between IGT PSR records to be actioned, alongside providing the Shipper with the necessary data to undertake registration activities with their contracted Supplier – i.e. the change intends to support Shippers in maintaining their portfolio as accurately as possible. KD asked whether any of the misaligned meter points within the volumes mentioned were within a company's own group portfolio. PO confirmed that the volumes mentioned are understood to be outside of group portfolios (i.e. genuine examples where of different Shipper companies holding incomplete or inaccurate IGT MPRN registration details. KD requested clarification on this to support the analysis that they need to undertake.

Kundai Matiringe (KM) asked KD if she could please elaborate on what she is asking for. KD confirmed, if a shipper has multiple short codes and are moving their portfolio within their organisation then that may lead to differences in registered Shipper details. KM clarified that she would take this action away to confirm. Sarah Brown (SB) later introduced herself to the group and confirmed that as the operational lead for BUUK the way in which inter-organisational IGT MPRN changes is carried out is separate to the logic and functionality that this change would provide IGTs. SB went on to confirm that the volumes mentioned would all be from one shipper to another, as group licence changes (such as those recently progressed with EON) being managed separately. KD queried whether a historic report, developed to identify differences in registered Shipper vs Elected Shipper, was still in circulation. PO said he was unsure and would have to take this question as it

may have been a transitional activity and would look to confirm. PO welcomed KDs comments and input on the change pack from parties and one or two companies and what it is achieving.

PO advised in terms of next steps on this change proposal, it has been issued as part of the November Change Pack out for consultation with Shippers and IGTs as part of the November 2023 Change Pack for representation. Closing date is 27<sup>th</sup> November 2023 and recommended reviewing this change to DSG attendees.

Dedicated sessions have been arranged to walk IGT customers through the content of the HLSO in next few weeks and if this solution is supported and approved in the December ChMC, the change will then progress into detailed design phase. KD asked if Shippers had been invited to this, PO advised that it was specifically for IGTs but more than happy to walk through to Shippers, and advised the coverage of Shipper representatives at DSG is welcomed given the difficulty in arranging Shipper meetings of late due to changes in representatives in those groups. .

**Action: PO to confirm the status of Registered Shipper vs Elected Shipper reporting.**

### **[3. Changes in Detailed Design](#)**

#### **[3a. Design Considerations](#)**

##### **3a.i XRN5695 - Revision of Virtual Last Resort User and Contingent Procurement of Supplier Demand Event Triggers (Modification 0854)**

James Barlow (JB) provided a background to XRN5695, advising that this Change Proposal has been raised to deliver requirements being developed under Modification 0854. Noting that this was previously Modification 0813 which was originally raised but was rejected by Ofgem due to a rule which the workgroup has since discussed and addressed.

The main objective of this Change Proposal is to allow National Gas Transmission to issue a User Premises Termination Notice (UPTN) to a User which is subject to the application of sanctions by the UK Government. This action would have the effect of ending all the Supply Point Registrations for that User.

The associated CDSP Detailed Design clarifies how existing business processes will be utilised and enacted in the event a UPTN is issued by National Gas Transmission.

The detailed design for this Modification was previously issued for consultation under XRN 5606 (Mod0813), which Ofgem subsequently rejected, and Modification 0854 has been raised to address these points. The aspects of the Ofgem rejection and new Modification rules do not impact the CDSP detailed design previously approved under XRN5606. The intention of seeking detailed design approval is to ensure the CDSP is ready to go as required, should Modification 0854 be approved.



### ***3b. Requirements Clarification***

#### **3b.i XRN5605 Amendments to the IGT must read process (IGT159V)**

Rajiv Patel (RP) explained that IGT159V states that a business rule is required to validate that a submitted meter reading is not older than 25 business days from the date it was obtained.

RP explained that this change is looking at improvements to the current way that the must-read process currently works for meters connected to an IGT network and is currently planned to be a February 24 Major Release. The slides provided were issued for information and to provide further clarification that we are provided has no impact on the solution design and it arose when we were in analysis phase.

RP advised that the IGT Modification articulates a business rule, that states there needs to be validation around the period between date the meter read was obtained until the date it was loaded. RP confirmed that UK Link already has a business rule that validates a submitted meter reading must not be older than 25 business days, from the date the reading was obtained.

Clarification 1: that 25 business days only applies to meter points in Class 4, this is an existing rule, the point of clarity here is it only applies to Class 4 meter points.

Clarification 2: There is another existing rule that validates a submitted meter reading must not be older than 10 business days which only applies to meter points in Class 3. In terms of point of clarity that there is a slight difference if the meter is in Class 4 instead of Class 3.

The rule itself for class 3 meter points operates on a relatively small volume compared to Class 4, and in terms of this rule ongoing, we note that the amount of meter points that this 10 day rule will operate on will likely decrease over time, particularly because IGT 159V itself requires meter points with smart devices to be excluded completely from the IGT must read process. This in turn will the number of times the Class 3 logic is applied from February 24 onwards.

RP asked if anyone had any questions on the slides and no questions were raised.

### **4. Major Release Update**

#### ***4a. November 23 Major Release Update XRN5629***

PO advised that during November Release XRN5629, it was successfully implemented on the 4th November and is currently now in post implementation support, the two changes were

- XRN 5186 (Modification 701) - Aligning capacity booking under the UNC and arrangements sets out in the relevant NExAs
- XRN 5482 - Replacement of reads associated to a meter asset technical details change or update

PO confirmed that following implementation we are actively reaching out to customers to assess their usage and uptake on that new functionality that's been introduced into CDSP estate, particularly with regards to XRN 5482.

Also, are UK link delivery team have reached out to various parties to support assessing test files and those sorts of things ahead of go live that joke.

Jo Hargreaves (JH) advised PO, that she has had it highlighted that Centrica are seeing an increase in the number of RFAs rejections since the new CMS portal was introduced, and queried whether this may be as a result of XRN 5482. PO said that XRN 5482 is not specifically linked to the RFA functionality that's been introduced in CMS, but is more than happy to take that question away and speak to the CMS team, advising that XRN 5482 introduces the functionality Shipper can use in certain scenarios which will remove the need to submit RFAs. JH thanked PO stating that they can then get the operational team leader involved who raised this issue.

**Action: PO to discuss with CMS Team if any impacts have been highlighted since this solution was implemented.**

We will in the meantime continue to review which will be until February next year.

#### ***4b. February 24 Major Release***

PO advised that there are three charges in scope for the February 2024 Major Release, with these described in the slides;

- UNC Modification 0811S - Shipper Agreed Reads exception process
- IGT159 - Amendments to the must read process
- UNC Mod 0816S – Updates to the AQ Correction process

All changes in delivery are progressing well through the build phase which is due to complete the build at the end of this week, after which point we will be looking to move into system, user and regression test phases ahead of implementation on the 24th February 2024.

PO highlighted that the Major Release in February will take place on Saturday 24<sup>th</sup> February as Xoserve had previously communicated the proposed release dates of the major release on Thursday 28<sup>th</sup> February 2024, the ChMC confirmed that they remain satisfied that the date for implementation should continue to be Saturday 24<sup>th</sup> February 2024, recognising that there were no corresponding REC consequential changes being delivered. PO confirmed that from June 2024 onwards, Xoserve will be looking to utilize and align with the Retail Energy Code release schedule wherever possible, and if not feasible, we will look to provide evidence to DSC parties with alternative options.

#### ***4c. XRN5647 Minor Release 11***

PO confirmed that Minor Release 11 was implemented in September 2023 and we are in the progress of just undertaking our final closedown project activities. It is expected that this Release update will be the final one provided to DSG.

#### *4d. June 24 Major Release Scope*

PO advised that this was presented to the ChMC and it has been agreed that XRN 5573 Part B, which is looking to introduce into all the relevant sort of flows that is necessary the updates the Priority Consumer process that were introduced last year as a result of the secretary of state mandating the category B inclusion for priority consumer circumstances.

Xoserve have issued a solution document which has been approved by Change Committee and are now progressing through detail design of that solution. Additionally, Xoserve has confirmed it would like to introduce into the scope of June 2024 XRN 5585, which is Flow Weighted Average Calorific Value (FWACV) phase two service improvements. It was agreed that Xoserve would look to report back on the delivery options of XRN 5585 once a solution had been agreed with DN customers.

PO went on to advise, that in terms of Change Committee update, Xoserve have been asked to assess the change portfolio and consider whether any other changes could also be incorporate into the scope of June 24 Major Release – with this being an open action that Xoserve will be reporting to December Change Committee on.

#### *5a. Change Pipeline*

PO advised that this is a standard agenda item for DSG and confirmed that all those on the pipeline in green status have completed, noting that XRN5629, XRN5186 and XRN5482 for November 23 is in Post Implementation Support (PIS) phase, following successful implementation on Saturday 4th November.

PO provided update on those changes that will be progressed between current date and end of March 2024, stating that February 24 Major Release and XRN5567 (December 23) are in delivery, with several small changes expected to be delivered in early 2024 also – subject to customer approval.

PO went on to discuss the Change Backlog and mentioned that these are in order that the change are listed in terms of priority, with regulatory changes first, and all others listed in change order based on the date that those changes have been raised. PO advised he wanted to call that out and advised that the smaller changes are relatively new in terms of the change portfolio because of the nature of them, and Xoserve will look to progress, those smaller changes swiftly through the change process to ensure that we can deliver and meet the required time scales of those changes.

KD thanked PO for moving XRN5690 through as the sponsor of this change as it may been that people do not need to build their calendars before April 2024. PO advised that Xoserve are trying to be pragmatic and trying to ensure we can meet these changes.

With regards to Change Pack plan for December, CDSP are aiming to issue change packs XRN5665 and 5690 respectively. Steve Pownall (SP) advised that XRN 5585Flow weighted may also go out in December's change pack for consultation to expedite the change through the process.

## 6. AOB

PO asked if anyone had any AOB they wish to discuss. KD asked PO following a discussing she had previously offline, about the delivered changes and how in the Change Pipeline slides customers can see HLSO costings vs actual delivery costs. KD noted that it is difficult to find the comparison between what was quoted and then what was delivered in an easy mechanism.

PO agreed to pick this up directly with KD.

**Action: PO to contact KD offline to discuss how to reflect HLSO costing is vs actual costs to deliver to provide a view of CDSP performance.**

This was the end of DSC Delivery Subgroup meeting. Next Meeting will be on Monday 18<sup>th</sup> December to account for Christmas period.

If you have any questions relating to the above meeting minutes, please email [uklink@xoserve.com](mailto:uklink@xoserve.com)